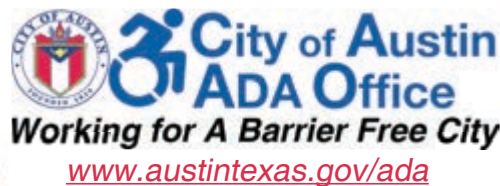


# 2014 ADA IMPLEMENTATION REPORT



[www.austintexas.gov/ada](http://www.austintexas.gov/ada)



# City of Austin FY 2013-2014 ADA Implementation Report

## Introduction

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# The Americans with Disabilities Act

In 1973, Congress provided protection for people with disabilities through its enactment of the Rehabilitation Act of 1973. Although other pieces of legislation were enacted between 1973 and 1990, it was not until 1990 that Congress took a step forward and enacted legislation prohibiting discrimination against people with disabilities.



On July 26, 2014 the Americans with Disabilities Act (ADA) celebrated the 24th Anniversary of its signing. The ADA, the most sweeping piece of civil rights legislation, is an extensive law, which affects every aspect of life for over 57 million Americans by ensuring equal opportunity in the areas of employment, state and local government services, public accommodations and telecommunications. Although the ADA was signed into law in 1990, it did not become effective until January 26, 1992. At this time, state and local governments were required to insure non-discrimination on the basis of disability in all public programs, services and activities. This grace period allowed these entities to assemble the necessary staff and develop a plan for its full implementation. The City of Austin, however, saw this as a priority and initiated implementation of its compliance program in 1991, before the mandated date set for local governments. In January of 2014, the City entered its 25th year of implementation under the ADA.

Briefly, the ADA offers protections, under five separate titles or sections, which covers various areas. The five areas are: Title I Employment, Title II Public Services, Title III Public Accommodations, Title IV Telecommunications and Title V, which prohibits threatening or coercing people with disabilities or those who associate with them. The law outlines the following definition for protection. A person must meet at least one of the following tests: 1) he/ she is substantially impaired with respect to one or more major life activities; 2) he/ she has a record of such an impairment; and 3) he/ she is regarded as having such an impairment.



President Barack Obama signs H.R. 803, the Workforce Innovation and Opportunity Act (WIOA) after delivering remarks on job training, in the Eisenhower Executive Office Building South Court Auditorium, July 22, 2014.

The WIOA signed during anniversary week, reauthorizes the Workforce Investment Act, breaks down barriers and streamlines services with the goal of moving more individuals with disabilities into competitive, integrated employment.

# The City of Austin ADA Office



Since the signing of the ADA, the purpose of the ADA Coordinator's Office has been to facilitate the implementation of the Americans with Disabilities Act within the City of Austin as an organization. The ADA affects many areas including: physical and programmatic public services, employment issues, communication, access to the internet and evacuation of people with disabilities.

Although the appointment of the City-wide ADA Coordinator was a requirement of the ADA, the City committed to complying with the legislation, required each department designate an ADA Departmental Coordinator. In fact, some of the larger departments have designated additional representatives, who as a team, address employment issues, facility issues, and coordinate the dissemination of information in alternative formats. Together with the City-wide ADA Coordinator, this network of ADA departmental coordinators has helped to efficiently expedite the implementation of the ADA in the City of Austin.



City of Austin ADA/504  
Coordinator Dolores Gonzalez



City of Austin ADA/504  
Asst. Coordinator  
Lee Nguyen



Dolores Gonzalez training City of Austin Code employees  
on disability etiquette on May 13, 2014.

## Duties

To help facilitate communication and discussion, the ADA Office invites and encourages ADA Departmental Coordinators to attend training sessions and events sponsored by this office and the Austin Mayor's Committee for People with Disabilities. As a result of these efforts, the ADA Office has created more friendly approaches to assist Departmental ADA Coordinators. Another component of compliance is to visit all departments on an annual basis and go over a survey tool that identifies ADA requirements and provides guidance on City processes for complying. On-site visits produce information that is valuable to the City and to the department, as they provide a standard for comparison and a foundation for analysis.

The most important responsibility for the City-wide ADA Coordinator is to monitor effective compliance with the law. Compliance is required, not only in the area of physical accessibility, but also in the services the City provides and the programs it administers. Without the current network of staff, monitoring the compliance in their respective departments, an accurate assessment would not be possible.



## COMPLIANCE

In addition to working with the network of ADA coordinators, the ADA Office staff also serve as the liaisons to the Austin Mayor's Committee for People with Disabilities, provide the City of Austin with a wide-range of training and awareness workshops, provide consultations on ADA compliance issues and reasonable accommodations. This year the ADA Office conducted 13 trainings and disability awareness sessions.

## ADA Onsites

As part of the City-wide effort to ensure ADA compliance and obtain a more complete analysis of implementation, the ADA Office conducts annual on-site visits with each department. This on-site visit provides the department coordinator with an opportunity to discuss ADA requirements, implementation issues and training needs. It is also an opportunity to discuss resources, such as the continuation of the ADA Roundtable. The ADA Roundtable is a formatted meeting specifically aimed at ADA Coordinators, bringing topics of interest on a semi-monthly basis, in addition to facilitating networking with area ADA Coordinators. In order to formalize the visit, a survey tool was developed and the results are submitted in summary form to the coordinator and kept on file. Upon request, the survey assessment tool is shared with the Departmental ADA Coordinator ahead of the meeting time. Additionally, the Departmental ADA Coordinator may choose to invite other pertinent staff, thereby ensuring that more than one person is aware of their department's ADA responsibilities. This year the ADA Office conducted 41 On-site Visits.

## DEPARTMENTAL REPORT SUBMISSIONS

The Americans with Disabilities Act (ADA) called for the designation of a City-wide ADA Coordinator. The City of Austin, committed to compliance with this legislation, designated departmental coordinators, in addition to the mandated City-wide Coordinator. Together with the City-wide ADA Coordinator, the ADA departmental coordinators work to ensure the City complies with the legislation in the programs it administers and the services it provides.

Monitoring, a chief component of the compliance effort, has been, and continues to be a challenge. Complying with the law required each local entity to produce a transition plan and conduct periodic self-evaluations. Briefly, the transition plan identifies structural changes needed to provide equal access to programs. The self-evaluation is meant to provide a review of a covered entity's programs, services, facilities, policies and aide in identifying potential areas for discrimination.

The City's strategy was to produce a self-evaluation and transition plan for each department. Together these documents provide the City and the individual departments with information that aids in, not only improving access in their respective departments, but also the City program as a whole. Individual departments recording submissions this year include:





# International Visitors from Indonesia May 12- June 1, 2014.



In May of 2014 The City of Austin hosted two International City/County Management Association (ICMA) fellows from Indonesia through the international Legislative Process and Governance Professional Fellows Program.

Antoni Tsaputra works for the City of Padang municipal administration Social Affairs Agency, where he designs programs for the empowerment of persons with disabilities. Additionally he runs the city's local chapter of the Indonesian Disabled People Association. Anna Kus Saoarti works as a staff member for City of Bontang municipal administration Public Relations Department.

