

City of Troutdale Public Works Department Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan

February 2021

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Acknowledgements

Many individuals were involved with the development of the City of Troutdale Public Works Department's ADA Self-Evaluation and Transition Plan.

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Section 1 – Introduction provides an overview of the planning process and the legislative mandate governing the process.

Section 2 – Self-Evaluation details the evaluation of Public Works Department policies, services, programs, and activities and is based on responses to a program accessibility questionnaire, which was completed by staff, and a review of department documents and policies.

Section 3 – Transition Plan describes the evaluation of architectural barriers and is the result of a detailed evaluation of Public Works Department facilities—such as buildings, parking lots, parks, trails, and public right-of-way—where programs, activities, and services are available to the public.

Section 4 – Barrier Removal Considerations for Plan Implementation provides an overview of the topics the Public Works Department should consider and address when implementing barrier removal efforts.

Section 5 – ADA Coordinator, Notice Policy, and Grievance Procedure includes the Public Works Department’s notice under the ADA and its ADA Grievance Procedure.

Section 6 – Definitions defines the commonly used terms in this Plan and the ADA.

Section 7 – Resources contains a directory of disability organizations, guidelines, and resources for addressing the recommendations included in this Plan.

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ADA Acronyms

The following acronyms are some of the most prevalently used by accessibility experts in Oregon and around the country.

ABA – Architectural Barriers Act

ADA – Americans with Disabilities Act

ADAAG – ADA Accessibility Guidelines

ASL – American Sign Language

CFR – Code of Federal Regulations

DOJ – U.S. Department of Justice

ISA – International Symbol of Accessibility

MUTCD – Manual on Uniform Traffic Control Devices

OPDMD – Other Power-Driven Mobility Device

OSSC – Oregon Structural Specialty Code

PROWAG – Proposed Accessibility Guidelines for Pedestrian Facilities in the Public Right-of-Way

TDD – Telecommunications Display Device

TRS – Telephone Relay Service or 711

TTY – Text Telephone

VRI – Video Remote Interpreting Services

VRS – Video Relay Service

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1 Introduction

The Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan will support the City of Troutdale Public Works Department (PWD) in fulfilling the requirements set forth in title II of the ADA. The ADA states that a public entity must reasonably modify its policies, practices, and procedures to avoid discrimination against people with disabilities. This Plan will assist the PWD in identifying policy, program, and physical barriers to accessibility, and will guide the PWD in developing barrier removal solutions.

1.1 Legislative Mandate

The ADA is a comprehensive civil rights law for people with disabilities passed by Congress on July 26, 1990. It provides protection against discrimination in both employment and the provision of goods and services. The purpose of the ADA is to provide a “clear and comprehensive national mandate for the elimination of discrimination against individuals with disabilities.” Congress emphasized that the ADA seeks to dispel stereotypes and assumptions about disabilities and to assure equality of opportunity, full participation, independent living, and economic self-sufficiency for people with disabilities.

Title II of the ADA covers programs, activities, and services of public entities. Under the requirements of the ADA,

No qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any public entity.¹

Further, title II of the ADA provides that public entities must identify and evaluate all programs, activities, and services and review all policies, practices, and procedures that govern administration of the entity's programs, activities, and services.²

This Plan and certain documents incorporated by reference establish the City of Troutdale PWD’s ADA Self-Evaluation and Transition Plan.

1.2 Accessible Programs and Facilities

The PWD, as a public entity, is subject to the ADA’s title II *Requirements for State and Local Government Programs and Services* and is responsible for the provision of accessible programs and facilities that are available without discrimination toward people with disabilities.

A fundamental tenet of title II of the ADA is “the principle that individuals with disabilities must be provided an equally effective opportunity to participate in or benefit from a public entity's

¹ DOJ, Title II Regulations Subpart B § 35.130 General prohibitions against discrimination

² DOJ, Title II Regulations Subpart A § 35.105 Self-evaluation

aids, benefits, and services.”³ A public entity's services, programs, or activities, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities. This principle is referred to as program accessibility. Though it applies to all existing facilities of a public entity, a public entity is not necessarily required to make each of its existing facilities accessible. As a public entity, the PWD is required to ensure program accessibility for the programs it provides to the public.

1.2.1 Maintaining Accessible Facilities

In addition to providing programmatic access, the PWD is obligated to maintain all accessible facilities in working order. Exceptions are provided for temporary disruptions. The Department of the Justice (DOJ) provides the following language regarding the maintenance of accessible features.

Public entities must maintain in working order equipment and features of facilities that are required to provide ready access to individuals with disabilities. Isolated or temporary interruptions in access due to maintenance and repair of accessible features are not prohibited.

Where a public entity must provide an accessible route, the route must remain accessible and not blocked by obstacles such as furniture, filing cabinets, or potted plants. An isolated instance of placement of an object on an accessible route, however, would not be a violation, if the object is promptly removed. Similarly, accessible doors must be unlocked when the public entity is open for business.

Mechanical failures in equipment such as elevators or automatic doors will occur from time to time. The obligation to ensure that facilities are readily accessible to and usable by individuals with disabilities would be violated, if repairs are not made promptly or if improper or inadequate maintenance causes repeated and persistent failures.⁴

1.3 Discrimination and Accessibility

Absence of discrimination requires that both physical and program accessibility are provided. Physical accessibility requires that a facility be barrier-free. Barriers include any obstacles that prevent or restrict the entrance to or use of a facility. Program accessibility requires that individuals with disabilities are provided an equally effective opportunity to participate in or benefit from a public entity's programs and services. It includes physical accessibility, but also entails all the policies, practices, and procedures that permit people with disabilities to participate in programs and to access important information.

³ ADA Title II Technical Assistance Manual II-3.3000

⁴ ADA Title II Technical Assistance Manual II-3.10000

Programs offered by the PWD to the public must be accessible. Accessibility includes advertisement, eligibility, participation, testing or evaluation, physical access, provision of auxiliary aids and services, transportation, policies, and communication. Program accessibility may be achieved by either structural or non-structural methods.

