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ADA TRANSITION PLAN TRAINING

PILOT PRESENTATION

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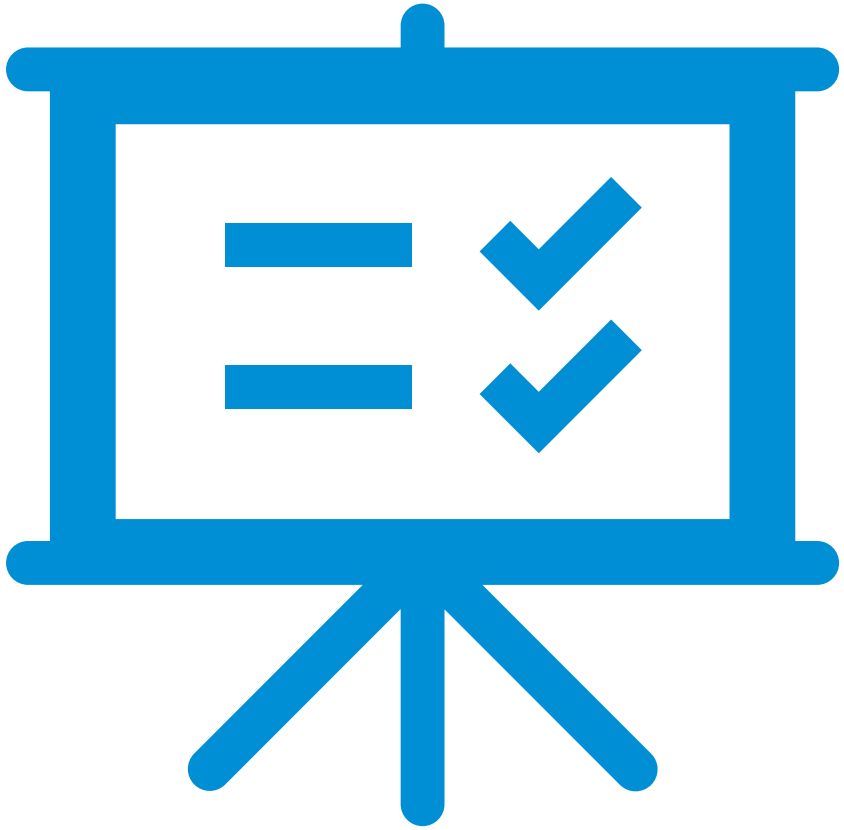
Presentation Goals

Presentation Goals

MODULE
Pilot

- Introduction of project team
- Description of modules
- Gather feedback to improve future trainings



Project Team

MODULE
Pilot

- Travis Helmkamp, PE, ADAC, Project Manager at Oates Associates
- 12 years assisting municipalities with self-evaluations and transition plans
- Completed plans for communities from 5,000 to 300,000 residents

Project Team

MODULE
Pilot

- Mike Busch, PE, PTOE, Project Principal at Oates Associates
- Works with municipalities from planning, funding, design and through construction
- Provides principal oversight and feasibility reviews

Project Team

MODULE
Pilot

- Robin Jones
- Director of Great Lakes ADA Center since 1991
- Professor in the Department of Disability and Human Development, UIC
- Provides training throughout Illinois and the nation

Project Team

MODULE
Pilot

- Jim de Jong, ADAC
- Former Director of Great Plains ADA Center
- Certified by the DOJ to provide Title II trainings
- Creator of the National ADA Symposium and the ADA Coordinator Training Certification Program

Modules Description

MODULE
Pilot

- ADA and Title II Training
- ADA Coordinator Training
- ADA Self-evaluation and Design Standards Training
- ADA Transition Plan Training

Audience Expectations

MODULE
Pilot

- Ask questions
  - Speak into the microphone for virtual attendees
  - We will provide several opportunities within the presentation
- Provide honest feedback
- Tell us what we can do better

Questions

MODULE
Pilot

Did you find this information useful?

Is there anything that you think we are missing?

Is there any information you would like us to put more emphasis on?

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ADA & Title II Training

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Goals of Module

Goals of Module

MODULE
Pilot

- History of the Americans with Disabilities Act (ADA) and disability rights in the US
- Accessibility and positive impacts
- Municipal requirements and liabilities under the ADA
- Impact of Title II on pedestrian facilities in public ROW
- Impact of local transportation policies and practices on accessibility

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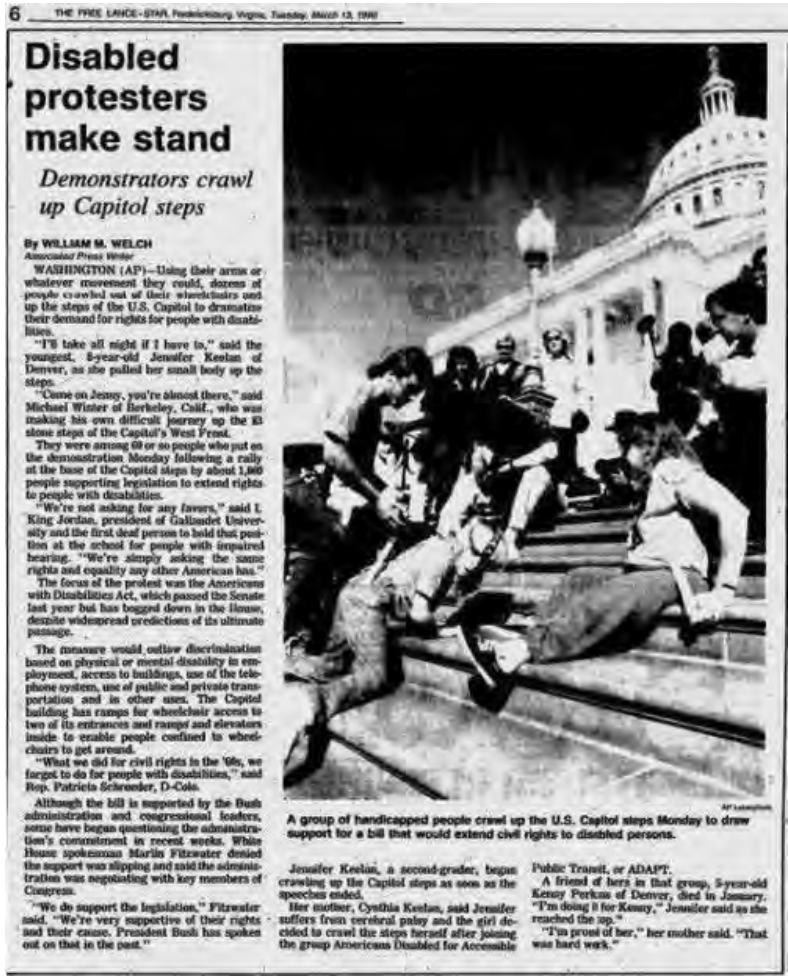
History of Disability Rights

History of Disability Rights
Pre-Americans with Disabilities Act

MODULE
Pilot

- Section 504 of the 1973 Rehabilitation Act
  - Viewed people with disabilities as a minority group
  - Banned discrimination by recipients with federal funds
- Civil Rights Restoration Act
- Americans with Disabilities Act



6 THE FREE LANCE-STAR, Fredericksburg, Virginia, Tuesday, March 13, 1990

Disabled protesters make stand

Demonstrators crawl up Capitol steps

By WILLIAM M. WELCH
Associated Press Writer

WASHINGTON (AP)—Using their arms or whatever movement they could, dozens of people crawled out of their wheelchairs and up the steps of the U.S. Capitol to dramatize their demand for rights for people with disabilities.