The ADA Office hosted them to various activities introducing them to City programs, and state and local agencies that serve people with disabilities in Austin.



Scott Myer, a staff member for the Department of Assistive and Rehabilitative Services Criss Cole Rehabilitation Center, demonstrates to the use of a braille labeler to make food labels.



Steven Ritchie, the Construction and Development Manager for NHCD, explains SMART housing to the fellows on a tour of accessible houses on Olive Street.



The Austin Lighthouse for the Blind staff members explain during a tour how blind employees and those with low vision use adaptive technology to work at their factory.



The fellows enjoying a VSA Texas New Media Arts production put on by Crockett HS students with disabilities



Bob Kafka, Stephanie Thomas and staff from ADAPT of Texas meeting with the fellows to discuss grassroots advocacy.



The Fellows pose for a group photo with Dolores and ADAPT.



Kipa Smith from the PARD Inclusion Unit explains PARD ADA construction to the fellows.



Antoni examines an accessible playscape during a tour of the Gus Garcia Recreation Center.



PW Director Howard Lazarus, explains to Antoni how the City maintains compliant ADA sidewalks.



Left to Right:  
PW Sidewalk Program Manager Michael Curtis explains how the City built the accessible trailhead at Congress and Caesar Chavez



PW Sidewalk Program staff member, John Eastman explaining to the fellows how a hybrid pedestrian signal works at a location by the HEB on Pleasant Valley Rd.



## Austin Convention Center Department

In support of the City of Austin's Vision to be the most livable city in the country and our mission to be the best managed city, the Austin Convention Center continues to support our commitment to all members of our community, including employees, visitors and individuals with impairments.

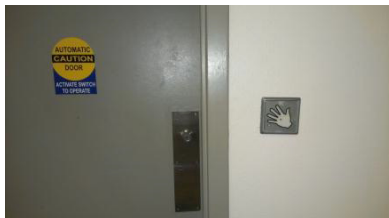
### Exterior:



Starting with the exterior of our facility, the Convention Center Department is continuing our multi-year \$2 million dollar plan in partnership with the Public Works Neighborhood Connectivity Division's Pedestrian Program. This project will transform our current walkways into more accessible, more aesthetically pleasing concrete sidewalks. This phase of the project will focus on the Cesar Chavez side of the building that currently has numerous mobility impediments and drop offs that are scheduled to be flattened to provide a more level, stable pedestrian friendly surface.

### Interior:

Interior Facility improvements start with the recent addition to "No Touch" restroom door openers; this continues our vision of "No Touch" water /soap dispensers and hand dryers that provides for easy use of these items.



No touch features inside ACCD bathrooms.

### Services:

In addition to the facility improvements mentioned above, ACCD has contracted with Scooter Bug Inc. to provide a fleet of rental scooters for our clients and attendees. Scooter Bug is a company based in Florida that helps provide mobility solutions to various venues around the country. Based on the positive utilization of these scooters in the past few months, we are considering expanding this service to the Palmer Events Center also.

### Future Projects:

Future projects include the possible utilization of the digital signage around the facility to communicate/display evacuation and other emergency messages to hearing impaired individuals and other attendees.

ACCD will continue to research, plan, and budget for improvements inside and outside of our facility to strive to improve our commitment to serve the entire City of Austin Community.





The Department of Aviation continues to upgrade existing Austin-Bergstrom International Airport facilities in order to make them more ADA accessible, paying particularly attention to new projects as they are designed and constructed.

## New Projects

- Hearing Loop System – a hearing loop system, which enhances hearing in designated areas, will be tested at two locations within the Planning & Engineering Building to verify the system would be beneficial for installation within the Terminal.
- Enhancing Airport Wayfinding for the Elderly and Persons with Disabilities – the Airport was selected to test the referenced Transportation Research Board study, which has the following goal: “The objective of this research is to develop a guidebook to help airport operators and planners assist the elderly and persons with disabilities with pedestrian wayfinding systems in standardized accessible formats to help them to travel independently within airports. The guidebook should address travel by people with cognitive, sensory, and other mobility challenges.” (TRB ACRP 07-13 press release)
- Connectivity Path Improvements – a master plan was completed for better connectivity within the Airport campus and design has been initiated for future phases.



Proposed Hearing Loop Signage and Connectivity Path Phase 1



Barriers at Parking Garage Stairwells

## Upgrades to Existing Facilities:

- Restroom Upgrades – the restrooms will continue to be upgraded throughout 2015 to provide better access.
- Barriers at Parking Garage Stairwells – barricades were installed in the recesses under the parking garage stairwells to prevent unsafe access to these areas.







# Austin Travis County Health and Human Services Department



The Austin Travis County Health and Human Services Department continues to make serving people with disabilities a priority by offering accessible services and continuing facility renovations.

## HHSD Field Facility Assessment for Compliant Bathrooms

In FY14 The City Of Austin ADA Office conducted field assessment of HHSD field offices for ADA compliance at the following locations:

- Clarksville Community Health Center 1000 Toyath, Austin
- Day Labor Center 4916 IH-35, Austin
- Manor-East Rural Community Center 600 W. Carrie, Manor
- Northwest WIC Clinic/Mom's Place 8701 A/B Research Blvd., Austin
- Pflugerville Health Clinic 15822 Foothill Farms Loop, Pflugerville
- RBJ Health Center, 1st Floor
- St. John's Community Center 7500 Blessing, Austin

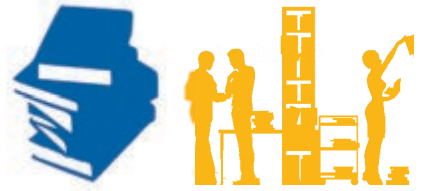
An assessment letter was issued by the ADA Office offering recommendations to make restroom upgrades as necessary to improve accessibility at these sites.

## Health Promotion Disease Prevention (HPDP) unit:

The Immunizations Unit designed "Drive Through option for" Flu clinics to accommodate people with disabilities. They also include a "special needs" area at all mass flu clinics for clients who have difficulty with mobility and/or climbing stairs. 3 Flu Clinics were held this year with a special needs area including:

- Saturday, September 20th Wilhelmina Delco Center
- Saturday, September 27th South Austin Neighborhood Center
- Wednesday, October 1st Rosewood-Zaragosa Neighborhood Center





During Fiscal Year 2013-2014, the Austin Public Library (APL) continued its efforts to improve services for library customers with disabilities, focusing on the following projects:

## Facility Improvement and Repair

- In FY2014 Library facility staff along with a RAS conducted a full assessment of the Millwood Branch Library located at 12500 Amherst Drive just South of Parmer Lane. The library will undergo renovations in 2015 that will bring a new interior space plan featuring self-check-outs, new computer stations and tables. Accessible furniture in the renovated space will be improved as well in the coming year.
- In May of 2014 concrete placement began for the foundation along with site improvement work of the new Central Library. The Library is now in the next phase of construction which includes the building envelope and major utilities connections. The new Central Library is scheduled for a November 2016 Grand Opening. The new library will be one of the first “Library for the Future” in the United States and is designed to be green and sustainable. The library will incorporate access, large adaptable spaces, and focus on electronic delivery of information.