The City of Troutdale PWD may achieve program accessibility by several methods:

- structural methods such as altering an existing facility;
- acquisition or redesign of equipment;
- assignment of aids to beneficiaries; and/or
- provision of services at alternate sites.

When choosing a method of providing program access, the PWD is required to prioritize the method that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities.

1.4 ADA Self-Evaluation Process

Programs, activities, and services offered by the PWD to the public must be accessible to people with and without disabilities. Accessibility applies to all aspects of programs or services provided by the PWD. The ADA self-Evaluation for programmatic access identifies and makes recommendations to correct policies and practices that are inconsistent with title II regulations and result in limitations to access for people with disabilities. As part of the self-evaluation process, the PWD:

- identifies PWD programs, activities, and services;
- reviews the policies, practices, and procedures that govern the administration of the PWD's programs, activities, and services;
- provides opportunity for public comment;
- makes the report available to the public; and
- corrects programs, activities, and services that are not consistent with the regulations.

In 2019, the City of Troutdale PWD evaluated its policies, programs, and procedures to determine current levels of service and the extent to which its policies and programs created barriers to accessibility for people with disabilities. Recommended actions for PWD programs, activities, and services can be found in Section 2 of this Plan.

1.5 ADA Transition Plan Process

The ADA Transition Plan is a document that outlines a strategy for the PWD to progress toward compliance with the ADA Standards. The Transition Plan identifies barriers for people with disabilities and a schedule to remove those barriers over time. The PWD's transition plan must include:

- a list of barriers in PWD facilities that limit the accessibility of programs, activities, or services to individuals with disabilities,
- a detailed outline of feasible methods to remove these barriers and make the facilities accessible,
- a schedule for taking the necessary steps to remove barriers to accessibility,
- the opportunity for the public to provide comment on the Plan, and
- the name of the individual responsible for the Plan's implementation.

The PWD completed a physical audit of PWD-owned and maintained building, parking, park, and public right-of-way facilities in 2019 to locate barriers to access and to identify recommendations and alterations to meet state and federal accessibility standards. The PWD's transition plan can be found in Section 3 of this Plan.

1.6 Public Outreach for the Plan

A public entity is required to accept comments from interested people, including individuals with disabilities, on its ADA Self-Evaluation and Transition Plan and title II entities are encouraged to consult with individuals with disabilities and organizations that represent them to assist in the self-evaluation process.⁵ Many individuals with disabilities have unique perspectives on a public entity's programs, activities, and services.

For this planning process, the PWD formed a stakeholder group representing various disability interest areas. A stakeholder group meeting was held in the Fall of 2019, the purpose of the meeting was to introduce the project, and receive questions and comments related to the Plan. The group was then contacted directly in the Summer of 2020 to provide feedback on the development of the Public Review Draft of the ADA Self-Evaluation and Transition Plan. The summary of this group's participation and comments are included as part of this document in Appendix A: Public Outreach.

In addition to the stakeholder group, the Public Review Draft of the Plan was posted on the PWD's website for public comment. After completion of the public comment period, final edits will be made to the document and the Plan will be presented to the City Council for adoption and/or acceptance.

⁵ DOJ, Title II Regulations Subpart A § 35.105 Self-evaluation

2 Self-Evaluation

Programs, activities, and services offered by the City of Troutdale PWD to the public must be accessible. As part of the self-evaluation process, PWD policies and practices were reviewed to ensure that they do not adversely affect the full participation of individuals with disabilities. This process included an online program accessibility questionnaire for selected City staff and a review of the policies and practices based on written information provided by PWD staff and the City's website. The recommendations included in the ADA Self-Evaluation Report are incorporated into this Plan. The content of the full report is compiled in a Program and Policy Review Excel workbook, intended to be the PWD's ongoing record of barrier remediation.

As part of the development of the Plan, the PWD is reviewing its organizational infrastructure to support the implementation of the Plan. The PWD aims to elevate disability access to all PWD programs, activities, and services through the integration of universal design principles and inclusive policies. The recommendations contained in this section will serve as a basis for the implementation of specific strategies that will improve access to PWD programs, as required by law.

2.1 Programmatic Modifications

The ADA Title II Coordinator, or designee, will follow-up with PWD staff to review the recommendations contained in the self-evaluation. In those situations where a policy, program, or procedure creates a barrier to accessibility that is unique to a certain program, the ADA Coordinator, or designee, will coordinate with the program manager to address the removal of the barrier in the most reasonable and accommodating manner in accordance with applicable law.

2.2 Program Accessibility: Required Actions and Recommended Actions

The findings from the program accessibility questionnaire are organized into categories based on the requirements of title II of the ADA:

- Customer Service Practices;
- Staff Training;
- Contracting, Licensing, or Other Arrangements;
- Public Meetings;
- Program Participation;
- Transportation Services;
- Tours and Trips;
- Accessible, Adaptive Equipment Used by the Public;
- Printed and Online Materials;
- Website Accessibility;
- Televised and Audiovisual Information;
- Telecommunications;
- Emergency Planning;
- Notice, Grievance, and Complaint Procedure; and
- Facilities.

The program accessibility questionnaire was administered to PWD staff in Fall 2019. The questionnaire highlighted areas where the PWD is effectively meeting the needs of people with disabilities, while also identifying gaps in department practices. A complementary evaluation of the department's services, policies, and practices was also undertaken during the same period. This review included policies and administrative rules, public documents, forms, and applications, as well as the City's code.

The following overview includes brief descriptions of legislative categories, required actions for each topic area, and recommendations for implementation. They are not all-inclusive and may be adapted as new technologies and opportunities arise. More information about the categories can be found in the "ADA Best Practices Toolkit for State and Local Governments."⁶ Legislative citations and links to the toolkit are provided in footnotes throughout this section.