"I'll take all night if I have to," said the youngest, 8-year-old Jennifer Keelan of Denver, as she pulled her small body up the steps.

"Come on Jenny, you're almost there," said Michael Winter of Berkeley, Calif., who was making his own difficult journey up the 83 stone steps of the Capitol's West Front.

They were among 60 or so people who put on the demonstration Monday following a rally at the base of the Capitol steps by about 1,000 people supporting legislation to extend rights to people with disabilities.

"We're not asking for any favors," said I. King Jordan, president of Gallaudet University and the first deaf person to hold that position at the school for people with impaired hearing. "We're simply asking the same rights and equality any other American has."

The focus of the protest was the Americans with Disabilities Act, which passed the Senate last year but has bogged down in the House, despite widespread predictions of its ultimate passage.

The measure would outlaw discrimination based on physical or mental disability in employment, access to buildings, use of the telephone system, use of public and private transportation and in other uses. The Capitol building has ramps for wheelchair access to two of its entrances and ramps and elevators inside to enable people confined to wheelchairs to get around.

"What we did for civil rights in the '60s, we forgot to do for people with disabilities," said Rep. Patricia Schroeder, D-Colo.

Although the bill is supported by the Bush administration and congressional leaders, some have begun questioning the administration's commitment in recent weeks. White House spokesman Marlin Fitzwater denied the support was slipping and said the administration was negotiating with key members of Congress.

"We do support the legislation," Fitzwater said. "We're very supportive of their rights and their cause. President Bush has spoken out on that in the past."

A group of handicapped people crawl up the U.S. Capitol steps Monday to draw support for a bill that would extend civil rights to disabled persons.

Jennifer Keelan, a second-grader, began crawling up the Capitol steps as soon as the speeches ended.

Her mother, Cynthia Keelan, said Jennifer suffers from cerebral palsy and the girl decided to crawl the steps herself after joining the group Americans Disabled for Accessible Public Transit, or ADAPT.

A friend of hers in that group, 5-year-old Kenny Perkins of Denver, died in January. "I'm doing it for Kenny," Jennifer said as she reached the top.

"I'm proud of her," her mother said. "That was hard work."

History of Disability Rights
What Are the Key Laws?

MODULE
Pilot

- Section 504 of the Rehabilitation Act of 1973 (1978)
- Individuals with Disabilities Education Act (IDEA) 1975
- Air Carrier Access Act (1986)
- Fair Housing Amendments Act (1988)
- Americans with Disabilities Act 1990

How We Got Where We Are Now

MODULE
Pilot

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Title II & Municipal Obligations

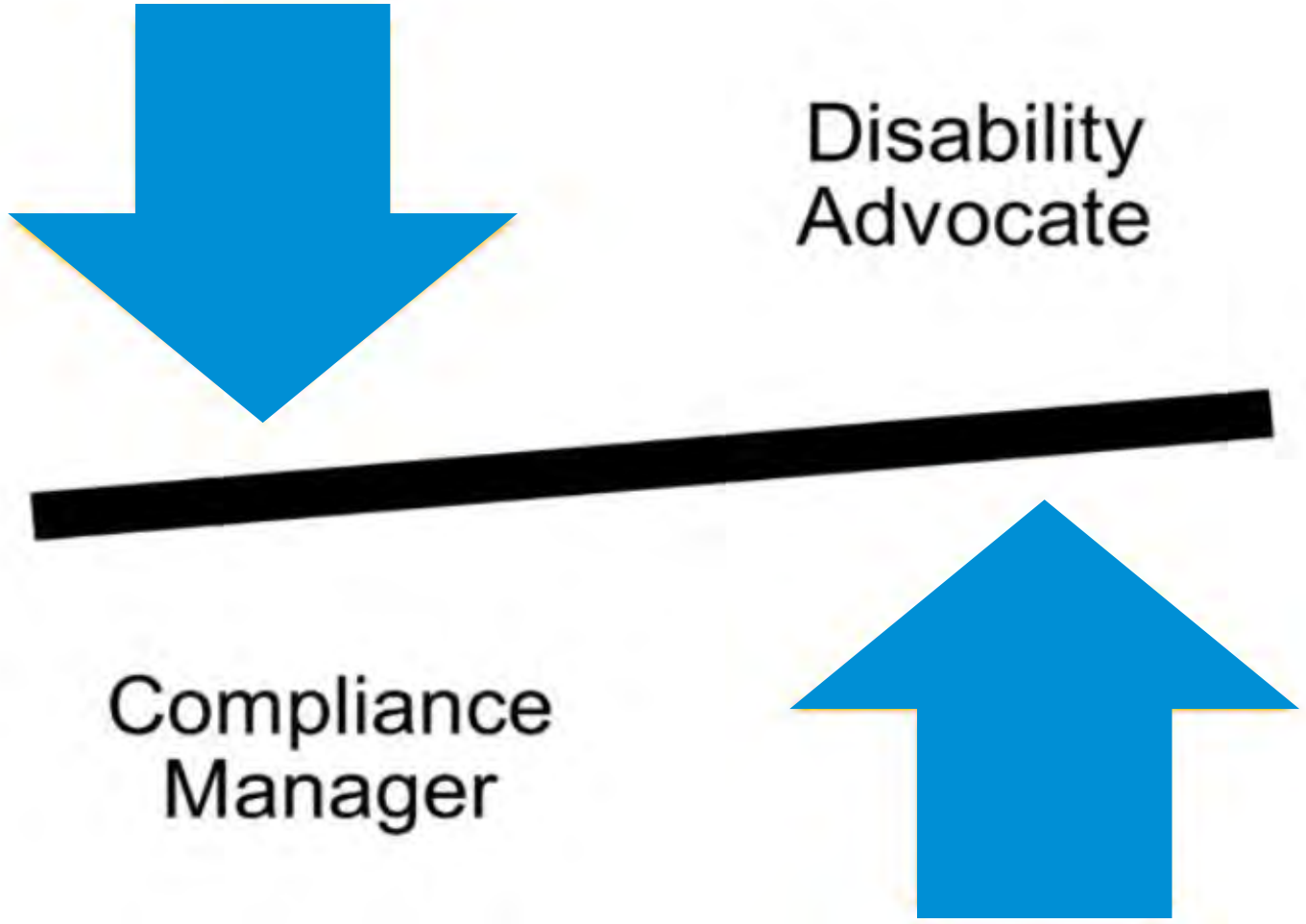
Title II of the ADA
Municipal Obligations

MODULE
Pilot

- 5 Administrative Requirements
  - Designate a responsible employee
    - Someone with sufficient authority to make decisions and take action
    - Often referred to as “ADA Coordinator”
  - Grievance Procedure
    - Establish and publicize a procedure for addressing complaints regarding ADA Compliance