Facility staff and architects during the assessment checked site features at the library such as: accessible parking, exterior walkway and entrance and interior elements including doors and bathrooms.



A view from Caesar Chavez of the new Central Library as it nears its final stages of construction. The new Central is scheduled to open in November of 2016. The ADA Office will periodically visit the site to check on progress.



Lee Nguyen City of Austin Assistant ADA Coordinator with Library Facilities Process Manager John Gillum and Library Building Improvement Coordinator Heidi Tse at the new ACE construction site December 17, 2013.



# City of Austin Neighborhood Housing and Community Development



During FY 2013-2014, the Neighborhood Housing and Community Development Department (NHCD) continued its commitment to serving the needs of the disability community and increasing reasonably priced and accessible housing options for people with disabilities.

## NHCD PROGRAMS

NHCD funded the following programs to promote equal access to housing for people with disabilities:

### Renters' Rights Assistance/Fair Housing Counseling:



- NHCD contracts with the Austin Tenants' Council (ATC) to provide tenant counseling and landlord/tenant dispute mediations.
- In FY 2013-14, \$241,580 was allocated for Tenants' Rights Assistance which assisted 621 individuals.

### The Tenants' Rights Assistance program:

- Facilitates mediation between landlords and low-to moderate income tenants to complete health and safety related repairs in rental units, which will help maintain reasonable habitability standards.
- Provides direct counseling and technical assistance to low-income renters regarding tenant/landlord issues.
- Provides public education and information through workshops and public forums on landlord/tenant relationships and educates renters on their rights, as well as, their responsibilities under the law.
- Identifies fair housing complaints that can be investigated and may assist in resolving, reducing or minimizing discriminatory housing practices.



### Architectural Barrier Removal (ABR) Activity:

The Austin Housing Finance Corporation's ABR Program modifies or retrofits the living quarters of eligible, low-income elderly and/or disabled homeowners and renters to make their housing more accessible.

- Eligible households can receive up to \$15,000 in modifications.
- Eligible income is 80 percent or below of Median Family Income.
- In FY 2013-14, \$31,642 was allocated to the ABR-Rental program, which served 7 renters and \$717,213 was allocated to the ABR-Owner program, which served 43 homeowners.





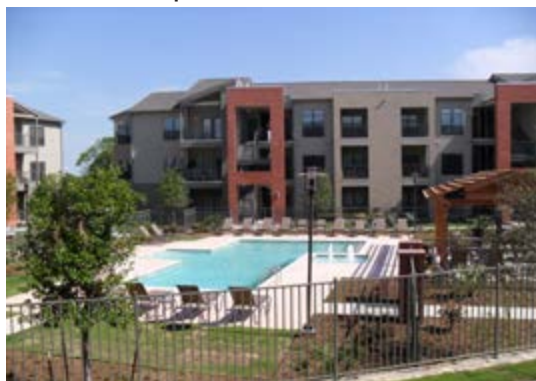
## Austin's Visitability Ordinance and S.M.A.R.T. Housing™

This initiative requires new single-family dwellings, duplexes, and triplexes constructed with city assistance to utilize design features that provide accessibility and usability for visitors with disabilities referred to as "visitability."

- All new single-family, duplex and triplex units are visitable.
- At least 10 percent of the multi-family units are accessible.
- At least 25 percent of the multi-family units are adaptable.



Montana Subdivision Frontier: A new affordable home created in the subdivision at the Montopolis neighborhood.



The Retreat at North Bluff: is a SMART™ Housing development providing a variety of amenities to residents of diverse income levels.



## Outreach

Information about NHCD's programs and services is available in alternative formats in their offices and by request. Two NHCD staff members are accommodated with the use of virtual TDD modems.

NHCD works with the disability community during its annual planning process. Members of the disability community including the Austin Mayor's Committee for People with Disabilities and ADAPT of Texas participate in stakeholder meetings, public hearings, and community needs surveys throughout the planning process. Copies of all published documents are available by mail and in alternative formats, upon request.

Through its partnerships with various organizations and development of initiatives to eliminate some of the barriers to affordable accessible housing options, NHCD continues to demonstrate its commitment to serving the needs of the disability community and to increasing affordable, accessible housing options for people with disabilities.



The Parks and Recreation Department (PARD) remains committed to improving accessibility for all of their programs, services and facilities. During fiscal year 2014, PARD completed a number of projects which incorporated ADA accessibility as an integral component of the improvements:

## Parks

- The Barton Springs Pool General Grounds Improvements project went well beyond the requirements of the ADA and TAS to substantially increase accessibility at this jewel of Austin. In addition to addressing out-of-compliance pathways on the north side of the pool grounds, an accessible pathway was built from the entry gate to the pool deck on the south side and accessible parking spots were added to the newly paved south parking lot. Also, an accessible overlook was added to the south side so that more individuals could enjoy the view when entering the facility.
- PARD completed ADA improvements to the Rose Garden at Zilker Botanical Garden. An ADA accessible sidewalk was built to and around the pond from Taniguchi Garden and improving access to the Bickler Cupola, totaling \$100k.

## Trails

- PARD completed a 1.3 mile ADA compliant trail at Boardwalk Trail; at Lady Bird Lake that completes the trail loop around Lady Bird Lake. The trail eliminates the need to travel along or cross busy streets and is comprised of decomposed granite gravel over land and a steel-supported concrete surface over water. The Trail project includes several outlooks, a restroom, and fishing pier that comply with ADA requirements.
- PARD completed construction at Southern Walnut Creek Trail; the 7.3 mile trail from Govalle Park to Daffan Lane is fully ADA-compliant, including the trailheads and connection to the Austin to Manor Trail.

## Playscapes

- PARD completed the replacement of play equipment at Sanchez Park and Barrington Park with new, compliant play structures. Both projects were inspected for Texas Accessibility Standards 2012 compliance.

## Recreation Facilities

- PARD completed construction of the Auditorium Shores Trailhead Improvements Project with a host of site improvements featuring a new restroom building, parking lot, observation deck, fitness and warm-up area, a mobile vendor plaza, and other site and landscape improvements. These improvements replace outmoded site infrastructure with new, fully accessible park amenities. Construction continues on the balance of Auditorium Shores parkland to the west with many previously non-compliant pedestrian routes being improved and brought into full compliance with outdoor recreation accessibility guidelines. Improvements, including renovated event lawn; off-leash area and shoreline access areas are scheduled to be complete in 2015.

## Aquatic Facilities

- PARD completed improvements at Rosewood Pool, providing connectivity from the pool to nearby parking via the pool deck; new showers were also installed. Additionally, restrooms for pool and park use with pedestrian access to Rosewood Recreation Center from the Pleasant Valley sidewalks are currently in design.