2.2.1 Customer Service Practices

In-person interaction with the public is one of the primary functions of the PWD. To meet ADA standards for these interactions, staff should be aware of the formal and informal procedures for assisting people with disabilities, including appropriate responses to requests for program modifications and guidelines for accommodating service animals.⁷

Required Actions

1. Make appropriate modifications to regular practices to accommodate the needs of individuals with disabilities when providing customer service.⁸
2. Ensure an additional fee is not charged to people requesting a program modification due to their disability.⁹
3. Ensure that service animals are allowed in PWD facilities.¹⁰
4. Make reasonable modifications for people with disabilities who rely on a miniature horse that is individually trained to assist them.¹¹

⁶ For the full toolkit, visit <https://www.ada.gov/pcatoolkit/toolkitmain.htm>. "The Tool Kit should be considered a helpful supplement to – not a replacement for – the regulations and technical assistance materials that provide more extensive discussions of ADA requirements. It also does not replace the professional advice or guidance that an architect or attorney knowledgeable in ADA requirements can provide."

⁷ Only dogs are recognized as service animals under title II of the ADA. In limited cases, miniature horses that are individually trained to perform tasks for people with disabilities may also qualify to provide services. Emotional support, therapy, comfort, or companion animals are not considered service animals under the ADA.

⁸ DOJ, Title II Regulations Subpart B § 35.130 General prohibitions against discrimination

⁹ DOJ, Title II Regulations Subpart B § 35.136(h) Surcharges

¹⁰ DOJ, Title II Regulations Subpart B § 35.136 Service animals

¹¹ DOJ, Title II Regulations Subpart B § 35.136(i) Miniature horses

Recommended Actions

- Develop and disseminate best practice resources for staff to formalize the department's approach to addressing accessibility concerns.
- Ensure that staff members are aware of the PWD's policy regarding service animals and are trained to appropriately implement this policy.
- Develop a process for determining reasonable modifications as they are requested by people with disabilities. The process should address the following considerations:
 - Ensure the public has easy access to information about how to make a request for modifications and understand who to contact.
 - Ensure all staff can direct a person making a request to the appropriate staff member.
 - Ensure requests can be accepted from someone on behalf of the person with a disability and are not be required to be in writing.
 - Ensure that requests and outcomes are tracked.

2.2.2 Staff Training

As a part of the department's on-going staff development and training, the incorporation of disabilities awareness, standards, and resources is encouraged for all staff interfacing with the public or who maintain the facilities used by the public.

Required Actions

1. Ensure that department staff is knowledgeable about obligations, policies, and procedures for providing accessible services, programs, and activities to the public.¹²
2. Ensure that department staff is knowledgeable about procedures for responding to requests for modifications.¹³
3. Ensure that department staff is knowledgeable about construction and maintenance of accessible facilities.¹⁴

¹² DOJ, Title II Regulations Subpart E § 35.160 General; Subpart B § 35.130 General prohibitions against discrimination

¹³ DOJ, Title II Regulations Subpart E § 35.160

¹⁴ DOJ, Title II Regulations Subpart B § 35.133 Maintenance of accessible features

Recommended Actions

- Provide all department staff with ongoing awareness and sensitivity training.
- Develop a comprehensive disability access training program. Educate department staff about their responsibilities under the ADA. The PWD's ADA Coordinator or department supervisors should be responsible for ensuring that staff members receive training. Staff members who have contact with the public should receive additional training about the process of providing modifications and assistive devices to make their programs, activities, and services accessible. Ensure that training also includes information about responding to a variety of disabilities and the availability of program-specific adaptations, assistive devices, and modifications.
- Develop standard guidelines for training materials. These guidelines should include standard language that appropriately describes the department's policy on inclusion and nondiscrimination. Staff members should receive training in using the guidelines effectively.
- Offer training to staff members that have contact with the public and wish to learn basic ASL communication skills. Training should emphasize basic communication and should not be viewed as a substitute for utilizing qualified ASL interpreters when requested.
- Train maintenance staff regarding accessibility compliance and building codes to maintain facilities in an accessible condition.
- Incorporate assistance for people with disabilities into training for building evacuation procedures.

2.2.3 Contracting, Licensing, and Other Arrangements

All events on public property should be accessible to people with disabilities. Many public agencies rely on the use of contractors, licensees, consultants, and other entities for the delivery of services. When a public agency rents its properties to a third party for special events, the responsibility for maintaining an accessible environment is temporarily deferred to the tenant. These entities are considered an extension of the PWD's services and are required to adhere to the same ADA regulations as the PWD.

Required Actions

1. Ensure that contractors, licensees, consultants, and other entities providing or delivering services for the department adhere to the same ADA regulations as the PWD.¹⁵
2. Ensure the department selects procurement contractors using criteria that does not discriminate on the basis of disability.¹⁵
3. Maintain PWD facilities in an accessible order to help ensure the accessibility of events held by public and private organizations.¹⁶

Recommended Actions

- Ensure contractors, licensees, and other entities providing services to the public are aware of their obligation to make PWD programs and activities accessible. Provide checklists, resources, contractual language, or other means to help them understand and meet their obligations.
- Monitor public programs and activities provided by contractors, licensees, and other entities to ensure continued accessibility. Provide staff with resources for conducting this review.
- Inform organizations that coordinate or sponsor events at PWD facilities about applicable ADA requirements.

¹⁵ DOJ, Title II Regulations Subpart B § 35.130 General prohibitions against discrimination

¹⁶ DOJ, Title II Regulations Subpart B § 35.133 Maintenance of accessible features

2.2.4 Public Meetings

Public meetings are a regularly occurring activity for public agencies. The main objective of any public meeting is to impart and solicit information on issues of importance to the local government. Where these meetings are held is one of the important considerations for meetings under the requirements of the ADA.