ADA/Accessibility Coordinator

MODULE
Pilot



Title II of the ADA
Municipal Obligations

MODULE
Pilot

- 5 Administrative Requirements
  - Notice to the Public
    - Public statement of ADA Compliance to be made available across multiple platforms (print, auditory, website, etc.)
  - Conduct a self-evaluation
    - An assessment of all programs and services to identify any barriers to participation by people with disabilities
    - Required by all entities, regardless of size

Title II of the ADA
Municipal Obligations

MODULE
Pilot

- 5 Administrative Requirements
  - Develop a Transition Plan
    - A plan that identifies the architectural barriers that impact access to programs and activities offered by a public entity
    - Only required for entities with 50 or more employees

*Originally required to be completed by July 26, 1992 and barriers to be removed by July 26, 1995

Title II of the ADA
Potential Liabilities for Non-Compliance

MODULE
Pilot

- Possibility of harsher mandates from litigation
- Possibility of “bad press”
- Possibility of becoming a DOJ Project Civic Access “subject”
- Subject to private lawsuits and settlement agreements
  - More likelihood of advocates’ success if no evidence of “good faith effort”
  - Courts or settlement agreement can make you do more than would otherwise have been required
- Someone else could control and dictate the process, determine what financial resources you will need to allocate and dictate the schedule for compliance

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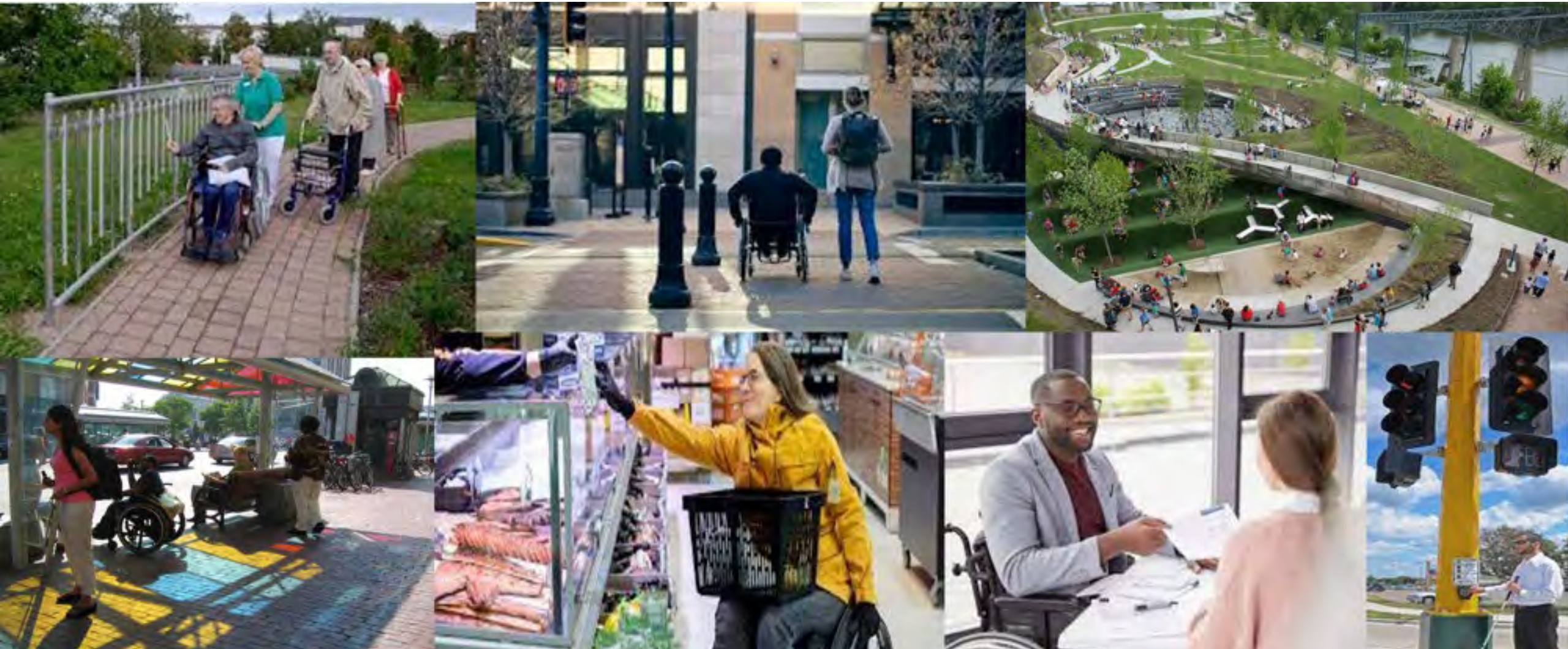
The Positive Side of Accessibility

The Positive Impacts of Building an Accessible World

MODULE
Pilot



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Example Case Study

City of Milwaukee, WI

Example Case Study
City: Milwaukee, WI

MODULE
Pilot

Subject of a Project Civic Access Settlement Agreement in 2016

Findings:

- Lack of a person with sufficient authority to act on accessibility issues
- Lack of an inventory of barriers facilities constructed prior to 1992
- Numerous newly constructed buildings found non-compliant with 1991 Standards
- Lack of policies and procedures for effective communication
- Lack of inclusion of persons with disabilities in emergency planning and shelters
- Numerous public rights of way lacking accessible curb cuts in commercial and residential areas
- Lack of policies for police department to transport and detain individuals with disabilities
- Lack of accessible voting locations and policies/procedures for accessible voting

Example Case Study
City: Milwaukee, WI

MODULE
Pilot

Outcome of Project Civic Access Settlement Agreement (5 year Monitoring):

- Named ADA Coordinator with sufficient authority to make decisions and address ADA related issues
  - Establishment of an interagency coordinating committee
- Inventory of all buildings owned/operated by the City with barriers identified and a plan for removal of the barriers within 3 years
- Inventory of all public rights of way with a plan for removal of barriers at intersections, etc. within 3 years
- Development of a city-wide policy for effective communication policy
- Inventory of all polling locations and establishment of policies for accessible voting within 3 years
- Revamp of the City's website to meet the W3C 2.0 Guidelines within 3 years

Questions?

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Requirements of an ADA Self-Evaluation & Transition Plan

What Are Programs, Services or Activities?

MODULE
Pilot

Broadly defined:

For purposes of the self-evaluation and transition plan, a “program” is a service or activity with a single purpose. It is an activity undertaken by a department that affords benefits, information, opportunities or activities to one or more members of the public.

Examples of Programs

MODULE
Pilot

Examples:

- Library/parks and recreation/education
- Voting/elections
- Meetings, hearings, special events
- Police protection/Emergency
- Web based information and publications
- Social services
- Payment of fines, taxes, assessments
- Sidewalks/public rights of way
- Includes programs, services, and activities carried out by contractors or grantees on behalf of the local government

Base Requirements of a Self-Evaluation

MODULE
Pilot

- Examine the entities programs, services, activities including the use of information technology to identify any barriers for persons with disabilities;
- Evaluate how people with disabilities receive benefits and services and participate in programs and activities to identify any policies or practices that may be discriminatory;
- Develop a set of priority-driven recommendations to ensure that all programs, services, and activities are accessible to people with disabilities

Areas to Examine in a Self-Evaluation

MODULE
Pilot

- Participation requirements (initial and continuing)
- Tests/qualification requirements
- Participation policies and practices that may discriminate
- Existence of separate programs/services
- Effective communication
- Infrastructure (transportation, etc.)
- Emergency preparedness
- Use of outside entities and their compliance (vendors, contractors, grantees)
- Furniture, equipment, purchasing procedures
- Web based information/services (kiosks, apps, etc.)