## Other Initiatives

- PARD began the staff training and consultant solicitation for a system-wide ADA Self-Assessment and Transition Plan to be completed in 2015. This process will culminate in a comprehensive inventory of existing facilities, with specific areas of accessibility non-compliance highlighted, in order for the department to then prioritize, fund, and implement improvements under a long-term accessibility enhancement program.
- PARD completed the Master Plan for Holly Shores / Edward Rendon Sr. Metropolitan Park at Festival Beach. This master plan encompasses nearly 100 acres of parkland along the north shore of Lady Bird Lake and recommends a variety of improvements over a long-range redevelopment program. Community input places accessibility improvements at the top of the priority list.



## PURPOSE



The ADA Sidewalk and Curb Ramp Program (ADA program) under the Public Works Department (PWD) manages current curb ramp and sidewalk projects. To facilitate the selection and prioritization of sidewalk and curb ramp projects, PWD works with the ADA Access and Sidewalk Task Force (ADA Task Force) using the Sidewalk Master Plan and the project selection criteria to set priorities. The ADA

Task Force is comprised of members of ADAPT, the Texas Department of Assistive and Rehabilitative Services –Criss Cole Rehabilitation Center, City of Austin staff, Austin Energy, Capital Metro representatives and interested citizens. They assist in providing recommendations and input, as well as site specific suggestions for the ADA Program's general protocols.

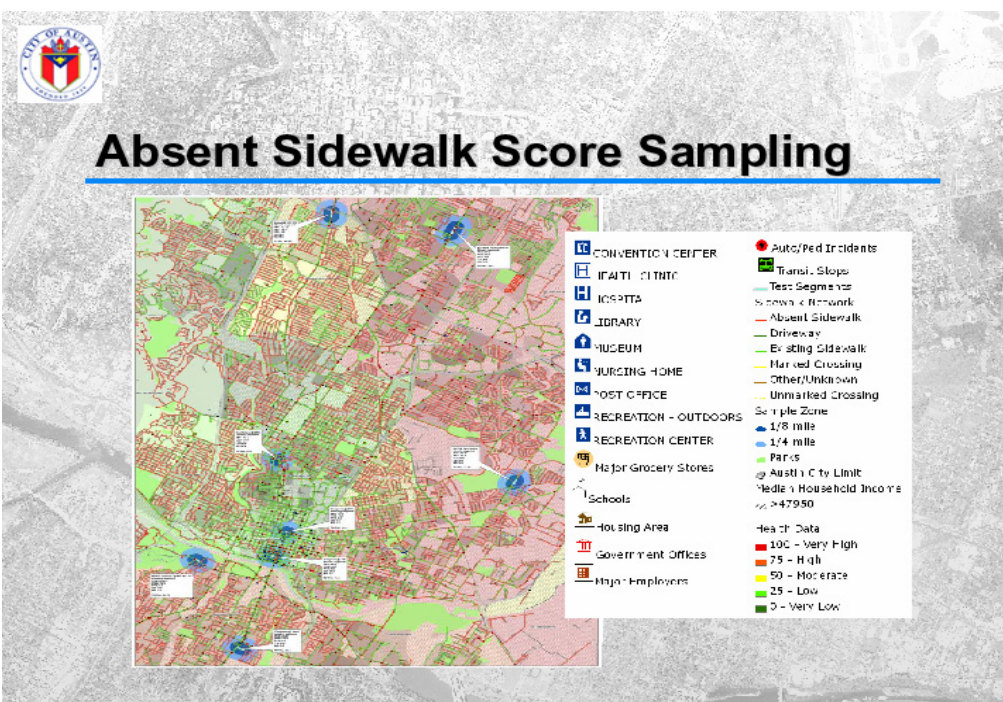
## BACKGROUND

Council in 2008 adopted the current Sidewalk Master Plan which established a method to meet Austin's need for assessing and prioritizing sidewalk infrastructure and to update the existing ADA Title II Transition Plan. The scope of the project was to create an interactive software tool that uses spatial analysis of a pre-determined set of criteria to identify and rank absent sidewalks, as well as, provide a plan to execute improvements.



## Prioritization Matrix

The absent-sidewalk prioritization matrix (the "matrix") is the basis of the Sidewalk Master Plan and facilitates the prioritization of absent sidewalks throughout the city, based on objective, fact-based analysis.



The Absent sidewalk prioritization matrix: The matrix uses integrated GIS software to map absent sidewalks based on factors that make up pedestrian attractor and safety score.





## Scoring System

The Pedestrian Attractor Score accounts for 50% of the base score. Points are awarded to a sidewalk segment based on the segment's proximity to pedestrian attractors such as schools, transit stops, government offices, median household income; residential population density; presence of existing facilities on the street; ADA Task Force and/or citizen requests; proximity to a core transit corridor; and existence of bicycle lanes on the adjacent street.

The Pedestrian Safety Score accounts for 40% of the base score. Points are awarded based on the street classification, health status of the area and occurrence of automobile / pedestrian incidents.

The Fiscal Availability Score accounts for 10% of the base score. Points are awarded if fiscal funding can be made available for the segment under consideration.

The Neighborhood Plan Score is added to the base score for sidewalk segments requested in an adopted neighborhood plan. This is an additional score since not all neighborhoods have adopted a plan. The score is based on the age of the plan; one point per year can be added with a maximum of ten points.

The Special Consideration Score is also added to the base score and allows for consideration of specific areas known to attract a higher volume of pedestrian traffic than would be suggested by the surrounding criteria (i.e. Zilker Park). Additionally, the special consideration score may be awarded to absent sidewalk segments which serve to implement an identified trail system within the City's Trail Master Plan or included in the City's safe route to school program. Points are discretionary and must be approved by the Director of Public Works with a maximum of 10 points.

This matrix tool integrates with GIS software to evaluate each sidewalk segment based on the criteria listed above and then rank them as: Very High, High, Medium, Low, and Very Low. These ranking categories will be used by the City to prioritize segments for future sidewalk programs.

Through these and other efforts, the ADA Sidewalk and Curb Ramp Program constructed approximately **519 curb ramps and 70,178 linear feet of sidewalk in FY 14.**



## PWD SIDEWALK IMPROVEMENT PROJECTS FY 2014

The Neighborhood Connectivity Division expended over \$9.91 Million in funding for ADA sidewalk improvements throughout the City of Austin in Fiscal Year FY 14. The work included repair/replacement of ADA non-compliant sidewalks and ramps, and installation of new ADA compliant sidewalks to help complete the sidewalk network. Some notable projects completed include the following:

- Ramps along Guadalupe & Lavaca Corridor
- Austin Convention Center Exterior Pedestrian Improvements
- Balcones at Parkcrest
- Berkman, Broadmoor to existing compliant sidewalk
- Sandra, Glen Meadows to S. Congress



The photos above shows improvement made to the Trinity St. side of the Convention Center exterior walkway.



The photos above show improvements to accessibility at a Capital Metro bus stop at Metric and Stone Hollow.

