



**ADA Transition Plan – Technical Assistance Training #3:  
Public Outreach, Transition Plan Implementation, Transition  
Plan Progress Monitoring, and Website Compliance**

February 13, 2019

# Agenda

- Public Outreach Best Practices
- Transition Plan Implementation Considerations
- Transition Plan Progress Monitoring Options
- Website Compliance

# Public Outreach Best Practices

# Public Outreach Best Practices

- Effective Communication
- ADA Advisory Committee
- In-person public engagement
- Online public engagement

# Effective Communication

- Required under Title II unless agency can show that providing effective communication would fundamentally alter the nature of the service or program
- Whatever is written or spoken must be as clear and understandable to people with disabilities as it is for people who do not have disabilities

# Auxiliary Aids and Services

- Devices or services that enable effective communication for people with disabilities
- Type of aid or service necessary depends on length and complexity of the communication and format
- Required when requested by a person with a disability
- Must consult with the individual to determine what is effective for him or her

# Auxiliary Aids and Services

- qualified interpreters
- notetakers
- screen readers
- computer-aided real-time transcription (CART)
- written materials
- telephone handset amplifiers
- assistive listening systems
- hearing aid-compatible telephones
- computer terminals
- speech synthesizers
- communication boards
- text telephones (TTYs)
- open or closed captioning
- closed caption decoders
- video interpreting services
- videotext displays
- description of visually presented materials
- exchange of written notes
- TTY or video relay service
- email
- text messaging
- instant messaging
- qualified readers
- assistance filling out forms
- taped texts
- audio recordings
- Brailled materials
- large print materials
- materials in electronic format (compact disc with materials in plain text or word processor format)

# Written Communication

- Provide alternative formats (Braille, large print text, emails or CDs, audio recordings) with the information
- Consider the context, importance of the information, and length and complexity of materials
- Alternative formats should be requested by a person with a disability prior to the event, but reading information aloud may be effective if notice is not provided



# Effective Communication Exceptions

- Primary consideration must be given to the individual's choice of auxiliary aid or service
- The requesting person's choice does not have to be followed if:
  - The public entity can demonstrate that another equally effective means of communication is available
  - Use of the means chosen would result in a fundamental alteration in the service, program, or activity
  - The means chosen would result in an undue financial and administrative burden

# Qualified Interpreters

- When an interpreter is requested by a person who is deaf or hard of hearing, the interpreter must be qualified
- Qualified interpreters must:
  - Be able to convey communications effectively, accurately, and impartially
  - Use any necessary specialized vocabulary
- Certification is not required

# Qualified Readers

- When a reader is requested by a person who is blind or has low vision, the reader must be qualified
- Qualified readers must:
  - Read the information accurately and in a manner that the person requiring assistance can understand
  - Be capable of assisting the individual in completing forms by accurately reading instruction and recording information on each form

# Effective Communication Planning

- Identify local resources for auxiliary aids and services
- Find out how you can produce documents in Braille or acquire other aids or services
- Contract with qualified interpreter services and other providers so that interpreters and other aids and services will be available on short notice

# Effective Communication Planning

- Use the [DOJ checklist](#)
- Provide employee training. All employees who interact with the public over the telephone or in person need to know their role in ensuring effective communication.

# ADA Advisory Committee

- Representatives from local disability organizations
- Committee members should represent a wide range of disabilities

# In-Person Public Engagement

- Consider meeting format
  - Public Meeting – formal presentation
  - Public Workshop – open house
- Seek public input before, during, and after Transition Plan development
- [How to Make Your Presentations Accessible to All](#)

# Meeting Advertisement

- Electronic and paper flyers
- Newspaper
- Radio
- Website
- Social media
- Business cards
- Disability organization distribution lists



## ADA Transition Plan Public Meetings

on January 9, 2017

The City of Lakeland is developing an Americans with Disabilities Act (ADA) Transition Plan. While the Transition Plan will ultimately include all City programs, services, and activities, the initial Transition Plan is focused on pedestrian facilities within the Public Rights-of-Way. Public meetings will be held on January 9, 2017. Those interested persons, including individuals with disabilities or organizations representing individuals with disabilities, are requested to participate in the development of this transition plan.

### Public Meetings

Date: January 9, 2017  
 Location: Lakeland Public Library  
 100 Lake Morton Drive  
 Lakeland, FL 33801  
 Meeting Time #1: 10:00 AM – 12:00 Noon  
 Meeting Time #2: 5:30 PM – 7:30 PM

**City of Lakeland ADA Coordinator**  
**Attn: David Uria**  
 834 East Rose Street  
 Traffic Operations  
 Lakeland, Florida 33801  
 Phone: (863) 834-8447  
 Email: [david.uria@lakelandgov.net](mailto:david.uria@lakelandgov.net)

### Comments & Plan Recommendations

Citizens are welcome to view a draft copy of the plan prior to the public meetings. An electronic copy of the plan can be downloaded from the City's website at <https://www.lakelandgov.net/publicworks>. If individuals require paper copies or alternative formats of the draft plan, please contact the City's ADA Coordinator. Additional comments or specific recommendations for modifications to City facilities, programs, services, and activities should also be submitted to the City's ADA Coordinator.

Public meetings is also available on the City's website at [publicworks](https://www.lakelandgov.net/publicworks)

In accordance with Florida Statutes, persons with disabilities needing special accommodation (including language assistance (free of charge) should contact the City of Lakeland ADA Coordinator prior to the proceeding, at (863) 834-8447. Email: [David.Uria@lakelandgov.net](mailto:David.Uria@lakelandgov.net). If you are deaf or hard of hearing, call the Florida Relay Service at 1-800-955-8771 (TDD) or the Florida Relay Service at (863) 834-8333 or 1-800-955-8771 (TDD) or the Florida Relay Service.



## ADA Transition Plan Public Meeting



Thursday, August 16<sup>th</sup> from 6:00 – 7:30 p.m.

Gallatin Civic Center, Room 103  
 210 Albert Gallatin Avenue, Gallatin, TN 37066

Open House format with a 15-minute presentation at 6:00 p.m.