Required Actions

1. Continue to ensure that public meetings are held in accessible facilities.¹⁷
2. Provide agendas and other meeting materials in alternative formats upon request.¹⁷
3. Provide flexibility in the time limit on speaking for individuals with communication difficulties.¹⁷
4. Ensure that assistive listening devices are available for public meetings where the sound at the meeting is amplified.¹⁸

Recommended Actions

- Ensure a consistent advanced notice requirement for meetings and requests for program modifications and communicate this to both staff and the general public. Questionnaire respondents were generally unfamiliar with the PWD's standard for advanced notice.
- Display a notice on meeting agendas and/or web pages providing agendas and other meeting materials, indicating the availability of alternative formats of meeting materials and other elements of meeting participation.
- Prepare a list of accessible meeting spaces to facilitate the scheduling of meetings or the relocation of meetings as needed upon request.
- Move disability-related agenda items to the beginning of agendas when possible. Some people with disabilities are unable to stay late at meeting because they use transit, have fixed schedules, and/or rely on personal care attendants.
- Maintain a list of on-call ASL interpreters who can attend meetings upon request to assist individuals who are deaf or have hearing loss.
- Develop a checklist and provide instruction to staff on ensuring the accessibility of meetings. Guidelines should include examples of the types of modification requests that may be made by people with different types of disabilities, including assistive listening systems, sign language interpreters, readers, descriptive services, and other assistive technologies like real-time captioning. Other considerations include the layout of the room and the locations of the sign-in and refreshments tables, bathrooms, and other elements to ensure these features are accessible.
- Assign a member of staff as a greeter at public meetings and events. Identify this person as a resource for people who may require assistance.

¹⁷ DOJ, Title II Regulations Subpart E § 35.160 General

¹⁸ DOJ, Title II Regulations Subpart E § 35.160 General; 2010 Standards 219.2 Required Systems

2.2.5 Program Participation

The public must be able to access all programs, service, and activities, regardless of disability, unless a modification would result in a fundamental alteration to the nature of a service, program, or activity or impose undue financial and administrative burdens.¹⁹ Admission criteria, ability to complete forms, and participation in interviews must be available to all members of the public by providing reasonable modifications.

Required Actions

1. Provide reasonable modifications to program participants with disabilities to include them in regular programs to the maximum extent possible. Do not require the use of different or separate aids, benefits, or services, even if they are as effective as those provided to other individuals.²⁰
2. Modify standard policies, practices, or procedures to avoid discrimination unless the modification would fundamentally alter the nature of the program, result in an undue financial or administrative burden, or create a hazardous situation for the participant or others.²⁰
3. Ensure that when the PWD determines it is necessary to exclude or limit the participation of people with disabilities to ensure the safe operation of programs or services, it bases those determinations on real risks, not on speculation, stereotypes, or generalizations.²⁰
4. Ensure that when interviews are required for program participation, they are held in an accessible location and that alternative formats or auxiliary aids are provided upon request.²¹
5. Ensure that surcharges are not placed on people with disabilities to cover the costs of aids, modifications, or program accessibility.²⁰

Recommended Actions

- Increase outreach to people with disabilities and the organizations that serve them to ensure program accessibility. The PWD should also inform the public of the possible modifications that can be provided to make programs, services, and activities accessible.
- Include a nondiscrimination statement and a notice of alternative formats on application or registration forms.
- Periodically review program eligibility requirements to proactively ensure accessibility. Develop strategies for modifications as appropriate.
- Review requirements of PWD volunteer programs to ensure that people with disabilities are included to the maximum extent possible.

¹⁹ DOJ, Title II Regulations Subpart A § 35.164 Duties

²⁰ DOJ, Title II Regulations Subpart B § 35.130 General prohibitions against discrimination

²¹ DOJ, Title II Regulations Subpart B § 35.130 General prohibitions against discrimination; Subpart E § 35.160 General

2.2.6 *Transportation Services*

Many public agencies provide public transportation services. The public accommodation standards for these services are set forth by the Federal Transit Administration.²²

Required Actions

1. Make reasonable modifications in policies, practices, or procedures for transportation programs when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to services.²³

Recommended Actions

- Periodically review transportation programs to proactively ensure accessibility. Develop strategies for modifications as appropriate.

2.2.7 *Tours and Trips*

Many public agencies provide or facilitate tours and trips as part of their service. These tours and trips are subject to title II regulations. The PWD is responsible for ensuring that the tour can be experienced by people with disabilities, by making modifications upon request.

Required Actions

1. Modify tours and trips upon request to enable people with disabilities to participate.²⁴

Recommended Actions

- Incorporate opportunities to request accessibility modifications in registration materials for tours or trips.
- Provide information to participants in advance of a tour or trip regarding the destination, transportation method, and other characteristics of the activity so that informed requests for modifications can be made.
- Evaluate the destination of tours or trips and the means of transportation to determine accessibility and any modifications that may be required. If a tour route or a portion of a route is inaccessible and modifications are requested, reroute the tour or provide program modifications that will allow the tour to be experienced (for example: photographs, videos with closed captioning).

²² Title 49, Subtitle A, Part 38 - Americans with Disabilities Act Accessibility Specifications for Transportation Vehicles

²³ DOJ, Title II Regulations Subpart B § 35.130 General prohibitions against discrimination; Title 49, Subtitle A, § 38.1 Purpose

²⁴ DOJ, Title II Regulations Subpart B § 35.130 General prohibitions against discrimination

2.2.8 Accessible, Adaptive Equipment Used by the Public

Adaptive aids are devices, controls, appliances, or items that make it possible for persons with disabilities to improve their ability to function independently and participate in programs, services, and activities offered by the PWD. Aids can range from a pen and clip board, to accessible electronic equipment and computer stations.