In addition to the sidewalk improvement projects, the Neighborhood Connectivity Division's RAS (Registered Accessibility Specialist) has provided numerous consulting services and informal reviews of projects for TAS 2012 (Texas Accessibility Standards) to other divisions and departments throughout the City, as well as third party entities, as appropriate, in the community.

The City has also partnered with several state and local agencies to quickly implement accessibility improvements. These include the following:

- TxDOT Grant – Construction of safe routes to school sidewalks for 6 school campuses
- Austin Energy – For the fourth (5th) year the Public Works department contracted with Austin Energy in the amount of \$100,000 per year to assess utility poles affecting accessibility in the Right of Way.
- Capital Metro – Construction of ADA Bus Stop Improvements City Wide for the 3rd year



## PLANS FOR FUTURE PROJECTS

Update the Sidewalk Master Plan with emphasis on the following:

- more stringent requirements for other entities to include ADA sidewalks in any new or rehabilitation project
- an update to the ADA Transition Plan
- Maintenance of sidewalks and ramps
- Align the plan with "Imagine Austin"
- \$25 million has been appropriated in 2012 Bonds to be completed over the next 4 to 5 years



## AUSTIN MAYOR'S COMMITTEE FOR PEOPLE WITH DISABILITIES



From upper left: first row Chair Jesus Lardizabal, Commissioner Ron Lucey, Commissioners Chip Howe, and Commissioner Norman Kieke; 2nd row: Commissioner Kathy Keller, Commissioner Tanya Winters and Staff Liaison, Dolores Gonzalez

In addition to ensuring the compliance with ADA in the services it provides and the programs it administers, the City-wide ADA Coordinator also serves as the liaison to the Austin Mayor's Committee for People with Disabilities (AMCPD). As such, the ADA Office offers assistance to the AMCPD in developing, coordinating and administering all of their programs, projects and events.

The AMCPD was established in 1987 by City Ordinance 870319-J, which states the purpose is "to carry on a program to encourage, assist and enable persons to participate in the social and economic life of the City of Austin and achieve maximum personal independence; to become gainfully employed; and to enjoy life fully and use all public and private facilities available within the community."

AMCPD operates within the geographic city limits of Austin in cooperation with the Governor's Committee for People with Disabilities. The committee's membership is made up of seven local residents appointed by the Mayor and Council, who serve two-year staggered terms. Other interested citizens known as Community Partner Representatives volunteer their unique skills and knowledge and work alongside committee members in pursuing AMCPD goals.





## Accomplishments FY2014



### White Cane Day Oct 15, 2013 Republic Square Park

This year Austin marked the biggest White Cane Day Celebration in the United States with 548 attendees. Mayor Lee Leffingwell presented the proclamation in a brief ceremony at City Hall. White Cane Day starts with a march down Congress Avenue and ends in a day of fun and festivities that includes music, food, games and amusements at Republic Square Park. This event highlights the independence of persons who are blind or visually impaired by celebrating the White Cane.

### Disability Mentoring Day Oct 16, 2013 at the Goodwill Community Center

In its 11th year, the DMD program drew about 90 participants who participated in a morning job shadowing session followed by a luncheon at the Goodwill Community Center. Mentors and mentees were treated to a delicious luncheon catered by the Darden Group Family of Restaurants. Mayor Pro-Tem Sheryl Cole was on hand to present the DMD proclamation, and City of Austin Human Resources Department Organizational Development Division Manager, Mike Hockmuller moderated the student panel. DMD provides youth with disabilities a chance to explore future careers in various industries, through job shadowing with a mentor.



Mike Hockmuller HRD's OD Manager talking with a DMD participant



Council Member Sheryl Cole Goodwill Executive and AMCPD Commissioner Kathy Keller.



Staff from area Darden group Restaurant serving food to event goers.

### Employment Awards & Recognition October 28, 2013

The Committee hosted the 34th annual Austin Employment Awards at the Crowne Plaza Austin. Attendees had the honor to hear from Keynote speaker Assistant Commissioner Barbara J Madrigal from the Texas Department of Assistive and Rehabilitative Services. The award winners included: Tom Chepey- Entrepreneurship, The Rockin' Tomato South Lamar – Small Employer, Randalls Food Market Balcones Dr. – Medium Employer, HEB Store #7 Wells Branch – Large Employer, and Sam Ortega and Charlie Pearce from the Daily Texan – Media Award, and the Clifton Career Development School won the Distinguished Service Award. Denise Sonleitner took home the night's highest honor, being the recipient of the Martha Arbuckle Meritorious Award. The Employee of the Year Award went to Elisha Aguirre from Travassa Spa and Resort. It was an exciting night for all!



### Affordable Care Act Presentation to the City of Austin – November 12, 2013

This event served a dual purpose: first, to draw further attention to the Affordable Care Act (ACA) and its' implications and second, to address any effect the ACA may have on people with disabilities. The panel in City Council Chambers was geared towards providing education on the ACA. Rooms were also available to either enroll into the ACA or to obtain more information.

## Accomplishments-Continued.



### Affordable Housing Public Hearing – April 2014

The Committee conducted a public hearing on community needs in order to develop the following documents:

1. The Five-Year Consolidated Plan for fiscal years 2014-19 - serves as a planning document for the City and an application for federal funding;
2. The Annual Fiscal year 2014-15 Action Plan.

### The Business of Work Job Readiness seminar May 09, 2014

This year's seminar had 75 attendees. The Seminar is a partnership between AMCPD, Texas Department of Assistive and Rehabilitative Service and Workforce Solutions to help job seekers with disabilities obtain and keep gainful employment. This year a new addition of individual job coaching sessions proved to be very successful. The Seminar is set each year to coincide with the City of Austin Career Expo, in partnership with Goodwill Central Texas.



From left to right: Project Managers Robin Camp from PW, Gary Gregson from PARD and Asst. ADA Coordinator Lee Nguyen pose after completing a final walkthrough of the Southside Entry to Barton Springs Pool.

### Barton Springs Pool ADA Improvements

Committee members provided testimony and education to the Parks Board, Friends of Barton Springs and city staff on accessibility improvements leading to the pool area from both the north and south side. In addition, members' recommendations impacted design of ramps; their suggestions made it to the current plan. The project was completed in the summer of 2014.

### Visitability Requirements in City Code

**Committee members attended meetings with Board of** Realtors and City staff to discuss inclusion of visitability requirements into City Code. The Committee submitted a recommendation in support to the City Council. Additionally, each commissioner reached out to their respective council members for sponsorship. The vote amending the City Code was held January 30, 2014; it passed by a vote of 6-1.



### Emergency Preparedness

The Committee partnered with the City of Austin Homeland Security Emergency Management Office to design a flyer for National Night Out and inclusion of persons with disabilities. Additionally, the Committee worked with HSEM staff to add page regarding Emergency Preparedness tips for people with disabilities on their annual calendar.