Public Input Survey at: [https://www.surveymonkey.com/r/ADA\\_Gallatin](https://www.surveymonkey.com/r/ADA_Gallatin)

<http://wikimapping.com/wikimap/Gallatin-ADA-Transition-Plan.html>

Contact the ADA Coordinator at:  
 JamiAnn Hannah, City ADA Coordinator  
[jami.hannah@gallatintn.gov](mailto:jami.hannah@gallatintn.gov)  
 (615) 230-0681



Learn more at:

<https://www.gallatintn.gov/244/Americans-with-Disabilities-Act>



# Public Access Survey

- Receive feedback on how agency is doing regarding accessibility
- Identify specific programs, services, activities, or facilities of concern
- Examples:
  - Hard copies
  - [SurveyMonkey](#)
  - [Agency Website](#)

# Public Access Survey

This survey is designed to help the Town of Gilbert locate areas of most significant concern to you, our public, and help us provide better access throughout our community.

OK

- Poor
- Fair
- Good
- Very Good

s facilities and

pedestrian path or in a facility

mber or loved one has

# Public Access Survey

11. Are there any Town programs, services, or activities that you would like to participate in or utilize but cannot due to accessibility challenges?

- Yes  A family member or loved one would
- No

Please identify the specific Town program, service, or activity and describe challenges below.

12. Have you encountered any communication barriers within a Town building or park which prevented you from utilizing or participating in a program, service, or activity?

- Yes  A family member or loved one has
- No

Please identify location or locations below.

13. Have you encountered any physical barriers or obstructions within a Town building which prevented you from utilizing or participating in a program, service, or activity?

- Yes  A family member or loved one has
- No

Please identify location or locations below.

# Issue Mapping

- Identify specific facilities of concern, particularly in the public rights-of-way
- Examples:
  - [WikiMap](#)
  - [ArcGIS Online Map / Story Map](#)

# Issue Mapping

## WikiMap

**Help us update the City of Gallatin ADA Transition Plan**

We want to know your ideas on where there are issues related to accessibility, safety, connectivity, and what types of accessibility improvements are needed in the Gallatin area.

Click "Continue to Map" below and then **"Routes"** or **"Points"** in the top menu bar to share your feedback on accessibility in Gallatin. Zoom in or out (just like using Google Maps) and then draw your line or place your point at an exact location of interest to provide your feedback. It is recommended to activate satellite view by clicking the button in the top left before adding feedback. Feel free to add as many routes and points as you would like.

**Sidewalk Program Projects** Sidewalk Program funding from 2016 bond, Quarter-Cent funds, fee-in-lieu, grants, and other sources.

**Legend**

**Current and Upcoming Sidewalk Construction**

- Active/Potential Start - next 30 days
- Potential Start - next 90 days
- Potential Start - next 180 days

**Current and Upcoming Curb Ramp Construction**

- Active/Potential Start - next 30 days
- Potential Start - next 90 days
- Potential Start - next 180 days

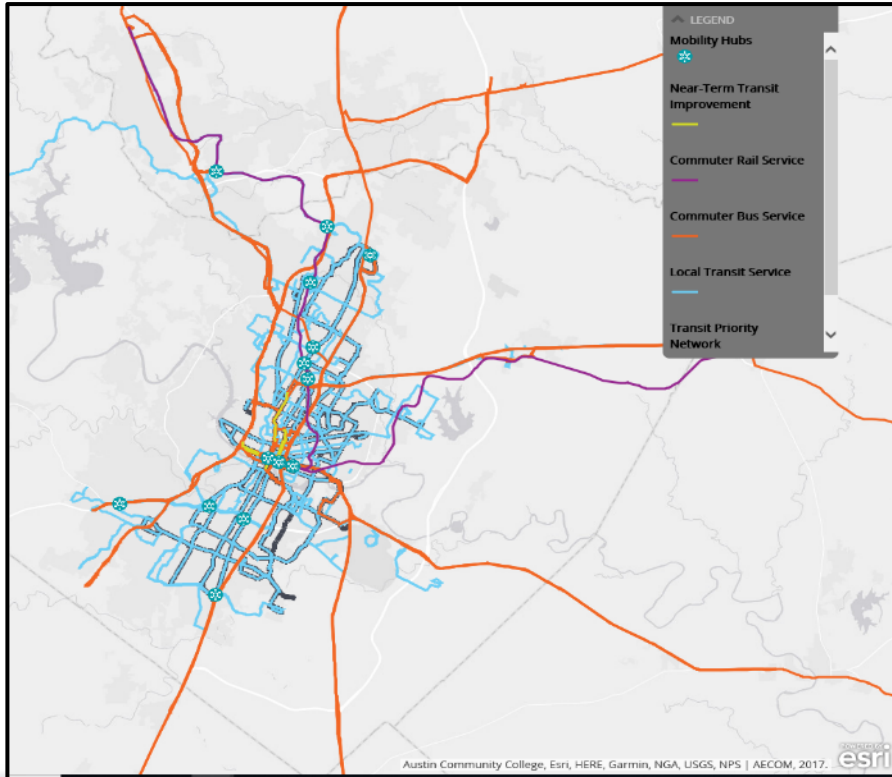
**Lafayette - E 28th to E 32nd**

|                             |                                       |
|-----------------------------|---------------------------------------|
| Work Assignment             | Lafayette - E 28th to E 32nd          |
| Construction Start          | Active/Potential Start - next 30 days |
| Date Construction Completed | February 4, 2019                      |
| Curb Ramp Type              | DIRECTIONAL                           |
| Address Description         |                                       |

GENERATOR 275 KW DIESEL INCL IN #3

ArcGIS Online Map

# Issue Mapping



ASMP

**Austin Strategic Mobility Plan**

change. As Project Connect advances further into the Project Development phase in 2019 and engineering can be evaluated, more information will become available. Additionally, coordination with TxDOT for dedicating space for transit on TxDOT facilities is ongoing. Use the button below to view the dedicated transit pathways in the Project Connect Vision Plan.

**Dedicated Transit Pathways**

Use the buttons below to view the improvements and services individually in the map. Explore the map by selecting a line to read the description.

**Near-Term Transit Improvements**

These improvements can include transit signal priority, transit queue jump lanes, and transit only lanes.

**Commuter Rail Service**

The existing Capital Metro MetroRail is being improved by extending station platforms, adding track sidings, and providing reliable service. The Capital Metro MetroRail is identified as a new commuter rail service.

**Commuter Bus Service**

This transit service is currently provided by CARS and is proposed to be expanded to surrounding communities and operated on the Highway System. It is supported by policy to "enhance commuter bus service."