Required Actions

1. Provide and maintain, in working order, accessible equipment for people with disabilities when equipment is provided to the public.²⁵
2. Make reasonable modifications to avoid discrimination on the basis of disability unless the modifications would fundamentally alter the nature of the service, program, or activity.²⁴
3. Provide appropriate auxiliary aids and services in a timely manner, giving primary consideration to the requests of individuals with disabilities.²⁶

Recommended Actions

- Review equipment provided by the department for use by the public, such as computers, copy machines, telephones, etc. to identify potential barriers to accessibility and corresponding solutions.
- Collaborate with community organizations that serve people with disabilities to develop and maintain a resource list of assistive technology and accessible equipment.
- Establish and maintain a toolkit of adaptive aids and resources for staff who interact with the public. Include information about both onsite and contracted services.
- Include accessibility as a criterion for purchasing equipment such as furniture, site furnishings, and office systems. Whenever possible, evaluate furniture and building material purchases for compatibility with a wide range of disabilities and sensitivities.

²⁵ DOJ, Title II Regulations Subpart B § 35.133 Maintenance of accessible features

²⁶ DOJ, Title II Regulations Subpart E § 35.160 General

2.2.9 Printed Materials and Online Research

Many public agencies develop and distribute a wide range of materials in printed and online formats. To meet the ADA's communication standards, the PWD must be able to provide alternative formats such as easy-to-understand language, braille, large-print, audiotape or CD, computer media, or other formats, when requested.²⁷ This responsibility extends to outside contractors and vendors who develop materials on behalf of the PWD.

Required Actions

1. Ensure alternative formats to printed and online information is made available upon request, addressing each request on an individual basis.²⁸
2. Ensure assistance is provided upon request in filling out forms when alternative formats are unavailable or infeasible.²⁹
3. Ensure that costs for alternative formats and modifications are not assigned to a person with a disability making the request.²⁹

Recommended Actions

- Include a notice on public materials printed by the PWD, similar to the following:
This publication can be made available in alternative formats, such as large print, braille, or electronic format. Requests can be made by calling the ADA Coordinator at 503.674.7271 (Voice) or by using the 711 Telecommunications Relay Service. Please allow 72 hours for your request to be processed.
- Train staff to provide printed and online information in alternative formats for people with various disabilities to ensure that requests are handled in a uniform and consistent manner. Incorporate strategies for materials with complex language or other elements such as charts, graphs, maps, and other images.
- Develop and implement standard templates for producing accessible PWD materials that are consistent with City branding and style.
- Include images of people with disabilities when images of people are included in PWD printed materials.

²⁷ See <https://www.ada.gov/pcatoolkit/chap3toolkit.htm>.

²⁸ DOJ, Title II Regulations Subpart E § 35.160 General

²⁹ DOJ, Title II Regulations Subpart B § 35.130 General prohibitions against discrimination

2.2.10 Website Accessibility

As people turn to the internet as their primary source of information regarding services, programs, activities, and facilities, the department's website www.troutdaleoregon.gov/publicworks takes on increased importance as a communications tool. Providing public access to PWD publications online is an effective means of reaching persons with disabilities.³⁰ The federal accessibility standards for electronic and information technology covered by Section 508 of the Rehabilitation Act Amendments of 1998 have set forth the technical and functional performance criteria necessary for such technology to be accessible.³¹ As of 2018 the technical requirements of Section 508 incorporate the Web Content Accessibility Guidelines (WCAG), including WCAG 2.0 A and AA. The WCAG guidelines are considered the best practice for web accessibility and provide the industry standards for accessible web content.³²

Required Actions

1. Take appropriate steps to ensure that the department's online communication with people with disabilities is as effective as other communications with the public.³³
2. Ensure that people with disabilities are not excluded from participating in or benefitting from the PWD online services, programs, or activities.³⁴

Recommended Actions

- Publish the Policy of Nondiscrimination on the Basis of Disability on the department website.
- Provide information on the department website about the accessibility of facilities.
- Conduct web accessibility analyses to periodically measure the accessibility of the department's websites. Consider adopting standards that meet or exceed Section 508 of the Rehabilitation Act guidelines for the accessibility of electronic information.
- Acquire the technological resources or staffing expertise to create accessible documents for posting on the department website.

³⁰ See <https://www.ada.gov/websites2.htm> and <https://www.ada.gov/pcatoolkit/chap5toolkit.htm>.

³¹ Section 508 of the Rehabilitation Act requires that Federal agencies' electronic and information technology is accessible to people with disabilities, including employees and members of the public. Many state and local public agencies have adopted these standards as best practices. See Title 29, Chapter 16, § 794d Electronic and information technology.

³² <https://www.w3.org/WAI/standards-guidelines/wcag/>

³³ DOJ, Title II Regulations Subpart E § 35.160 General

³⁴ DOJ, Title II Regulations Subpart B § 35.130 General prohibitions against discrimination

- Assign a member of the department the authority to provide standards and oversight for outside vendors who create webpages and for departments who post their own documents. This can support consistent and accessible web pages.

2.2.11 *Televised and Audiovisual Information*

Televised and audiovisual presentations are a means for disseminating public information. These presentations, including PowerPoint presentations, must adhere to the PWD's accessibility requirements. With more communication relying on the internet and rapidly evolving technology, it is important for the PWD to ensure its presentations maintain accessibility.³⁵

Required Actions

1. Provide alternative formats upon request to audiovisual presentations produced by the PWD or its contractors or vendors.³⁶
2. Ensure that televised and audiovisual communications with people with disabilities is as effective as televised and audiovisual communications with others.³⁶

Recommended Actions

- Review PWD presentations, videos, and recordings of meetings to identify potential barriers to accessibility and corresponding solutions.
- Encourage presenters to read the slides and describe the graphic content when presenting PowerPoint or other visual presentations.
- Include images of people with disabilities when images of people are included in PWD audiovisual materials.

³⁵ See <https://www.ada.gov/pcatoolkit/chap3toolkit.htm>.