Case Example of a Program to Evaluate

MODULE
Pilot

Example: Public Hearing

- Assume facts:
  - Meetings are held to conduct city business and communicate with residents of the city or recipients of a specific program
  - May be held in-person or remote
  - Some are held on regular basis, some are responsive to urgent situations (fiscal issues, emergency, etc.)
- Include each type of meeting that may be held in your assessment
- Determine:
  - Are all facilities where meetings are held accessible?
  - Is notice made to the public about how to request accommodations to participate?
  - Are all materials and announcements associated with the meeting accessible?
  - Do people with disabilities have an equal opportunity to participate?

Base Requirements of a Transition Plan

MODULE
Pilot

- Conduct a review of all facilities where a covered entities programs, services or activities are carried out
- Develop a list of the physical barriers that limit the accessibility of programs, activities, or services
- Identify the methods to remove the barriers and make the facilities accessible
- Establishment of a schedule to get the work completed seeking input from the public regarding priorities
- Identification of the responsible official(s) for the plan's implementation
- Periodic review of progress made on the plan

Example of a Facility to Evaluate

MODULE
Pilot

Example: City Hall

- Assume facts:
  - The building is open to the public on a regular basis
  - Residents can come to City Hall to carry out a variety of activities including paying bills, attending meetings, applying for services/benefits and meeting with leadership
  - A public parking lot serves the building
  - Restrooms are open to the public
- Determine all areas where the public has access:
  - Identify any physical barriers that impede access to areas where the public is served
    - Evaluate against the 2010 ADA Standards for Accessibility and the Illinois Accessibility Code
  - Identify any physical barriers that may impede an employee with a disability (identify areas that may only be used by employees)

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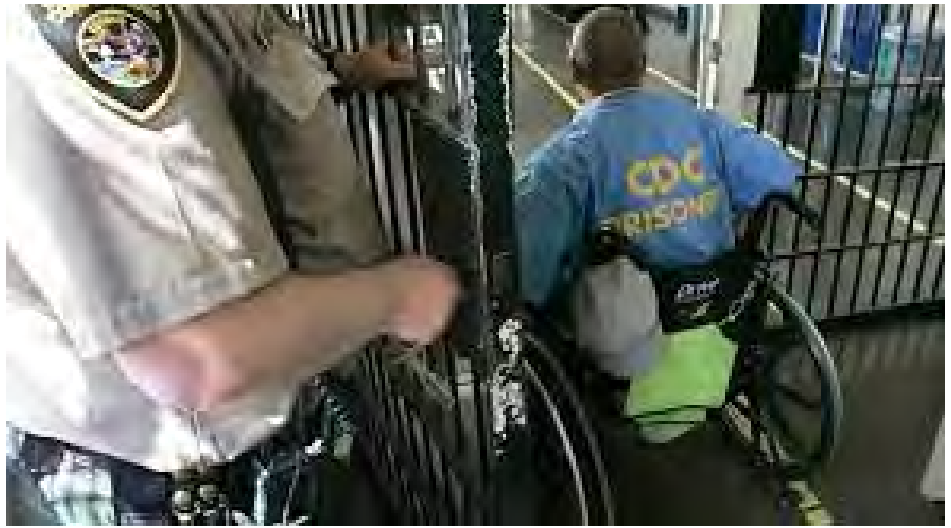
Impact of Local Policies & Procedures

Impact of Local Policies & Procedures

MODULE
Pilot



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Title II Administrative Requirements

Excerpt of Resource Guide

Title II Administrative Requirements Resources

MODULE
Pilot

US Department of Justice

- Title II Toolkit
- Title II Technical Assistance Manual
- Project Civic Access Enforcement Program
- Guide for Small Towns

ADA National Network

- Title II Action Guide
- Title II Tutorial (Web based course)

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Questions

MODULE
Pilot

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10-Minute Break

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ADA Coordinator Training

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Module Goals

Goals of Module

MODULE
Pilot

- Understand the obligations of an ADA Coordinator under the ADA
- Identifying an ADA Coordinator
- Roles and responsibilities for an ADA Coordinator
- Developing an internal support system
- Available resources

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Obligations of Title II Entities

Title II Entities
Designate an Employee

MODULE
Pilot

- Required by 28 CFR 35.107(a)
- Commonly used title – ADA Coordinator (similar allowed)
- Should be directly employed by municipality
- Existing employee vs. new hire
- Publish and announce ADA Coordinator’s name through all communication channels

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ADA Coordinator

Identifying the Right Candidate

ADA Coordinator
Identifying the Right Candidate

MODULE
Pilot

- Has the ability to make decisions
- Time commitment
- First contact attitude
- Ability to listen and communicate
- Organizational and communication skills
- Willingness to learn
- Follow-up on issues

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ADA Coordinator

Roles and Responsibilities

ADA Coordinator
Roles and Responsibilities

MODULE
Pilot

- *Responsibilities will vary based on the size and programs offered by the municipality*
- Oversee all aspects of the municipality's ADA implementation
  - **Do not forget information technology**
- Establish, publicize, follow-up and document ADA Grievance Procedure

ADA Coordinator
Roles and Responsibilities

MODULE
Pilot

- Create and maintain a documentation process for all ADA implementation plans and activities
- Outreach and maintain relations with community disability organizations and other affected entities and/or individuals
- On-going education of disability laws and regulations

ADA Coordinator
Roles and Responsibilities

MODULE
Pilot

- Reminder – the individual is the face of the municipality with the community
- Will be primary contact with the federal or state government regarding any questions or complaints against the municipality

ADA Coordinator
Roles and Responsibilities

MODULE
Pilot

- ADA is also an employment issue
- Reasonable Accommodations (Title I) can or may affect a municipality's transition plan

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ADA Coordinator

Qualifications

ADA Coordinator Qualifications

MODULE
Pilot

- Comprehensive knowledge (or willingness to acquire knowledge) of the ADA and applicable regulations
- Knowledge and understanding of programs, services and activities of the municipality
- Ability to coordinate input of the various municipal staff (departments)
- Understanding of the value of interacting with disability advocates

ADA Coordinator
Who's the Right Person?

MODULE
Pilot

- Typical employees filling ADA Coordinator position
  - Full time employee / new position
  - City Clerk
  - Deputy City Administrator
  - City Attorney
  - Public Works
  - Community Relations
  - Equal Employment Compliance Officer

Questions?

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Effective Communication

Communicating with the Disability Community

Effective Communication
What Does This Mean?