**Local Transit Service**

These Capital Metro local transit services operate today and are a result of

ArcGIS Story Maps integrate maps with narrative text, images, and multimedia content



ASMP

**Austin Strategic Mobility Plan**

**Bicycle System Map**

A high-quality bicycle system creates a safe and comfortable experience for cyclists of all ages and abilities and supports different types of trips. The draft ASMP policies support the creation of an all ages and abilities bicycle network.

Explore the system of All Ages and Abilities Bicycle Facilities in the map. The Bicycle Priority Network has also been identified in the map.

Use the buttons below to view the improvements individually in the map. You may also explore the map by zooming in and selecting a line to read the descriptions.

**All Ages and Abilities Bicycle Facilities**

These improvements include a range of facilities that are appropriate to the type of street, ranging from Protected Bicycle Lanes, Buffered Bicycle Lanes, Quiet Streets, and Bicycle Lanes. These improvements were determined by the 2014 Bicycle Plan and are further refined through project development processes once funding is identified. These improvements are supported by the draft ASMP policy to "make streets safe for bicycling," "complete the All Ages and Abilities Network," and "remove significant infrastructure gaps in the bicycle system."

**The Bicycle Priority Network**

The Bicycle Priority Network is composed of the 2014 Bicycle Plan's short-term all ages and abilities network plus additional near-term improvements that have been identified since the plan's adoption. This network is supported by the draft ASMP policy to "complete the All Ages and Abilities Bicycle Network."

# Photo Boards



## PROGRAMS

Which elements affect you most when participating in a Town program?

- Website Accessibility
- Consistent Hours of Operation
- Access to Job Opportunities
- Transportation Issues  
(hours, stops, location of stops)
- Inclusion in Emergency Planning
- Counter Access
- Equal Communication
- Ability to Get Auxiliary Aides

# Photo Boards



## BUILDINGS

What non-compliant elements affect you most when visiting a building?



NO ACCESSIBLE ENTRANCE



DOOR KNOBS INSTEAD OF LEVERS



NO DOOR MANUEVERING CLEARANCE



NON-COMPLIANT SIGNAGE AT A RESTROOM



NON-COMPLIANT STALL



PROTRUDING OBJECTS



A COUNTER THAT IS TOO HIGH



NO VERTICAL ACCESS





# Photo Boards



## PARKS

What non-compliant elements affect you most when visiting a park?



MISSING ACCESSIBLE ROUTE



STEEP PATH SLOPES



NO ACCESSIBLE PARKING



POOR SURFACE CONDITIONS



NO ACCESSIBLE SEATING



POOR PLAYGROUND SURFACE



SURFACE TRANSITIONS



NON-COMPLIANT PARK AMENITIES



# Photo Boards



## CURB RAMPS

Which non-compliant condition affects you most when negotiating a curb ramp?



MISSING CURB RAMP



OBSTRUCTION IN CURB RAMP



CURB RAMP GUTTER/TRANSITION



STEEP CURB RAMP CROSS-SLOPE



MISSING DETECTABLE WARNING SURFACE



NO LANDING AT TOP OF CURB RAMP



STEEP FLARE SLOPE




STEEP CURB RAMP RUNNING SLOPE



POOR ALIGNMENT WITH CROSSWALK











# Photo Boards




## SIDEWALKS

What non-compliant condition affects you most when using sidewalks?

|   |  |  |
|---|--|--|
|  <p>TOO NARROW</p> <input type="text"/>             |  <p>UTILITY OBSTRUCTION</p> <input type="text"/>    |  <p>TEMPORARY OBSTRUCTION</p> <input type="text"/>  |
|  <p>SIDEWALK RUNNING SLOPE</p> <input type="text"/> |  <p>VERTICAL SEPARATION</p> <input type="text"/>    |  <p>ENCROACHING VEGETATION</p> <input type="text"/> |
|  <p>SIDEWALK CROSS SLOPE</p> <input type="text"/> |  <p>DRIVEWAY CROSS SLOPE</p> <input type="text"/> |  <p>PONDING</p> <input type="text"/>              |

 **GILBERT**  
ARIZONA

**Kimley»Horn**

 **ACCESSOLOGY**

# Photo Boards



## TRAFFIC SIGNALS

Which non-compliant condition affects you most when crossing the street at a traffic signal?



MISSING PEDESTRIAN CROSSING SIGN



MISSING PEDESTRIAN SIGNAL  
AND PUSH BUTTON



NO ACCESS TO PUSH BUTTON



UNDERSIZED PUSH BUTTON  
(NOT TWO-INCH DIAMETER)

# Photo Boards



## TRANSIT STOPS

What non-compliant condition affects you most when using transit services?



BENCH MISSING CLEAR SPACE FOR WHEELCHAIR



SIDEWALK SINKING OR CRACKING



BUSES NOT ACCESSIBLE



STOP WITHOUT ADJACENT BOARDING AND ALIGHTING AREA



TRANSIT STOP SIGNAGE



MISSING SIDEWALK/ POOR CONNECTIVITY



# Online Public Engagement

- Broward MPO: Speak Up Broward
  - [Website](#)
  - Traveling Booth
  - [Calendar](#)
  - [Facebook](#)
  - [Twitter](#)

# ADA Webpage

- Grievance procedure and form (fillable online format)
- Public notice under the ADA
- ADA/504 Coordinator contact information
- ADA Transition Plan and related policy documents
- Public involvement opportunities
- Request forms (accommodations, APS, sidewalks, curb ramps, etc.)
- Accessibility technical resources (standards, guidance documents, news, training opportunities)

# Example ADA Webpages

- [Delaware DOT](#)
- [Alaska DOT](#)
- [Colorado DOT](#)
- [City of Edmond, Oklahoma](#)
- [City of Fort Lauderdale, Florida](#)



# Transition Plan Implementation Considerations

# Transition Plan Implementation Considerations

- Coordination with other agencies
- Declaration of support/adoption of Transition Plan
- Implementation schedule duration
- Project implementation prioritization
- Funding strategies
- Overlap with other agency programs (e.g., Capital Improvements Program)

# Coordination with Other Agencies

- Facilities located along geographic limits
- Shared ownership facilities
- Lease agreements and rental properties
- Integration with Transition Plan efforts for:
  - Neighboring Communities
  - County
  - State