### Recommendations

The Committee submitted recommendations to City Council as follows:

- Complete Streets Policy
- Seton Aerial Walkway
- Urban Trails Master Plan
- Vision Zero – Pedestrian Advisory Council

# Conclusions and Recommendations/Actions: 2014

The information in this report has been carefully gathered and analyzed; it accurately represents current compliance in the City as a whole. After evaluating all the city departments, the ADA Office assembled a list of needs and recommendations. The results are as follows:



## Need:

Ensuring that the Notice of Compliance Poster is on display in all public lobbies is an ongoing imperative. The purpose of the poster is to provide contact information to the public in case they are seeking accommodation to participate in public meetings or other city programs. It is the general practice that most departments have not framed their posters. Therefore, replacement of posters is vital and follow up reminders at the annual On Site ADA Visits is essential. After years of using the same design, a new modern design was unveiled in 2013. It was not only in color, but noticeably displays each department logo.

## Recommendation/Actions:

We will continue following up at the annual On Site Visits with Departmental ADA Coordinators to ensure that posters are always on display in all public lobbies. At this point, new posters have been distributed to all departments. The office staff will make available and/or deliver posters as needed. This system has been shown to work; the office regularly gets requests for posters.



## Need:

There is a need for continued coordination of the Sidewalk and Curb Ramp Program in the Public Works Department with City of Austin staff and community members. ADAPT and AMCPD lead the community in working with staff in furthering this effort. This partnership has resulted in a very productive and successful collaboration. This year, staff reached out to the ADA Task Force members for recommendations of locations for sidewalk and curb ramps, in order to update the Sidewalk Master Plan and ADA Transition Plan.

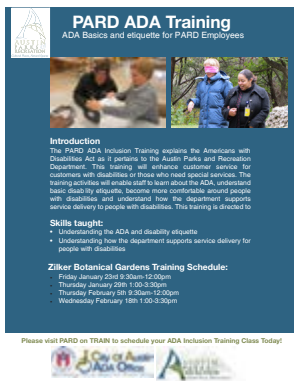
## Recommendation/Actions:

The ADA Access and Sidewalk Task Force (the ADA Task Force) continued with regular meetings and included monitoring of the interlocal agreement with Capital Metro. This interlocal agreement coordinates work to improve access to bus stops. Along-side city staff, the citizen representative members have assisted in prioritizing projects.

Additionally, some individual Task Force members continue to meet staff at site locations to provide input and recommendations on specific projects. The ADA Task Force partnership with staff has proven to be very useful. Current participants include members of AMCPD, ADAPT, Capital Metro, Department of Assistive and Rehabilitative Services DARS- Criss Cole Rehabilitation Center, Austin Energy, Development, Inspection and Review, H.R. Gray, Texas Department of Transportation, Public Works & Transportation, and several interested citizens of the community at large.



# Conclusions and Recommendations-Continued



## Need:

Training is ongoing. ADAitude awareness training for all city employees continues to be a strong need. All classes are well attended and offer positive evaluations. Also, departments continue to schedule individual training sessions for their staff such as the Austin Code Department, EMS and Austin Convention Center Department. The re-designed Jeopardy Game continues to be very popular and evaluations reflect this. **(For complete information, see the Training Report on page 23)**

The ADA Employment Training based on the popular "Who wants to be a millionaire" game show has become a favorite. Municipal Court Department invited ADA staff to their retreat for this training. Evaluations reflected that this training, not only met the needs, but employees were fully engaged and expressed new learning.

In addition to trainings, the office staff participates in disability awareness and ADA fairs primarily during National Disability Employment Awareness Month in October. This year included the City of Austin Safety Fair with a training session on Title I ADA Employment provided to participants. We also participate annually in the Austin Resource Recovery Department Annual Employee Education Fair.



## Recommendation/Actions:

The majority of ADAitude trainings have been met with requests for individual departments. The office staff continues to advertise the employment training to all departments, encouraging participation for supervisors, managers and interested employees. Also, the PARD ADA Inclusion trainings continued this year training 236 additional employees.

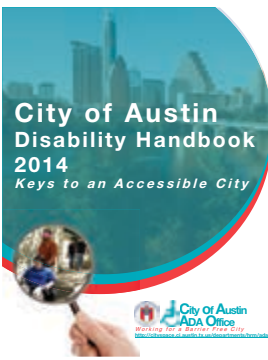
## Need:



The City ADA Coordinator in partnership with VSA Texas provided online training for Arts Contractors, in part to go over the 2010 ADA Standards and the impact on their operations. For the online material, we used the course developed by the U. S. Dept of Justice -Reaching Out to Customers with Disabilities. As a supplement, we developed a quiz with related case scenarios; they must submit the answers to the quiz for training credit. It is required that all Arts Contractors participate in annual training for every funding cycle they receive support from the City and to submit a companion ADA Assessment. Staff routinely follows up with contractors on how to comply and providing requested resources.

## Recommendations/Actions:

ADA Trainings will continue to be a regular component of the Arts Contractor Application Process. We will continue to use the online training as Contractors find it easy to manage and still learn something useful. The assessment will continue to be required by all contractors to be on file, as a requirement for their ADA Narrative element of their contract. The Arts Contractor tracking is a system that ensures all contractors are complying with their assessment and training obligations. For 2015, the ADA Assessment will be converted into an online fillable form to allow for ease of submission and filing.



## Need:

Over the past several years, it has become necessary to address the issue of developing a City of Austin Disability Handbook. The handbook will offer guidance on such issues as service animals, Sign Language Interpreters, accessible parking, the role of the department ADA Coordinator, the Notice of Compliance and web accessibility. Another chapter will be dedicated to the provision of reasonable accommodations, particularly how the accommodations are expensed. Still under consideration is a “frequently asked questions” section.



## Recommendation/Actions:

Over this past year, individual policies relating to service animals, Sign Language Interpreters and accessible parking were drafted. ADA office staff vetted the current chapters with seasoned departmental ADA Coordinators for review and input. These meetings proved very positive with good feedback. In the spring of 2015, the various chapters will be compiled into the final City of Austin Disability Handbook.

## Summary

This report identifies positive actions taken by the City. Compliance is an ongoing process. The City continues to offer consultation to cities, counties and state agencies on their current progress of ADA implementation. Even though there is still work ahead, the City of Austin has an enviable record of compliance, in large part, due to the support of upper management including Mayor and Council, City Manager, Executive Team and the Director of Human Resources.

The City should continue proactively including individuals with disabilities in the planning process to utilize its limited resources to yield the maximum level of accessibility. Citizen request programs, advisory committees, and citizens participating in taskforces are an effective means of gathering this information.

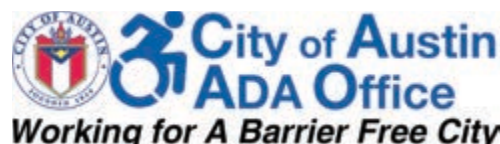
When readily achievable and fiscally responsible, the City should exceed the minimum standards of accessibility to allow greater opportunities for Austin citizens with disabilities to participate in the economic and social life of their community.