MODULE
Pilot

- Meets the needs of the individual
- All communication is unique
- Allows communication between city staff and individual with a disability to hear and concentrate on the issue

There are no standards for how to effectively communicate

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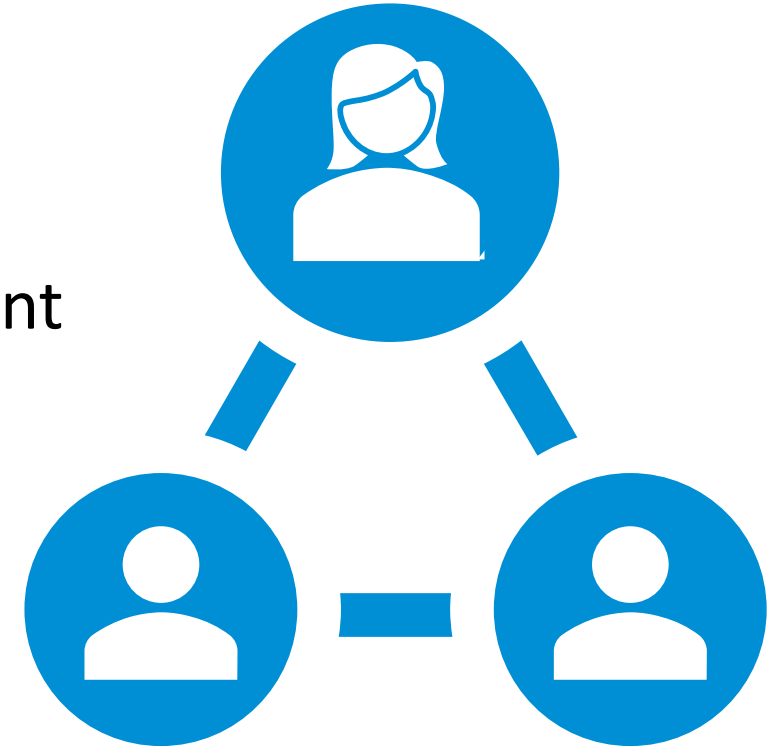
Internal Coordination

Building Your Internal Team

Internal Coordination

MODULE
Pilot

- Officially designate an ADA Coordinator
  - Has authority to act
  - Participates in budgeting process
  - Participates in planning and program development
- Introduce the ADA Coordinator to city staff
- Who is the ADA Coordinator reporting to
- Empower the ADA Coordinator
- Develop liaisons across City departments



Internal Coordination Keys to Success

MODULE
Pilot

- Breakdown silos
- Sell the positives
  - ADA is about being inclusive to all citizens vs. ADA is a legal obligation
- Establish lines of communication between departments
- Implement even if not Standard Operating Procedure
- Patience and persistence

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Example Case Study

Community Festival in a City Park

Example Case Study
Community Festival

MODULE
Pilot

- Large outdoor event located at City Park
- Expected number of attendees – 2,000
- Mayor and guests will be speaking from a stage
- Fixed seating, grass lawn, and standing room
- Adjacent parking lot
- One restroom and several drinking fountains available

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Example Case Study Questions

MODULE
Pilot

- Does the stage need to be accessible?
  - Accessible route to stage from seating area
  - Access to microphone
  - Effective communication
- What are the accessible seating requirements?
  - Located on accessible route
  - Spaced throughout seating area
  - Designated seating for ASL

Example Case Study Questions

MODULE
Pilot

- The parking lot has two accessible spaces, does this meet the requirements?
  - Where are the accessible spaces located within the parking lot
  - Determining how many are needed
  - Accessible route from parking lot
- Do I need accessible portable toilets?
  - Percentage must be accessible
  - On an accessible route

Example Case Study Questions

MODULE
Pilot

- Can animals be banned from the event?
  - Modify policies to accommodate service animals
- What are the requirements for drinking fountains?
  - Provide options to access fresh water

Example Case Study Questions

MODULE
Pilot

- Who is responsible for temporary events in your community?
- This will require coordination across several departments
- ADA Title II Compliance Guide for Temporary Events

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ADA Coordinator

Excerpt of Resource Guide

ADA Coordinator Resources
Federal Agencies

MODULE
Pilot

US Department of Justice

- Technical assistance on federal ADA standards and guidelines

US Department of Transportation

- Technical assistance including public transportation

General Services Administration

- Section 508 website accessibility resource

US Access Board

- Develops accessibility guidelines and standards
- Technical assistance

US Housing and Urban Development

- Fair Housing Act and subsidized housing

Questions?

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Questions

MODULE
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Is there anything that you think we are missing?

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ADA Self-Evaluation & Design Standards Training

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Goals of Module

Goals of Module

MODULE
Pilot

- Applicable ADA design standards
- Application of ADA design standards
- Planning for completing self-evaluation
- Methods for completing self-evaluation on public ROW
- Developing planning level costs
- Available resources

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ADA Design Standards

ADA Design Standards
Applicable Standards

MODULE
Pilot

- Federal
  - Americans with Disabilities Act (ADA)
  - Manual on Uniform Traffic Control Devices (MUTCD)
  - ADA Accessibility Guidelines (ADAAG)
  - Public Rights-of-Way Accessibility Guidelines (PROWAG)

ADA Design Standards
Applicable Standards

MODULE
Pilot

- State
  - Illinois Accessibility Code (IAC)
  - Illinois Department of Transportation
    - Applies to state funded projects
- Local
  - Local municipalities can establish their own
  - Places the responsibility on the local agency to be equal or exceed

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ADA Design Standards

Applying Appropriate Design Standards

ADA Design Standards
Applying Design Standards

MODULE
Pilot

- Americans with Disabilities Act
  - Technical Requirements – *To ensure compliance with all codes, know your state and local codes and use the more stringent technical requirement….the requirement that provides greater access for individuals with disabilities.*

ADA Design Standards
Applying Design Standards

MODULE
Pilot

- Illinois Accessibility Code is the umbrella standard for all construction in the state
- Illinois Accessibility Code
  - *101.7 – Pursuant to Section of the, Environmental Barriers Act, and governmental unit may enact more stringent requirements to increase and facilitate access to the built environment by individuals with disabilities.*