# Declaration of Support/Adoption of Transition Plan

- Well-publicized, public declaration of support or adoption of a Transition Plan sets a positive tone that facilitates staff involvement and promotes support and cooperation
- Governing agencies are not required to adopt their Transition Plan
- If an agency decides to adopt their Transition Plan, support from upper level staff is recommended

# Declaration of Support/Adoption of Transition Plan

## Benefits of adopting Transition Plan

- Consistent and strategic funding of accessibility-related improvements
- Assurance that plan will be implemented and kept up to-date
- Integration of Transition Plan into existing agency practices and procedures for scheduling work and implementing improvements

# Example ADA Transition Plan Adoption by Council

## RESOLUTION NO. R1811-66

### RESOLUTION ADOPTING ADA TRANSITION PLAN

**BE IT RESOLVED BY THE CITY OF GALLATIN, TENNESSEE,** The City of Gallatin will not discriminate against qualified individuals with disabilities in the area of services, facilities, programs or activities;

**BE IT FURTHER RESOLVED BY THE CITY OF GALLATIN, TENNESSEE,** that The City of Gallatin has completed a self-evaluation as required by the Americans with Disabilities Act (ADA) of 1990;

**BE IT FURTHER RESOLVED BY THE CITY OF GALLATIN TENNESSEE,** that the next step in complying the Americans with Disabilities Act of 1990 is to adopt an ADA Transition Plan for the City of Gallatin;

**BE IT FURTHER RESOLVED BY THE CITY OF GALLATIN, TENNESSEE,** that the ADA Transition Plan be adopted and implemented immediately. A copy of the entire Transition Plan will be preserved in the City Recorder's office and also the City Attorney's office.

**BE IT FURTHER RESOLVED BY THE CITY OF GALLATIN, TENNESSEE,** that this resolution shall take effect from and after its final passage, the public welfare requiring such.

IT IS SO ORDERED.

PRESENT AND VOTING

AYE:

NAY:

DATED:

\_\_\_\_\_  
MAYOR PAIGE BROWN

ATTEST:

\_\_\_\_\_  
CONNIE KITTRELL  
CITY RECORDER

# Implementation Schedule Duration

- Deadline to complete Self-Evaluation and Transition Plan for structural changes: **July 26, 1992**
- Deadline to implement all improvements identified in Transition Plan: **January 26, 1995**
- Schedule must reasonable for the size of the agency

# Program Prioritization





# Project Implementation Prioritization

## Legend

### Sidewalk Priority

- Compliant
- High
- Medium
- Low



# Funding Strategies

- Federal Funding
- State Funding
- Local Funding
- Private Funding

# Federal Funding

- [BUILD](#) – Better Utilizing Investments to Leverage Development Transportation Discretionary Grants
- [INFRA](#) – Infrastructure for Rebuilding America Discretionary Grant Program
- [TIFIA](#) – Transportation Infrastructure Finance and Innovation Act (loans)
- [FTA](#) – Federal Transit Administration Capital Funds
- [ATI](#) – Associated Transit Improvement (1% set-aside of FTA)
- [CMAQ](#) – Congestion Mitigation and Air Quality Improvement Program
- [HSIP](#) – Highway Safety Improvement Program
- [NHPP](#) – National Highway Performance Program

# Federal Funding

- [STBG](#) – Surface Transportation Block Grant Program
- [TA](#) – Transportation Alternatives Set-Aside (formerly Transportation Alternatives Program)
- [RTP](#) – Recreational Trails Program
- [SRTS](#) – Safe Routes to School Program / Activities
- [PLAN](#) – Statewide Planning and Research (SPR) or Metropolitan Planning funds
- [NHTSA 405](#) – National Priority Safety Programs (Nonmotorized safety)
- [FLTTP](#) – Federal Lands and Tribal Transportation Programs (Federal Lands Access Program, Federal Lands Transportation Program, Tribal Transportation Program, Nationally Significant Federal Lands and Tribal Projects)

# Federal Funding

All presented links for federal funding can be found here:

FHWA Pedestrian and Bicycle Funding Opportunities

[https://www.fhwa.dot.gov/environment/bicycle\\_pedestrian/funding/funding\\_opportunities.cfm](https://www.fhwa.dot.gov/environment/bicycle_pedestrian/funding/funding_opportunities.cfm)

# State Funding

## FDOT Local Agency Program (LAP)

- Provides sub-recipient towns, cities, and counties a process to develop, design, and construct transportation facilities with federal funds
- LAP agencies prioritize and fund local projects through their respective MPO or governing board and are then eligible for reimbursement for the services provided to the traveling public through compliance with applicable federal statutes, rules, and regulations
- Federal-Aid Highway Program funds are only available to local agencies that perform the required certification process that evaluates whether the local agency has the sufficient qualifications and ability to “undertake and satisfactorily complete the work”

# Local Funding

- Community Development Block Grants (CDBG)
- Community Improvement District (CID)
- General fund (sales tax and bond issue)
- Scheduled/funded CIP projects that are funded through bonds
- Sidewalk or Access Improvement Fee
- Special tax districts
- Tax Allocation District (TAD)
- Tax Increment Financing District (TIF)
- Transportation Reinvestment Zone
- Transportation User Fee / Street Maintenance Fee

# Local Funding - Examples

Palm Beach Metropolitan Planning Organization (MPO) Funding Opportunities:

- Local Initiatives (LI) Program
- Transportation Alternatives (TA) Program



# Private Funding

- Local or national foundations
- Endowments
- Private development – important for agency to require private developers to improve pedestrian facilities
- Private individuals

# Overlap with Other Agency Programs

When considering funding for ADA-related improvements, there needs to be deliberate integration with existing agency practices including:

- Capital Improvement Projects
- Other projects with identified funding sources
- Long-range planning documents

# Overlap with Other Agency Programs

- For existing and planned agency capital improvement projects, findings from the ADA Transition Plan should be included in the project scope to the extent feasible. Though the project may not be focused on accessibility, the scope should not be tailored to “work-around” accessibility-related improvements.
- When scheduling improvement projects, consider how accessibility issues may impact prioritization of planned projects

# Transition Plan Progress Monitoring Options

# Transition Plan Progress Monitoring Options

- Staff training
- On-going maintenance evaluations
- Transition Plan updates
- Progress reporting

# Staff Training

- Disability employment training for Human Resources staff and managers/supervisors
- Disability awareness and ADA overview for customer contact staff
- Maintenance staff training
- 2010 ADA Regulations
- ADA and Public Transportation
- Public Accommodations and Commercial Facilities (Title III)