The City ADA Office works to make Austin the most livable city in the nation for all its citizens through proactive programs to implement the ADA and increase community-wide inclusion. The City of Austin has demonstrated state and national leadership in its accessibility practices through innovative policy initiatives that remove barriers to inclusion for individuals with disabilities.

**1. This entire document serves only as an information piece and is not intended to reflect the legal opinion or position of the City of Austin with regards to ADA. For legal issues, consult with your legal advisor.**

Please visit us at:

<http://www.austintexas.gov/ada>



# City of Austin ADA Office FY2014 Total Expenditures



## Equipment Total

**\$1,039.20**

## Sign Language Total

**\$12,227.60**

## Office Expenditures Total

**\$18,433.20**

## Total Expenditures

**\$31,700.00**

### Items

Sit and Stand Work Station  
orthopedic seat cushion

### Department

APD  
HRD

### Sign Language Interpretation:

2014 Employment Awards Ceremony  
2014 Meetings and Events  
Austin Youth Council Meetings  
2014 Black History Program at Palmer Event Center  
2014 Zilker Theater Performances  
Green Building Cool House Tour and workshop  
Workshop, Trainings, and Classes  
Town Lake Animal Center Volunteer Training  
2013 City of Austin Career and Service Expo  
Library focus group  
Dittmar Recreation Center T-Ball, Soccer, and Basketball games  
October Flood Recovery Open House

ADA/AMCPD  
ADA/AMCPD  
ADA/AMCPD  
City-wide  
City-wide  
AE  
EGRSO  
HHSD  
HRD/City-wide  
APL  
PARD  
PDR

### Office Expenditures:

AMCPD Annual Awards Expenditures  
Encumbered 2013 AMCPD Awards Hotel Expenditures  
2014 Staff Mileage Expenditures  
Misc. AMCPD Expenditures  
ADA Office expenditures for training  
New Mobility Magazine Subscription  
Coalition for Texans with Disabilities membership renewal  
HSEM Preparedness Calendar Sponsorship  
Captioning Access Real Time Translation for City Meetings

ADA/AMCPD  
ADA/AMCPD  
ADA  
ADA/AMCPD  
ADA  
ADA  
ADA/AMCPD  
ADA/HSEM  
ADA



# City of Austin ADA Office FY2014 Trainings Report



**13** Trainings Held

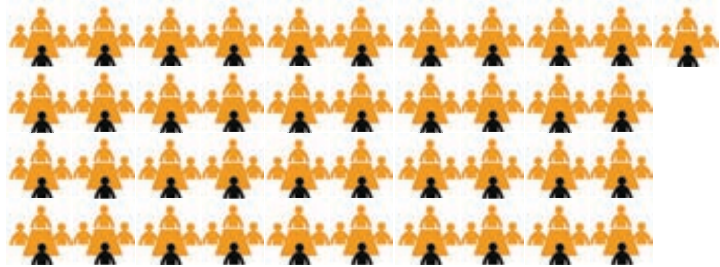
## Trainings

**ADAude-** This training uses an interactive game to introduce employees to disability etiquette. This is followed by hands-on scenarios.

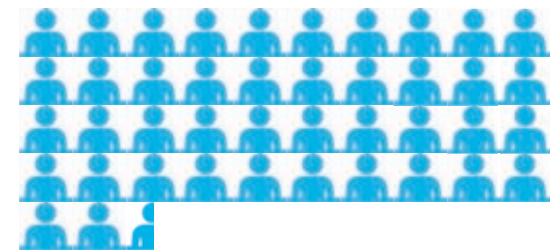
**Employment-** This training uses an interactive game and scenarios to introduce managers to ADA employment law and the accommodation process.

## Onsites

These annual meetings with City departments are part of the City's compliance monitoring process. The meetings offer an opportunity for the ADA Office to discuss requirements of ADA, communications, trainings and as a follow up to any outstanding items.



**41** ADA Onsites Conducted

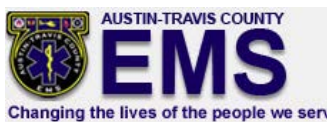


**422** Employees Trained

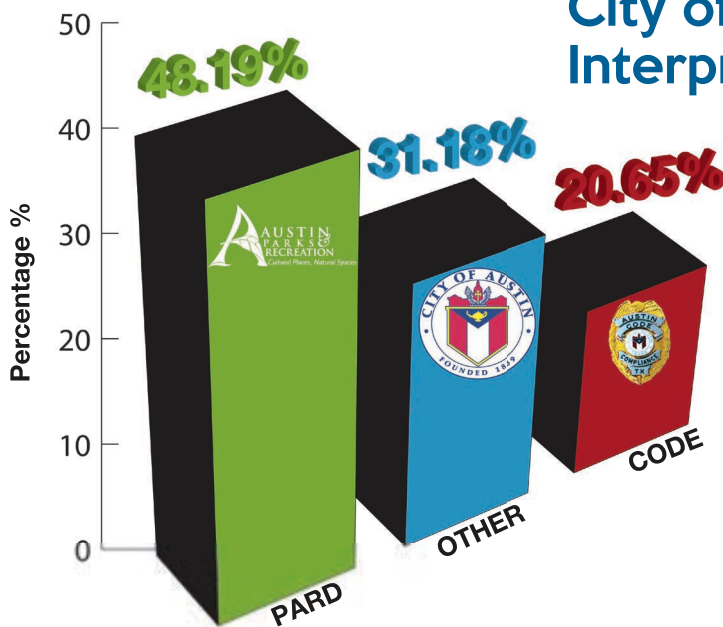


## Employees

In FY2014, the ADA Office, in a partnership with PARD, provided a series of ADA Inclusion Trainings that trained a total of 236 PARD employees. Below are all departments who participated in ADA training for FY2014.



# City of Austin FY2014 Sign Language Interpreting Expenditures



**PARD 48.19%**  
\$21,273.18

**CODE 20.64%**  
\$9,115.50

**Other 31.83%**  
\$13,759.76

Departments use sign interpreters for a variety of occurrences including employee interviews, one on one consultations, employee trainings, and citizens' participation in programs. etc.