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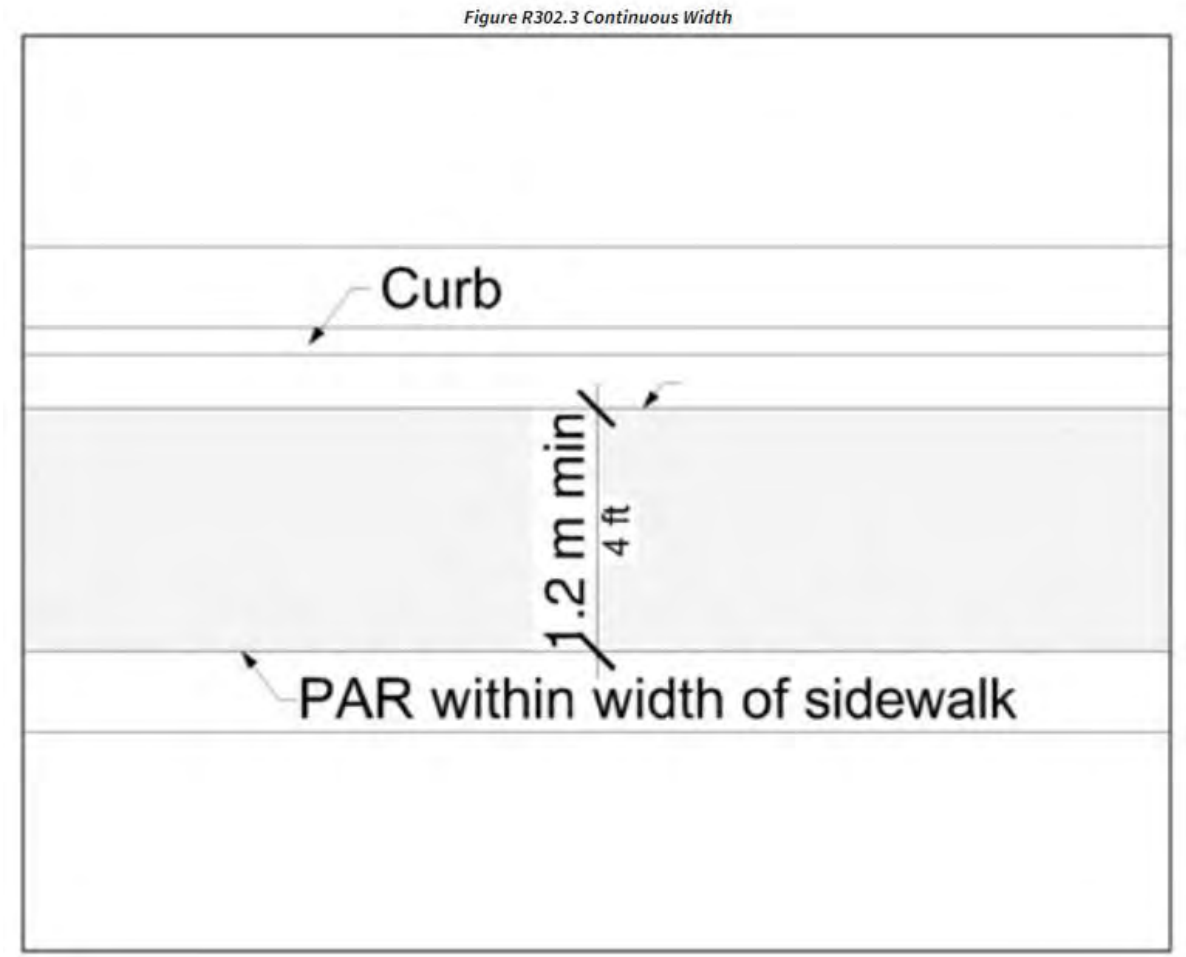
Example Case Study

Sidewalk Behind Back of Curb

Example Case Study
Federal Standards - PROWAG

MODULE
Pilot

- The minimum width of the pedestrian access route is 4’



PROWAG FIGURE R302.3

Example Case Study
State Standards - IDOT

MODULE
Pilot

- The minimum width of the sidewalk is 6’-wide when located behind the back of the curb
- IDOT is discussing a 7’-wide sidewalk

Sidewalk Width (7)	31-2.02	Desired 5' / Minimum 4'
Obstruction Free Zone * (8)	35-2	1.5'

(5) Cross Slope.
   a. Use 2.0% minimum cross slopes for travel lanes not adjacent to the crown.
   b. Curbed left-turn lanes may be sloped at 1.5% to 2.0% away from the median. Two Way Left Turn Lane (TWLTL) and flush left-turn lanes are sloped at the same rate as the adjacent traveled way. Cross slopes for outside auxiliary lanes will be at least 2.0% and desirably should be 0.5% greater than the adjacent travel lane.

(6) Gutter Width. Under restricted conditions, the gutter width adjacent to the edge of a 12 ft (3.6 m) turn lane may be eliminated.

(7) Sidewalk Width. Include a 2 ft to 3 ft (600 mm to 1.0 m) buffer strip between the curb and sidewalk. For sidewalks without a buffer strip, a minimum 6 ft (1.8 m) sidewalk width behind the curb must be provided.

(8) Obstruction-Free Zone. Distance is measured from the face of the curb. Hazards behind curbs should be located outside of the clear zone shown for uncurbed roadways as discussed in Section 35-2.02(f).

(9) Side Slopes. Side slopes to be determined on a case-by-case basis considering roadside development and right-of-way restrictions.

GEOMETRIC DESIGN CRITERIA FOR URBAN TWO-WAY ARTERIALS
(New Construction/Reconstruction)

Footnotes for Figure 32-2E

IDOT BUREAU OF LOCAL ROADS MANUAL
FIGURE 32-2E

Example Case Study Comparisons

MODULE
Pilot

- **What is the minimum standard?**

- The more stringent requirement governs

Example Case Study
Field Conditions

MODULE
Pilot

- Consider clear widths when retroactively altering sidewalks

- What is the impact of not providing accessibility?

Example Case Study
Prioritize Usability

MODULE
Pilot

Questions?

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Completing a Self-Evaluation

Planning to complete a self-evaluation

Completing a Self-Evaluation
Self-Evaluation vs Transition Plan

MODULE
Pilot

- Self-Evaluation vs. Transition Plan
- Self-Evaluation
  - Comprehensive review of all programs, activities, and services
  - Document barriers to access
  - Provides an opportunity for the public to participate in the process

Completing a Self-Evaluation
Definition of Transition Plan

MODULE
Pilot

- Transition Plan
  - Required for municipalities with more than 50 employees
  - Municipalities plan to provide access to programs, activities, and services
  - Living document as improvements occur
  - Outlines a plan and schedule for barrier removal
  - Provides an opportunity for the public to participate in the process

Completing a Self-Evaluation
Definition of Self-Evaluation

MODULE
Pilot

- What is included in a self-evaluation?
  - All programs, services, policies, and practices
  - Sidewalk and curb ramps are considered a program of a municipality
    - Kinney vs. Yerusalim
    - Barden vs. City of Sacramento
    - Ability City of Greater Toledo vs. Sandusky

Completing a Self-Evaluation
Develop a Plan – Public Rights-of-Way

MODULE
Pilot

- In-house staff vs. outside consultant
  - Expertise to lead the process
  - Available time to dedicate
  - Available resources
- Develop a budget and schedule for completing the self-evaluation
- Community engagement strategy

Completing a Self-Evaluation Community Engagement

MODULE
Pilot

- Identify key contacts within the respective communities
- Be flexible
  - Engage people where they live
  - Engage people on their schedule
  - Attend community events
  - Try new ideas
  - Everybody loves food

Completing a Self-Evaluation "Levels of Non-compliance"

MODULE
Pilot

- Consider establishing levels of non-compliance to assist in future prioritization

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Completing a Self-Evaluation

Methods to Complete a Self-Evaluation

Completing a Self-Evaluation
Methods of Completing Self-Evaluations

MODULE
Pilot

- There is no defined method to complete the self-evaluation
- Multitude of methods are available
- Identify methods that work best for your community
- The method that can be executed is more critical than the “perfect” method

Completing a Self-Evaluation Questions to Ask

MODULE
Pilot

- Is there available staff to complete the self-evaluation?
- How are we going to store and use the self-evaluation?
- How are we going to update the self-evaluation?
- What training is required to complete the self-evaluation?