# Staff Training

- Telecommunications
- Title V Miscellaneous Provisions
- Emergency personnel training
- Barrier free design
- ADA Transition Plans
- Fair Housing design guidelines
- 2010 ADA Standards for Accessible Design
- Proposed Accessibility Guidelines for Pedestrian Facilities in the Public Right-of-Way (PROWAG)

# On-going Maintenance Evaluations

- Accessible routes must be maintained in an accessible condition
- A maintenance evaluation program should be established to identify changes since the initial evaluations were completed
- Changes to the existing conditions should be documented in the Transition Plan



# Transition Plan Updates

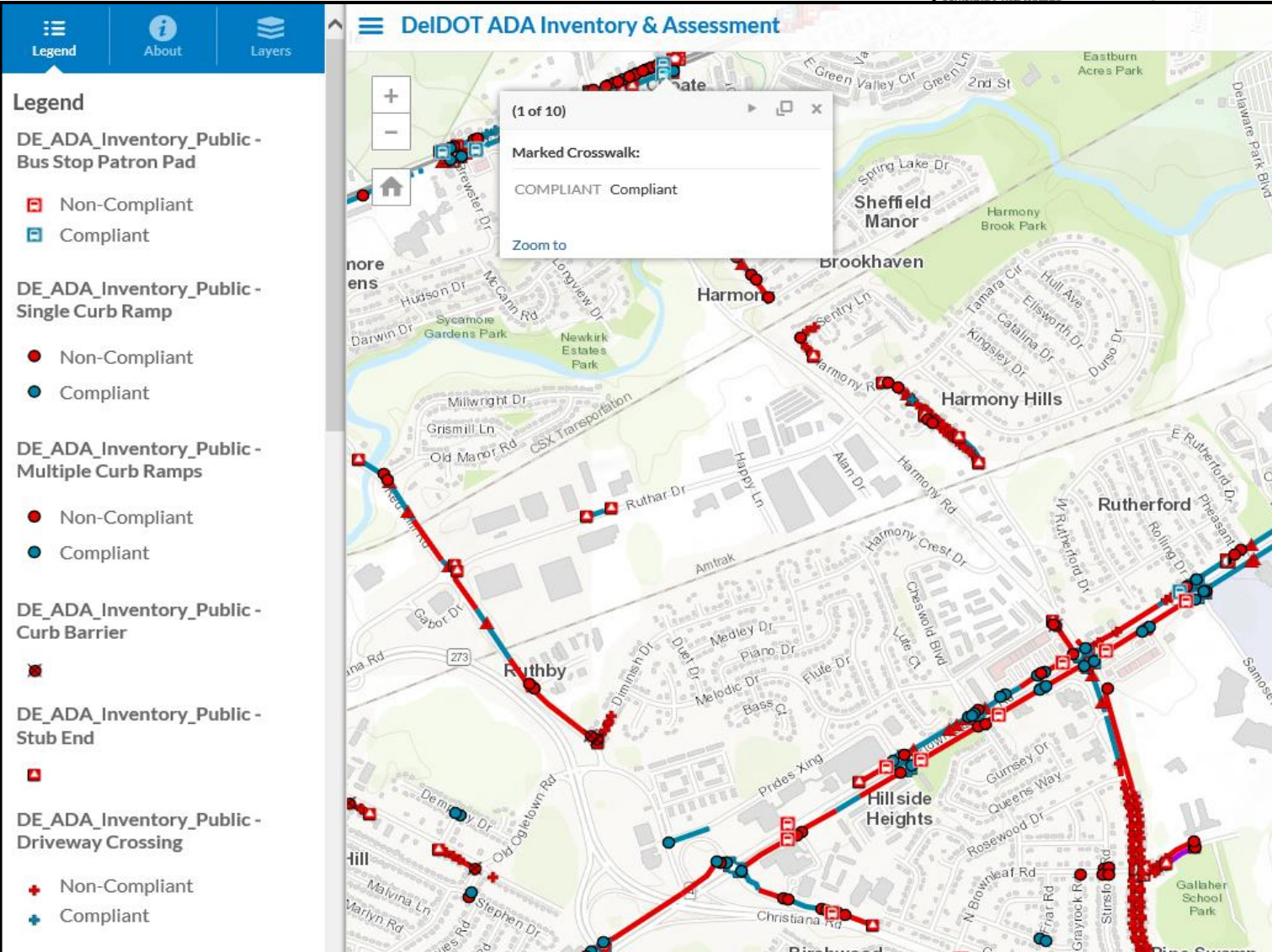
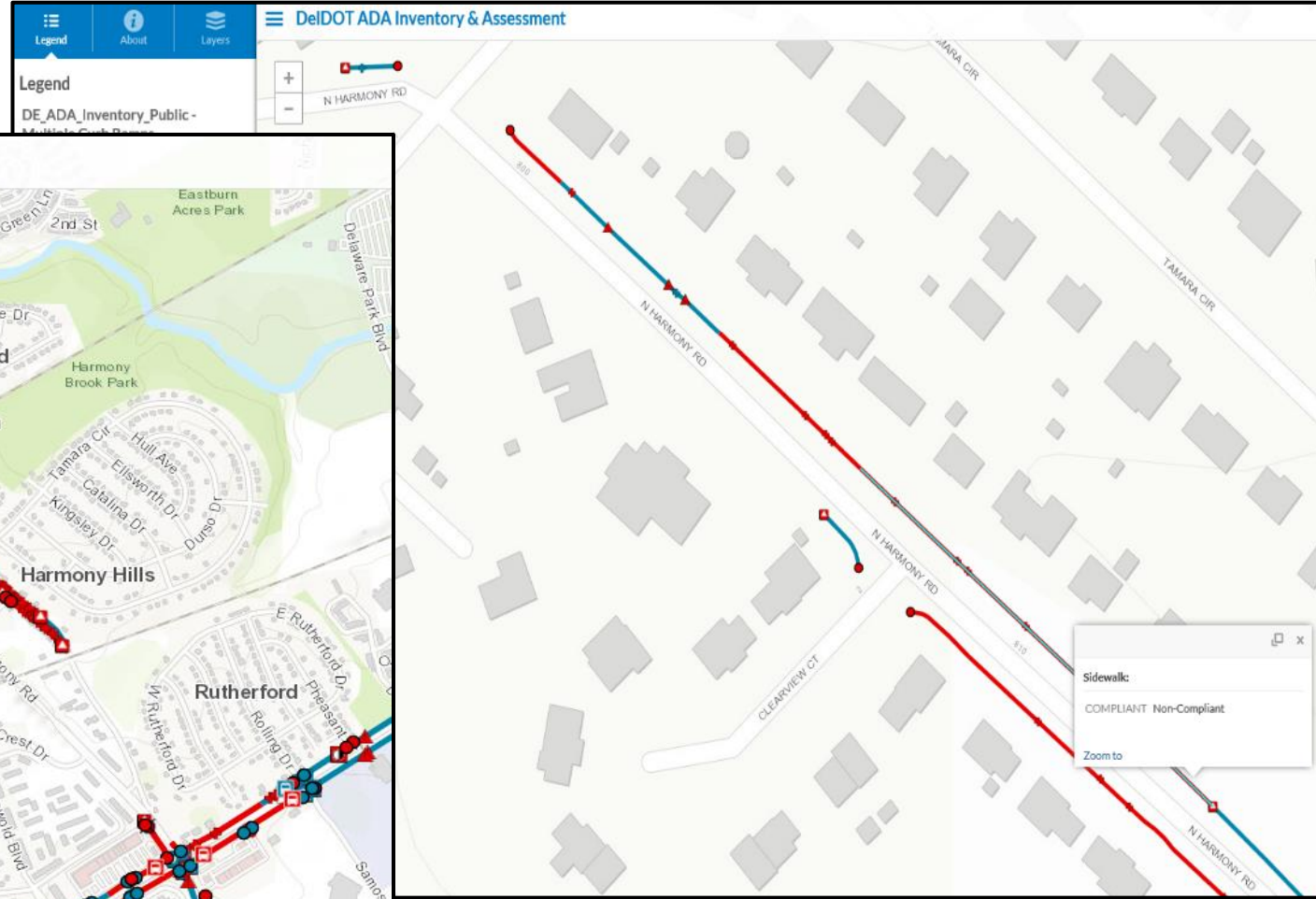
Transition Plan should be a “living document” and updated regularly to reflect changes to existing conditions:

- Findings of maintenance evaluations
- Findings of inspections from new construction

# Progress Reporting

- Interactive maps
  - [ADA inventories and assessments](#)
  - [Long-range planning project locations](#)
- [Performance management tools](#)

# Progress Reporting



# Progress Reporting

Project Locator

Result Count: 1

| Project Type | Project ID | Description            | Route | BegRef | EndRef | STIP Daily Report    |
|--------------|------------|------------------------|-------|--------|--------|----------------------|
| STIP         | SSP4126    | 1-70 Mountain Corridor | 070A  | 190    | 259.76 | <a href="#">Link</a> |

Layers

Tables

| TPR | Region         | LRP | STIP |
|-----|----------------|-----|------|
| 1   | Denver         |     |      |
| 2   | Pueblo         |     |      |
| 3   | Grand Junction |     |      |
| 4   | Greeley        |     |      |
| 5   | Durango        |     |      |

### Statewide Transportation Improvement Program Summary

Data as of January 22, 2019  
Dollars in Thousands

| CDOT Region | STIP ID  | STIP ID Description  | STIP WBS ID        | STIP WBS Description                      | Funding Program    | Fund Source  | Fund Type  | STIP Phase | 2019  | 2020  | 2021   | 2022   | Future |       |  |  |  |
|-------------|--|--|--------------------|---|--------------------|--|--|------------|-------|-------|--------|--------|--------|-------|--|--|--|
| 01          | SDN6678  | Region 1 Rockfall Mitigation Pool                            | SDN6678.002        | US 6: Clear Creek Canyon Rockfall Project | RFM                | S  | SHF  | C          | 547   |       |        |        |        |       |  |  |  |
|             | SDR5055  | US 85: C-470 to Castle Rock                                  | SDR5055.999        | US 85: C-470 to Castle Rock               | FSA                | S  | FAS  | C          | 500   |       |        |        |        |       |  |  |  |
|             |  |  |                    |   | LOM                | L  | L  | C          | 1,500 |       |        |        |        |       |  |  |  |
|             |  |  |                    |   | RPP                | F  | NHPP   | R          | 35    |       |        |        |        |       |  |  |  |
|             |  |  |                    |   | F                  | STBG   | C  | 13,248     |       |       |        |        |        |       |  |  |  |
|             |  |  |                    |   |                    | S  | SHF  | C          | 2,801 |       |        |        |        |       |  |  |  |
|             |  |  |                    |   |                    | S  | SHF  | R          | 7     |       |        |        |        |       |  |  |  |
|             |  |  |                    |   |                    | S  | SHF  | U          | 850   |       |        |        |        |       |  |  |  |
|             | SDR6744  | Region 1 CMAQ Pool   | Region 1 CMAQ Pool | SDR6744.000                               | Region 1 CMAQ Pool | CDR  | L  | L          | C     |       | 22,078 |        | 22,007 |       |  |  |  |
|             |  |  |                    |   |                    | SDR6744.023  | Aurora Toll Gate Creek Trail: Chambers Rd to Montview Blvd   | CDR        | F     | AQC   | C      | 1,793  |        |       |  |  |  |
| L           |  |  |                    |   |                    |  |  | L          | C     | 372   |        |        |        |       |  |  |  |
| SDR6744.024 |  |  |                    |   |                    | Aurora Westerly Creek Trail to Toll Gate Creek Trail Connect | CDR  | F          | AQC   | C     | 5,823  |        |        |       |  |  |  |
|             |  |  |                    |   |                    |  | L  | LO         | C     | 1,169 |        |        |        |       |  |  |  |
|             |  |  |                    |   |                    |  |  |            |       | MDR   | L      | L      | C      | 1,714 |  |  |  |
|             |  |  |                    |   |                    |  |  |            |       | S     | SHF    | C      | 6,858  |       |  |  |  |
| SDR6744.025 |  |  |                    |   |                    | Arapahoe County y Iliff Ave Operational Improvements: Parker | Arapahoe County y Iliff Ave Operational Improvements: Parker | CDR        | F     | AQC   | C      | 12,846 |        |       |  |  |  |
|             |  |  |                    |   |                    |  |  | L          | L     | C     | 5,688  |        |        |       |  |  |  |
|             |  |  |                    |   |                    |  |  | L          | LO    | C     | 1,857  |        |        |       |  |  |  |
|             | CDR  | F  | AQC                | C   | 6,984              |  |  |            |       |       |        |        |        |       |  |  |  |
| SDR6744.029 | Arapahoe County Gun Club Rd and Quincy Ave Operational Impro | Arapahoe County Gun Club Rd and Quincy Ave Operational Impro | L                  | L   | C                  | 2,262  |  |            |       |       |        |        |        |       |  |  |  |
|             |  |  | L                  | LO  | C                  | 3,068  |  |            |       |       |        |        |        |       |  |  |  |
|             |  |  | CDR                | F   | AQC                | C  | 685  |            |       |       |        |        |        |       |  |  |  |
| SDR6744.034 | Denver - S. Platte Greenway Access Sidewalk Imp. Iowa Ave RR | Denver - S. Platte Greenway Access Sidewalk Imp. Iowa Ave RR | L                  | L   | C                  | 486  |  |            |       |       |        |        |        |       |  |  |  |
|             |  |  | L                  | LO  | C                  | 2,104  |  |            |       |       |        |        |        |       |  |  |  |
| SDR6744.036 | Thornton Traffic Signal Upgrade PH 5                         | Thornton Traffic Signal Upgrade PH 5                         | CDR                | L   | L                  | C  | 544  |            |       |       |        |        |        |       |  |  |  |
| SDR6744.037 | FY18 AURORA TRAVEL TIME MONITORING                           | FY18 AURORA TRAVEL TIME MONITORING                           | CDR                | F   | AQC                | C  | 112  |            |       |       |        |        |        |       |  |  |  |