³⁶ DOJ, Title II Regulations Subpart E § 35.160 General

2.2.12 Telecommunications

Technological advances such as cell phones, texting, and instant messaging are changing the tools that many people use to communicate. However, provision of alternative communication technologies such as teletypewriters (TTY), telecommunication display devices (TDDs), or relay services (TRS) is still required under the ADA for communicating with the public.³⁷

Required Actions

1. Ensure that staff is proficient in the use of alternative communication technologies such as TTY, TDDs, or TRS, or can direct the public to knowledgeable staff.³⁸
2. Ensure that department publications that list phone numbers also include information on how people who are deaf or who have hearing loss or speech disorders can communicate with the department by phone.³⁹
3. Ensure that telecommunications with people with disabilities is as effective as communications with others.³⁸
4. Ensure that responses to calls from a telecommunications relay service are handled in the same manner as responding to other telephone calls.³⁸

Recommended Actions

- Train staff on the use of alternative communication technologies.
- Explore options for Video Remote Interpreting Services (VRI) for communicating with people who are deaf, have hearing loss, or speech disorders. There are many situations where a live interpreter is required, such as in medical situations, but VRI can be a convenient, flexible, lower-cost alternative to live interpreters.

³⁷ See <https://www.ada.gov/pcatoolkit/chap3toolkit.htm>.

³⁸ DOJ, Title II Regulations Subpart E § 35.161 Telecommunications

³⁹ DOJ, Title II Regulations Subpart E § 35.161 Telecommunications; § 35.163 Information and signage

2.2.13 Emergency Planning

Life and safety protocols and procedures are required to include plans for people with disabilities. Issues that have the greatest impact on people with disabilities include:

- Notification;
- Evacuation;
- Emergency transportation;
- Access to medications, refrigeration, and back-up power;
- Access to their mobility devices or service animals while in transit; and
- Access to information.

In planning for emergency services, the PWD is required to develop strategies for notifying and assisting people with the widest range of disabilities. The PWD is responsible for ensuring that staff are aware of these procedures and are trained to implement them during an emergency.⁴⁰

Required Actions

1. Include strategies for people with disabilities in various types of emergency situations when developing guidelines and a plan for emergency evacuations.⁴¹
2. Train staff to safely evacuate people with disabilities in various types of emergency situations when developing guidelines and a plan for emergency evacuations.⁴²⁴¹
3. Provide direct access to telephone emergency services, including 911 services, for people who use TDD's and computer modems.⁴³
4. If the PWD becomes involved in providing emergency shelters, provide emergency sheltering programs that are accessible to people with disabilities.⁴⁴

⁴⁰ See <https://www.ada.gov/pcatoolkit/chap7emergencymgmt.htm>.

⁴¹ 42 U.S.C. § 12132; see generally, DOJ, Title II Regulations Subpart B § 35.130, Subpart D § 35.149

⁴² DOJ, Title II Regulations Subpart B § 35.130 General prohibitions against discrimination

⁴³ DOJ, Title II Regulations Subpart E § 35.162 Telephone emergency services

⁴⁴ DOJ, Title II Regulations Subpart B § 35.130 General prohibitions against discrimination; Subpart D § 35.149 Discrimination prohibited

Recommended Actions

- Incorporate the following elements into emergency planning:
 - Address what to do when an alarm is triggered;
 - Establish meeting places for assistance and evacuation chairs;
 - Provide direction on what to do if assistance is not available; and
 - Establish floor captains.
- Test the City's emergency plan and evacuation procedures with periodic drills, both announced and unannounced. Enlist people with different disabilities to role-play during emergency simulations.
- Review existing procedures dealing with emergencies to ensure that people with disabilities can be alerted and that they can alert emergency service providers.
- Work with disability organizations to explore the use of technologies such as audible exit signs for orientation and direction or vibrating paging systems.
- Develop plans that consider the needs of people using mobility aids such as wheelchairs, walkers, canes, crutches, or other power-driven mobility devices, or those with limited stamina. Plans should also address those who use oxygen or respirators, those who are blind or have low vision, people who are deaf or have hearing loss, people who have a cognitive disability, people with mental illness, and those with other types of disabilities.

2.2.14 Notice, Grievance, and Complaint Procedure

Title II regulations require the PWD to inform the public of the name and contact information for the person responsible for the implementation of the ADA self-evaluation and transition plan, most commonly referred to as the ADA coordinator, as well as of the rights and protections provided by the ADA for access to public programs, services, and activities. It is the obligation of the head of the public entity to determine the most effective way of providing notice to the public about their rights and the public entity's responsibilities under the ADA. Publishing and publicizing the ADA notice is not a one-time requirement. State and local governments should provide the information on an ongoing basis, whenever necessary.⁴⁵

⁴⁵ See <https://www.ada.gov/pcatoolkit/chap2toolkit.htm>.

Required Actions

1. Provide the name and contact information for the PWD's ADA Coordinator to staff and the public.⁴⁶
2. Provide a public notice of the PWD's commitment to providing accessible services.⁴⁷
3. Provide information about the existence and location of accessible services, programs, activities, and facilities.⁴⁸
4. Develop and publish a grievance procedure to provide fair and prompt resolution of accessibility-related complaints.⁴⁶
5. Ensure that people claiming a violation of title II are not retaliated against or discriminated against for making such a claim.⁴⁹

Recommended Actions

- Provide notice of the availability of program modifications, alternative formats of materials, and auxiliary aids. Include contact information for staff who can provide assistance. Establish a standardized advanced notice requirement and publicize.
- Include a nondiscrimination notice in department publications, similar to the following:

The City of Troutdale does not discriminate on the basis of disability in the admissions or access to its programs or activities. An ADA Coordinator has been designated to coordinate compliance with the nondiscrimination requirements contained in the Department of Justice regulations implementing Subtitle A of title II of the Americans with Disabilities Act (42 U.S.C. 12131-12134), which prohibits discrimination on the basis on disability by public agencies.

- Republish and rebroadcast radio, newspaper, television, or mailings of the notice periodically, as applicable.
- Increase outreach to people with disabilities and the organizations that serve them to provide information about possible modifications and the accessibility of services, programs, and activities.
- Ensure staff is aware of the public locations of the nondiscrimination statement and the procedure for filing a disability discrimination or grievance complaint.