Completing a Self-Evaluation Options

MODULE
Pilot

- Paper Inventory
- Mobile GIS
- ULIP/Drone
- Proprietary Software

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Completing a Self-Evaluation

Development of Cost Estimates

Completing a Self-Evaluation
Cost Estimating

MODULE
Pilot

- Cost estimating will be a critical component of developing a Transition Plan
- Develop standard construction costs based on recently completed projects
- Include contingency
- The quickest way to derail momentum for executing the plan is inadequate planning costs

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Design Standards Resources

Excerpt of Resources

Design Standards Resources
Federal Standards

MODULE
Pilot

Americans with Disabilities Act (ADA)

- Establishes scoping and technical requirements for Title II entities
- ADA Title II Regulations

Americans with Disabilities Act Accessibility Standards (2010 ADA Standards)

- Updated accessibility standards issued under the ADA
- 2010 ADA Standards

Public Rights-of-Way Accessibility Guidelines (PROWAG)

- Guidelines for pedestrian elements on public rights-of-way
- PROWAG Guidelines

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Questions

MODULE
Pilot

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15-Minute Break

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ADA Transition Plan Training – Public ROW

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Module Goals

Goals of Module

MODULE
Pilot

- Development of an ADA Transition Plan
- How to address and manage grievances
- Understand the value of community engagement
- Developing an implementation plan
- Executing the plan’s goals within existing municipal infrastructure

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Development of an ADA Transition Plan

ADA Transition Plan Development

MODULE
Pilot

- Guidance has been provided to what is included in a Transition Plan
- The self-evaluation is used in the development of the Transition Plan
- A Transition Plan is intended to be a living document
- 50 or more employees (includes seasonal)
- Final document is available for public comment prior to final approval

ADA Transition Plan
Steps of an ADA Transition Plan

MODULE
Pilot

- Designate an ADA Coordinator
- Provide notice to the public about ADA
- Establish a grievance procedure
- Develop ADA internal standards
- Complete self-evaluation
- Approve and schedule and budget
- Monitor the progress of the Plan

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Grievance Procedure

Handling Grievances

Grievance Procedure
Handling Grievances

MODULE
Pilot

- Grievances to Public Works is often handled outside the role of the ADA Coordinator
- All grievances should be handled in the same manner
- If someone cares enough to file a grievance….

Grievance Procedure
Handling Grievances

MODULE
Pilot

- Look for ways to address the complaint, not loopholes to avoid the complaint
- DO NOT use the Transition Plan as a crutch
- All official responses should be in writing
  - Personal contact to discuss options
  - Follow-up in writing
    - Accessible format for the specific user

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Community Engagement

Community Engagement

MODULE
Pilot

- Required under the Americans with Disabilities Act
- Keys to meaningful community engagement
- Phases of community engagement

Community Engagement
Keys to Meaningful Engagement

MODULE
Pilot

- Engage the entirety of the community
- Purposeful engagement
- Engage community prior to forming opinions
- Use community feedback to guide prioritization not to confirm assumptions

Community Engagement
Identifying Groups

MODULE
Pilot

- Potential groups to coordinate with:
  - Transit district
  - Residents
  - Service providers
  - Business owners
  - School districts
  - Community groups
  - **Disability community**

Community Engagement Disability Community

MODULE
Pilot

- The community includes individuals and those that support people with disabilities

Community Engagement
Identifying Groups

MODULE
Pilot

- Dedicated outreach to the disability, under-resourced, BIPOC, and low-income communities

Community Engagement
Phases of Community Engagement

MODULE
Pilot

- Planning stage
- Self-evaluation stage
- Development of Transition Plan
- On-going engagement
  - Federal grant opportunities
  - Large scale public works projects

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Developing an Implementation Plan

Implementation Plan
Prioritizing Barriers to Access

MODULE
Pilot

- Sidewalks are an asset to be managed
- What are the city's and community's priorities in increasing accessibility
  - **Community engagement**
  - Where are people trying to travel to?
  - What are the challenges to get there?
- GIS or other software to manage priorities
- Promotes transparency

Implementation Plan
Developing a Schedule

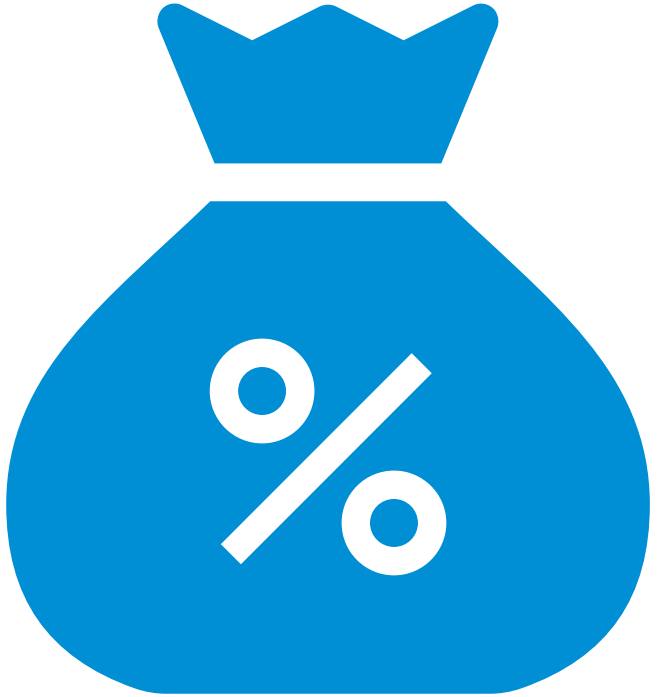
MODULE
Pilot

- Focus on an achievable schedule
- Continually review and update
- Identify short-term and long-term goals
- Complete seed projects that build momentum and show progress
- Accessibility is a long-term commitment

Implementation Plan
Potential Funding Sources

MODULE
Pilot

- Federal funding
- State funding
- Dedicated local funding source
- Private developers



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Incorporating Improvements with Other Projects

Incorporating Accessibility

MODULE
Pilot

- Scale projects appropriately to get better prices
- Incorporate accessibility with previously planned projects
- Prioritization is a guide and not gospel
- Focus on providing connections
- The resident who calls with a grievance is the highest priority