# Website Compliance

# Website Compliance

- Legal Concerns
- Legislation
- Standards
- Action Plan

# Legal Concerns

- According to the Florida League of Cities:
  - Web accessibility lawsuits have increased from 57 in 2015 to over 1,200 in the first six months of 2018
  - FL and NY have had the most lawsuits
- ADA predates the first website, but does that mean ADA does not cover websites?

Dear [REDACTED]

I was on the site [REDACTED] today, trying to learn about the governmental functioning of the [REDACTED] through the documents you provide within your site.

I am legally blind, so I depend on a screen reader to help me understand electronic documents. My screen reader would not work with your electronic documents. I was specifically interested in documents related to the budget of the [REDACTED] (electronic documents) for 2018, 2017, 2016 and 2015 and all City Council agendas and back up material for year 2018, 2017 and 2016. Would you please make these documents accessible in your site so that they will work with screen readers?

Your site has many other electronic documents other than the specific ones which I have asked for above. In addition to the specific documents listed here, can you also make the other electronic documents within your site accessible so that they will work with screen readers so I don't have to take the steps to ask for each document in a mail request?

Please send me a reply via mail as soon as possible.

Thank you,  
[REDACTED]



# Legislation

- Section 504 of the Rehabilitation Act
- Title II of the ADA
- Section 508 of the Rehabilitation Act
- Advance Notices of Proposed Rulemaking

# Section 504 of the Rehabilitation Act (1973)

- Requires that no otherwise qualified individual with a disability, on the basis of that disability, be excluded from participation in or be denied the benefit of the services, programs, activities, or to otherwise be discriminated against (29 U.S.C. § 794)
- Defines “program or activity” to mean all of the operations of a department, agency, special purpose district, or other instrumentality of a state or local government

# Title II of the ADA (1990)

Mandates no qualified individual with a disability shall, on the basis of a disability, be excluded from full and equal participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subject to discrimination by an public entity

(42 U.S.C §12132)

# Section 508 of the Rehabilitation Act (2018)

- Mandates that federal agencies “develop, procure, maintain, or use” information and communication technology (ICT) in a manner that ensures federal employees with disabilities have comparable access to, and use of, such information and data relative to other federal employees, unless doing so would impose an undue burden
- Requires federal agencies to ensure that members of the public with disabilities have comparable access to publicly-available information and data unless doing so would impose an undue burden on the agency
- The Access Board is charged with developing and maintaining standards that establish technical and functional performance criteria for ICT accessibility

# Section 508 of the Rehabilitation Act (2018)

- Section 508 only applies to federal agencies unless adopted at state level
- Florida passed legislation requiring all Florida state government websites to comply with Section 508

# Advance Notices of Public Rulemaking

- 2010: Nondiscrimination on the Basis of Disability; Accessibility of Web Information and Services of State and Local Government Entities and Public Accommodations” (RIN 1 190-AA61) (75 FR 43460)
- 2016: Nondiscrimination on the Basis of Disability: Accessibility of Web Information and Services of State and Local Government” (RIN 1 190-AA65) (81 FR 28658)

# Advance Notices of Public Rulemaking

- 2017: DOJ withdrew Advance Notices of Public Rulemaking
- Absence of specific regulation does not serve as a basis for noncompliance with a statute's requirements (e.g., effective communication)
- Noncompliance with a voluntary technical standard for website accessibility does not necessarily indicate noncompliance with the ADA

# Applicable Standards

## Web Content Accessibility Guidelines (WCAG)

- WCAG 2.0: December 11, 2008
- WCAG 2.1: June 5, 2018
- Both are existing standards and WCAG 2.1 does not supersede WCAG 2.0
- Content that conforms to WCAG 2.1 also conforms to WCAG 2.0



# WCAG 2.0 - Four Principles of Accessibility

1. Perceivable
2. Operable
3. Understandable
4. Robust

# WCAG 2.0 - Perceivable

**Information and user interface components must be presentable to users by sight, hearing, or touch**

- Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, Braille, speech, symbols, or simpler language
- Provide alternatives to time-based media
- Create content that can be presented in different ways (for example simpler layout) without losing information or structure
- Make it easier for users to see and hear content including separating foreground from background

# WCAG 2.0 - Operable

## User interface components and navigation must be operable

- Make all functionality available from a keyboard
- Provide users enough time to read and use content
- Do not design content in a way that is known to cause seizures or physical reactions
- Provide ways to help users navigate, find content, and determine where they are
- Make it easier for users to operate functionality through various inputs beyond keyboard

# WCAG 2.0 - Understandable

**Information and the operation of user interface must be understandable**

- Make text content readable and understandable
- Make webpages appear and operate in predictable ways
- Help users avoid and correct mistakes