Each year, the ADA Division provides funds for the use of Sign Language interpreters services by various city departments. Below is a breakdown of interpreting expenses by department in FY 14. **(Note the following totals do not represent departments that have separte Sign Language contracts. )**

**City Total Expenditures**

**\$44,148.44**

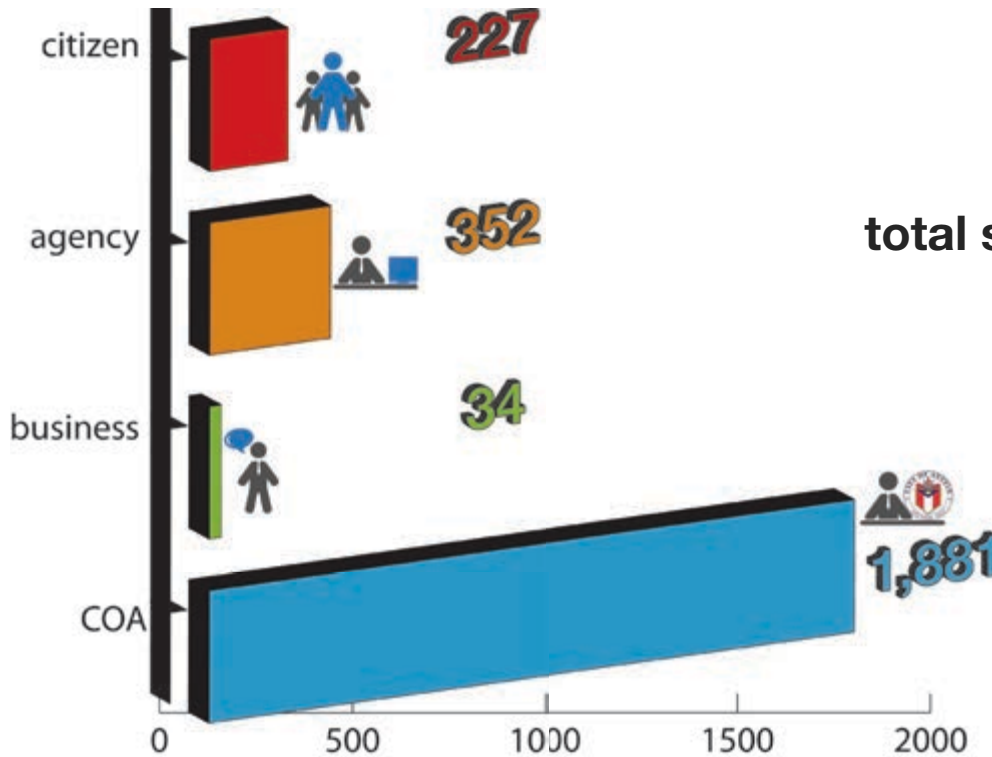
## FY14 Sign Language Interpreting Cost Breakdown

Department	Number of requests made	avg cost per request	Cost incurred on CSD contract	Department contribution to City Total Cost	Total Expenditures
PARD	156	\$136.37	\$21,273.18	48.19%	\$44,148.44
CODE	47	\$193.95	\$9,115.50	20.65%	Total Number of Requests
AE	20	\$242.77	\$4,855.38	11.00%	262
HHSD	9	\$246.18	\$2,215.63	5.02%	Paid by ADA Office
EGRSO	8	\$254.63	\$2,037.00	4.61%	\$12,227.60
HRD	5	\$310.90	\$1,554.50	3.52%	Backcharge to departments
FASD	4	\$177.13	\$708.50	1.60%	\$31,920.85
WPD	2	\$309.38	\$618.75	1.40%	Paid by ADA Office
APD	3	\$172.00	\$516.00	1.17%	\$12,227.60
APL	2	\$201.00	\$402.00	0.91%	
Purchasing	1	\$216.00	\$216.00	0.49%	
HSEM	1	\$180.00	\$180.00	0.41%	
Trans.	1	\$144.00	\$144.00	0.33%	
PDR	1	\$104.00	\$104.00	0.24%	
ARR	1	\$104.00	\$104.00	0.24%	
Telecommunication and Regulatory Affairs	1	\$104.00	\$104.00	0.24%	

In addition to departmental expenditures, The City of Austin ADA Office also provides interpreters for city wide events such as council inauguration, town hall meetings, and public forums etc.

The ADA Office, after consulting with City departments, has completed a city-wide Sign Language guidance to ensure the provision of equal access to communications as stated in the ADA, is standard throughout the organization.

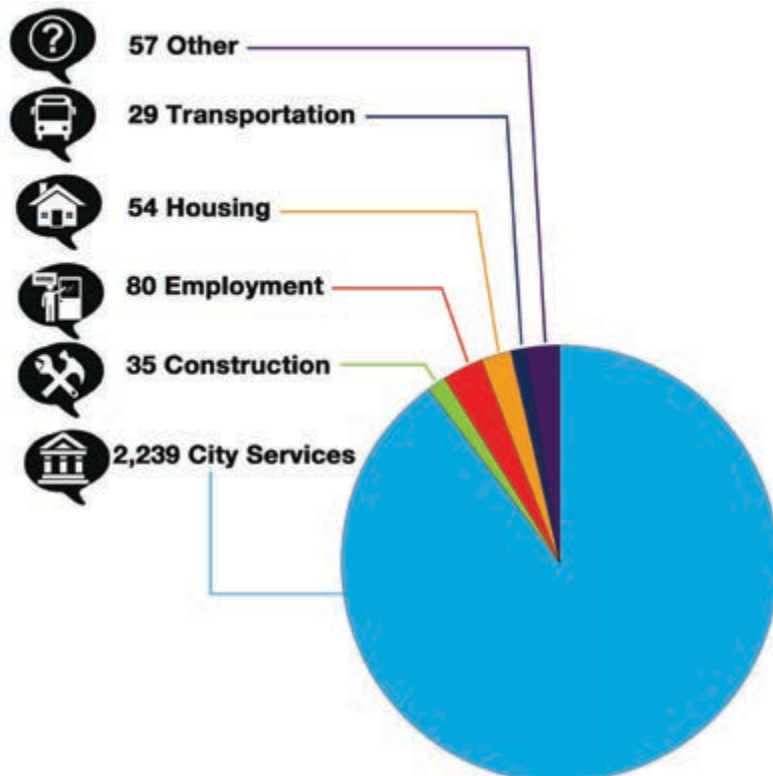
# City of Austin ADA Office FY2014 Service Engagement Report



**FY2014**  
total service engagements  
**2,494**

## What is a service engagement?

An ADA Service Engagement is any service rendered to city staff, citizen, business member, Mayor's Committee member or anyone else who request assistance form the ADA Office. These can include, but are not limited to ADA consultations, either in person, or on the phone, trainings for staff, preparation of reports or analysis upon request, planning and coordination of meetings and events for the Mayor's Committee and presentations to other entities.



## Service Types

the City of Austin ADA Office uses the following service classifications:

**Other**-items that are not city related where a referral is offered

**Transportation**-questions regarding parking, or transit services such as Capital Metro, Metro-Access, etc.

**Housing**-questions on housing laws, complaints about housing discrimination

**Employment**-questions on jobs, employment discrimination or employment law

**Construction**-inquiries on constructing for accessibility, questions on construction technical standards

**City Services**-all inquiries, and/or activites done on behalf of City staff members or the City





# City of Austin ADA Office

*Working for a Barrier Free City*

THE CITY OF AUSTIN IS  
COMMITTED TO COMPLIANCE  
OF THE AMERICANS WITH  
DISABILITIES ACT.  
REASONABLE MODIFICATIONS  
AND EQUAL ACCESS TO  
COMMUNICATIONS WILL BE  
PROVIDED UPON REQUEST

VOICE 512-974-3256

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