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Questions

MODULE
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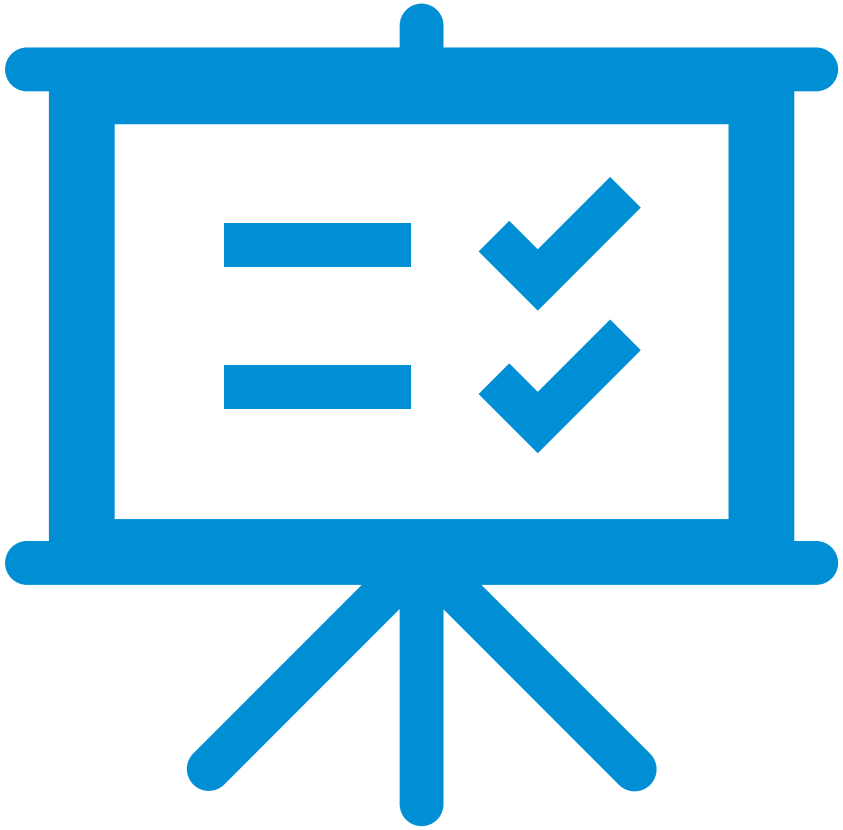
Presentation Goals and Next Steps

Presentation Goals

MODULE
Pilot

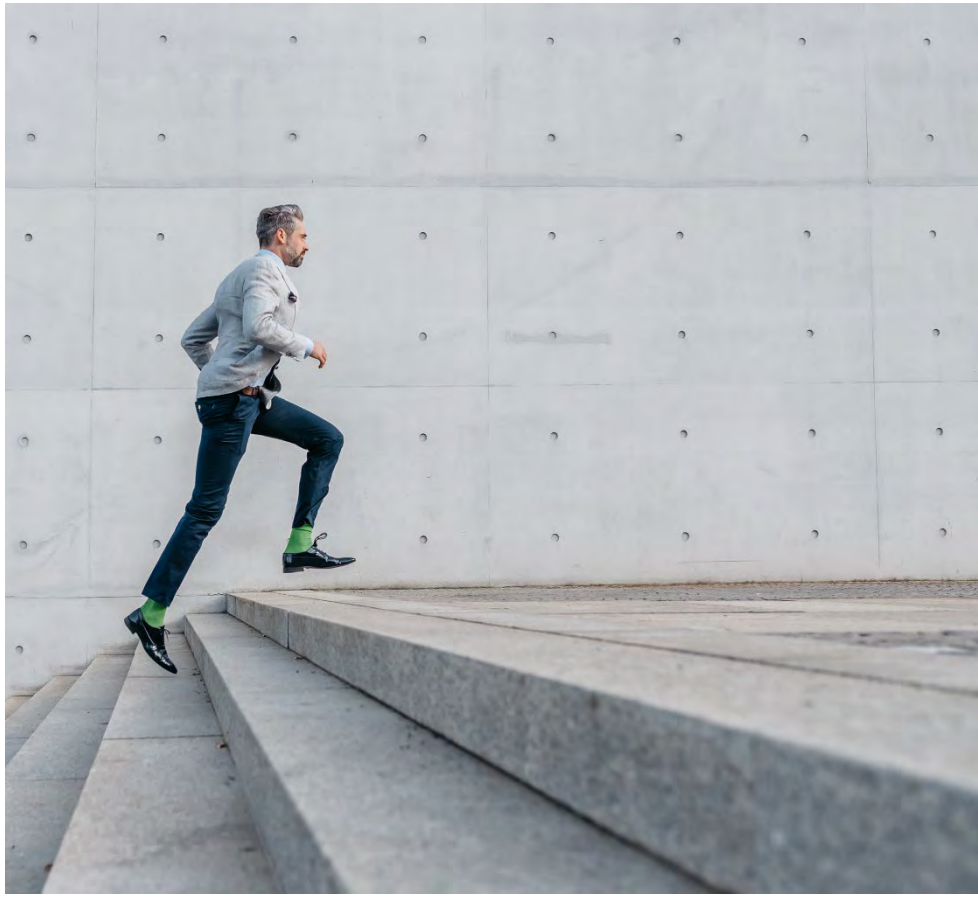
- Introduction of project team
- Description of modules
- Gather feedback to improve future trainings
- We have developed an on-line survey to gather feedback
- https://www.surveymonkey.com/r/CMAPADA



Next Steps

MODULE
Pilot

- Module 1 – ADA and Title II Training to be hosted on January 18th
- Tentative location is Frankfort
- Future modules to be hosted on March 1st and April 18th and 19th
- ADA website is the best location for up-to-date information
  - https://www.cmap.illinois.gov/programs/accessibility/ada-training



Next Steps

MODULE
Pilot

- Future presentations will dive into more depth of the respective modules
- All feedback is welcome, positive or negative
- Thank you for your time
- An on-line survey has been created to gather feedback
- Reach out to the project team if you have any questions

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Questions

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Thank you!

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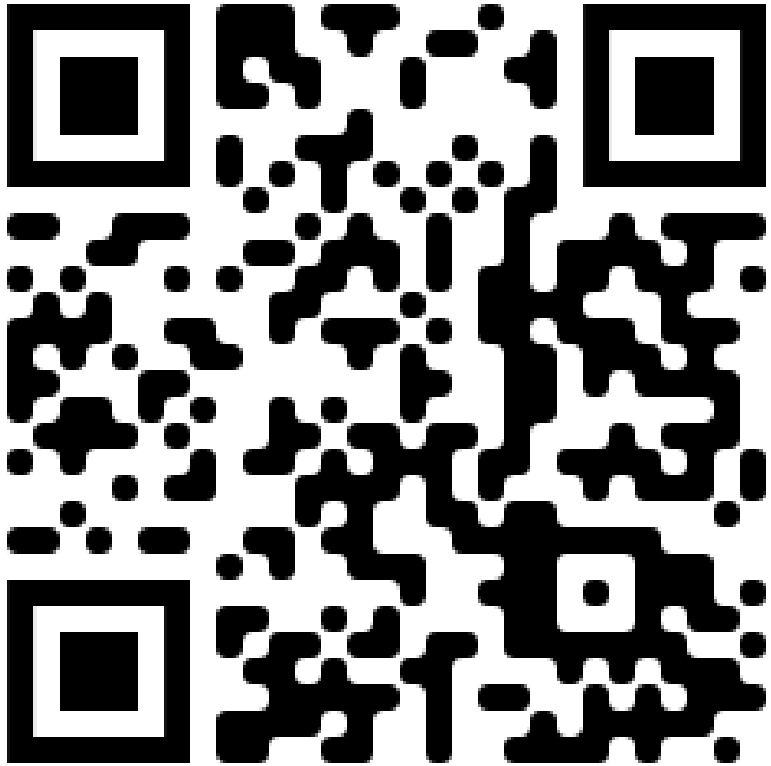
MODULE
Pilot