# WCAG 2.0 - Robust

**Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies**

- Maximize compatibility with current and future user agents, including assistive technologies

# Assistive Technologies - Screen Readers

Allows blind or visually impaired users to read the text that is displayed on the computer screen with a speech synthesizer or Braille display

# Screen Reader Software

- [American Foundation for the Blind Screen Reader Product List](#)
- Example: NVDA (Nonvisual Desktop Access)
  - <https://www.nvaccess.org/>
  - Open-source Windows screen reader
  - Free

# Image Accessibility

**Social Security Administration Guide: Alternative Text for Images:**

[https://www.ssa.gov/accessibility/files/SSA\\_Alternative\\_Text\\_Guide.pdf](https://www.ssa.gov/accessibility/files/SSA_Alternative_Text_Guide.pdf)





# PDF Accessibility

**Step-by-step instructions for creating accessible PDFs in Microsoft Word:**

<https://www.hhs.gov/web/section-508/making-files-accessible/create-accessible-pdfs/index.html>

# PDF Accessibility

## Converting scanned PDFs to Optical Character Recognition (OCR) in Adobe Acrobat Pro DC:

1. Open the scanned document
2. Select 'Enhance Scans' in Tool menu
3. Click 'Recognize Text' pulldown menu
4. Select 'In This File'
5. Adjust setting options as needed
6. Click 'Recognize Text'

# Three Levels of Accessibility Compliance

Measure of accessibility and feasibility



| Level | Description   |
|-------|---|
| A     | Minimum level of conformance  |
| AA    | Enhanced criteria for conformance   |
| AAA   | Maximum level of access but not possible to satisfy all Level AAA criteria for some content |

# Website Accessibility Action Plan

Create an action plan to fix web content that is currently inaccessible and implement procedures to ensure that web content is accessible

# Accessibility Statement

## Minimum Content:

- A commitment to accessibility for people with disabilities
- The accessibility standard applied, such as WCAG 2.1
- Contact information in case users encounter problems

Example:

[http://www.islamorada.fl.us/about\\_us/ada\\_accessibility\\_statement/index.php](http://www.islamorada.fl.us/about_us/ada_accessibility_statement/index.php)

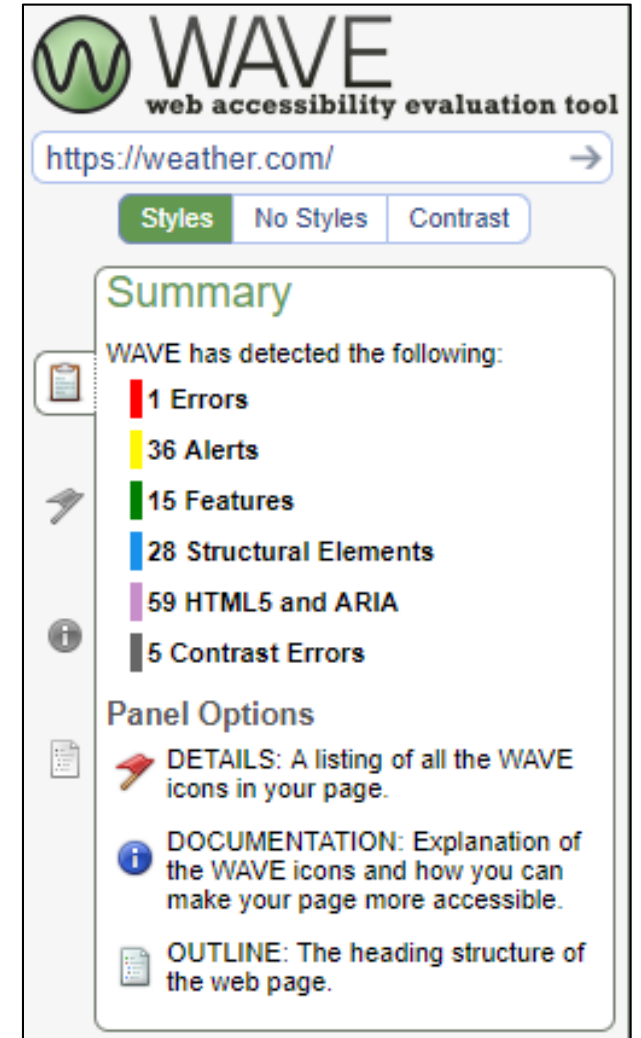
# Accessibility Statement

## Recommended Content:

- Any known limitations, to avoid frustration of your users
- Measures taken by your organization to ensure accessibility
- Technical prerequisites, such as supported web browsers
- Environments in which the content has been tested to work
- References to applicable national or local laws and policies

# Automated Compliance Testing

- Quickly identify potential accessibility issues
- Compliance testing requires human judgement
- Resources:
  - [Web Accessibility Evaluation Tools List](#)
  - [Selecting Web Accessibility Evaluations Tools](#)
- Example: WAVE Accessibility Tools
  - <https://wave.webaim.org/>
  - Ability to detect errors and alerts on website
  - Live Demo: <https://weather.com/>



The screenshot displays the WAVE web accessibility evaluation tool interface. At the top, the WAVE logo is visible, followed by the text "web accessibility evaluation tool". Below this, a search bar contains the URL "https://weather.com/". To the right of the search bar are three buttons: "Styles", "No Styles", and "Contrast".

The main content area is titled "Summary" and contains the following information:

- WAVE has detected the following:
- 1 Errors (indicated by a red bar)
- 36 Alerts (indicated by a yellow bar)
- 15 Features (indicated by a green bar)
- 28 Structural Elements (indicated by a blue bar)
- 59 HTML5 and ARIA (indicated by a purple bar)
- 5 Contrast Errors (indicated by a grey bar)

Below the summary, there is a section titled "Panel Options" with three items:

- DETAILS:** A listing of all the WAVE icons in your page.
- DOCUMENTATION:** Explanation of the WAVE icons and how you can make your page more accessible.
- OUTLINE:** The heading structure of the web page.

# Manual Compliance Testing

- Use a third (unbiased) party; similar to an expert witness
- Automated tools can be used to assist in manual testing



# Contact Information

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**ADA Transition Plan – Technical Assistance Training #3:  
Public Outreach, Transition Plan Implementation, Transition  
Plan Progress Monitoring, and Website Compliance**

February 13, 2019