⁴⁶ DOJ, Title II Regulations Subpart A § 35.107 Designation of responsible employee and adoption of grievance procedures

⁴⁷ DOJ, Title II Regulations Subpart A § 35.106 Notice

⁴⁸ DOJ, Title II Regulations Subpart E § 35.163 Information and signage

⁴⁹ DOJ, Title II Regulations Subpart B § 35.134 Retaliation or coercion

2.2.15 Facilities

PWD facilities should be accessible to people with different types of disabilities. The identification of structural barriers in buildings, parks, and the public right-of-way is a required element of an ADA transition plan.

Required Actions

1. Ensure that the public can obtain information regarding the existence and location of accessible facilities, entrances, and elements within facilities.⁵⁰
2. Provide and maintain, in working order, features of facilities required to be accessible and usable for people with disabilities.⁵¹
3. Ensure that people with disabilities are not excluded from programs due to the inaccessibility of PWD facilities.⁵²
4. Prioritize methods of achieving facility accessibility that offer the most integrated setting appropriate for people with disabilities.⁵³
5. Design and construct new facilities or new parts of facilities to meet accessibility requirements.⁵⁴
6. Ensure that alterations to facilities meet accessibility requirements to the maximum extent feasible.⁵⁵
7. Make reasonable modifications to permit the use of mobility devices, including other power-driven mobility devices, unless they cannot be operated in accordance with the PWD's adopted safety requirements for pedestrian facilities.⁵⁶

⁵⁰ DOJ, Title II Regulations Subpart E § 35.163 Information and signage

⁵¹ DOJ, Title II Regulations Subpart B § 35.133 Maintenance of accessible features

⁵² DOJ, Title II Regulations Subpart D § 35.149 Discrimination prohibited

⁵³ DOJ, Title II Regulations Subpart D § 35.150 Existing facilities

⁵⁴ DOJ, Title II Regulations Subpart D § 35.151(a) Design and construction

⁵⁵ DOJ, Title II Regulations Subpart D § 35.151(b) Alterations

⁵⁶ DOJ, Title II Regulations Subpart B § 35.137(b)(1) Use of other power-driven mobility devices

Recommended Actions

- Provide information about the accessibility of PWD-owned and operated facilities on site and in department publications, including department websites. This can include details about accessible entrances, bathrooms, and other elements.
 - Additionally, provide information regarding the accessibility of park trail facilities, that are developed primarily for outdoor recreational purposes that do not connect programmatic park elements, following the Architectural Barriers Act standards for trailhead signs⁵⁷ when the trail facility is not an accessible route based on the ADA and/or ABA standards.
- Provide information about the accessibility of non-City facilities hosting PWD programs and services and City-owned facilities that are leased to other entities.
- Record and monitor requests relating to facility access. The ADA Coordinator can analyze accessibility requests periodically to look for global issues that can be addressed and problems than can be solved proactively.

⁵⁷ GSA, DOD, and USPS 2015 Architectural Barriers Act (ABA) Standards (2015), 1017.10 Trailhead Signs

3 Transition Plan

Title II of the ADA requires that public entities having responsibility for or authority over facilities, streets, roads, sidewalks, and/or other areas meant for public use to develop a Transition Plan to ensure their facilities meet the standards for program accessibility. Program accessibility means that a program, activity, or service provided to the public is accessible when viewed in its entirety. Simply put, a Transition Plan assists in turning inaccessible facilities into environments that are accessible to and useable by individuals with disabilities.

The process of developing an ADA Transition Plan includes the identification of access barriers within the built environment. The Transition Plan for the removal of structural barriers to program access must contain the following information:

- Identification of the barriers to program access;
- Identification of the specific barrier removal action(s);
- Identification of a schedule for barrier removal; and
- Identification of responsibility for ensuring barrier removal.

This Transition Plan addresses facilities under PWD's ownership and maintenance responsibility and is organized into two parts: 1) buildings, parks, and parking lots (Section 3.1), and 2) the public right-of-way (Section 3.2), which includes curb ramps, sidewalks and associated hazards.

3.1 Building, Park, and Parking Facilities

The barrier assessments for buildings, parking facilities, and parks includes all public interior and exterior elements of a site. The assessment identifies physical barriers in each facility that limit accessibility. Evaluations were undertaken using a consultant team equipped with measuring devices, City facility data, and evaluation checklists. Diagrams and maps of each site were annotated during the evaluation process and were included with the ADA Facility Assessment Report, available from the City. The elements included in the evaluations are as follows:

- | | | |
|-----------------------------------|------------------------------------|------------------------|
| • Built-in Elements | • Game and Sports Areas | • Parking Areas |
| • Corridors/Aisles | • Hazards | • Picnic Areas |
| • Curb Ramps | • Kitchens | • Play Equipment Areas |
| • Doors/Gates | • Other Features | • Ramps |
| • Drinking Fountains | • Outdoor Constructed Features | • Rooms |
| • Eating Areas | • Outdoor Recreation Access Routes | • Signs |
| • Elevators | | • Restrooms |
| • Exercise Machines and Equipment | | • Stairways |
| | | • Walks |

The identification of a feature that does not comply with the current access codes and standards does not automatically mean that the feature must be modified. Factors such as whether the feature complied with standards at the time of its construction, and for pre-ADA facilities, an analysis of similar programs, services - or activities that are provided at other facilities - must be considered to determine the final disposition of non-compliant features.

3.1.1 *Accessibility Standards*

At the time of the facility evaluations, the 2010 ADA Standards, 2014 Oregon Structural Specialty Code (OSSC) Chapter 11 Accessibility, 2018 Oregon Transportation Commission (OTC) Accessible Parking Standards, and the 2015 Architectural Barriers Act (ABA) Standards for Outdoor Developed Areas were used to identify barriers at City facilities. Building codes and standards are revised every few years. The barrier evaluations conducted provide an assessment of current conditions as viewed by the current code and provide a baseline for future barrier removal.

3.1.2 *Barrier Categorization*

The removal of accessibility barriers is guided by a categorization process referenced in the ADA regulations. The principle is to ensure that basic access is provided, access to activities is provided, amenities are accessible, and alternatives to architectural modifications are allowed when appropriate. The categorization process includes the following programmatic categories:

- **Category 1** identifies barriers that affect accessibility at the entrance to a facility, or a pedestrian route to the portion of a facility where program activities take place (for example: parking, walks, ramps, stairs, doors).
- **Category 2** identifies barriers that affect accessibility of program use areas (for example: trails, transaction counters, conference rooms, public offices, restrooms).
- **Category 3** identifies barriers that affect access to amenities serving program areas (for example: drinking fountains, telephones, site furnishings, vending machines).
- **Category 4** identifies areas or features that may not be required to be modified for accessibility (for example: a pathway that does not connect to an accessible feature, an area where no public programs or activities occur, or the program or activity provided at this location is available in an accessible location).

This categorization was applied to each identified barrier at PWD buildings, parks, and public parking lots. Some barriers will require further evaluation by PWD staff for programmatic solutions.

3.1.3 *Priorities for Barrier Removal at PWD Facilities*

To develop a phasing schedule for the removal of barriers at the PWD's facilities, prioritization criteria were developed with input from the ADA stakeholder group and prioritization meetings conducted with PWD staff. All facilities in which the PWD provides programs, activities, and services were reviewed based on the following criteria:

- **Identified Accessibility Needs:** Efforts should focus on PWD facilities where there have been accessibility complaints.
- **Level of Use by the Public:** Facilities that receive a high level of public use receive a higher priority.
- **Community Rights and Responsibilities:** Facilities where services are provided to exercise citizen rights—participation in PWD Council and Commission meetings, access to elected officials, facilities where taxes are paid, permits and licenses are obtained, etc.
- **Program Uniqueness:** Some programs are unique to a building, facility, or population and cannot occur at another location.
- **Geographic Distribution:** By selecting a range of facilities that are distributed throughout the PWD, the PWD can ensure maximum access for all residents.

3.1.4 *Phasing Schedule for PWD Facility Improvements*

This Plan proposes a 16year strategy for removing barriers at PWD building, park, and parking lot facilities that limit program accessibility. Barriers identified at PWD facilities will be removed systematically based on established program priorities. It is the intent of the PWD to address and remove barriers to accessibility at its facilities based on the need for programmatic access.

The PWD reserves the right to modify barrier removal priorities to allow flexibility in accommodating community requests, petitions for reasonable modifications from people with disabilities, changes in PWD programs, and funding opportunities and constraints. It is the goal of this Plan to provide access to the programs, activities, and services provided by the PWD. ADA regulations state that if a transition plan will take more than one year to fully implement, it must contain interim steps to provide program accessibility. Interim measures will be explored and implemented to provide better access for the public pending the implementation of major physical barrier removal projects. Interim measures in this Plan may include:

- relocating a program to an accessible facility,
- the installation of directional signs,
- the installation of a power door or lift,
- adjustments to operating mechanisms,
- temporary modifications that increase access, or
- other actions that enable better access.

The PWD will accomplish barrier removals in its buildings, parks, and parking lots either through policy and procedure modifications to remove programmatic barriers, or maintenance and construction projects to remove structural barriers. The information contained in the ADA facility assessment reports has been incorporated into a barrier analysis Excel workbook with companion facility GIS data, which is intended to be the living Transition Plan and the PWD's ongoing record of the remediation of barriers. The tracking tool will be updated over time as the PWD removes barriers or finds programmatic solutions to barriers.

The transition plan phasing schedule tables are organized by type of facility and represent an initial 16-year plan for barrier removal accompanied by maps illustrating the location of the facilities. The initial schedules were developed based on staff discussions and priorities including each facility's level of use by the public and types and critical nature of services provided. Taking into consideration that not all barriers require the same level of effort to mitigate, the timeline for barrier removal was informed by three project types: maintenance projects, small capital projects, and large capital projects.

- **Maintenance Projects:** Mitigation of a barrier as part of ongoing maintenance or possibly without a building permit. Example: Changing door hardware from a knob to accessible lever hardware; remounting a fixed unit to appropriate reach range heights, such as a paper towel dispenser.
- **Small Capital Projects:** Barrier mitigations that require individual study under the guidance of a design professional and have a small scope and cost.
- **Large Capital Projects:** Barrier mitigations that require individual study under the guidance of a design professional and may require extended planning and funding.

The City intends to address several maintenance projects at all of its facilities over the next two years. It is assumed that as facility barriers are evaluated in greater detail as part of future projects and complaints, a percentage of the barriers will fall within the safe harbor provisions, explained later in this document. The PWD will then revise and update the inventory of barriers and, when applicable, revise the schedule for the removal of remaining barriers.

3.1.5 Buildings Phasing Schedule

The evaluation of buildings included the following locations:

- Building and Planning Office
- City Hall
- Depot Park Museum
- Parks Office
- Public Works
- Sam Cox Building
- Sugar Pine Drive-In
- Troutdale Police and Community Room
- Water Pollution Control Facility

Building and Planning Office

This facility is located at 2200 SW 18th Street.

- Barriers identified include the following features: built-in elements, doors/gates, parking, restrooms, walks, and other features.

City Hall

This facility is located at 219 E Historic Columbia River Highway.

- Barriers identified include the following features: built-in elements, doors/gates, hazards, signs, restrooms, and other features.

Depot Park Museum

This facility is located at 521 E Historic Columbia River Highway. There are plans to renovate the facility and the physical assessment included the parking area and path of travel to the building.

- Barriers identified include the following features: parking, stairways, and walks.

Parks Office

This facility is located at 2200 SW 18th Street.

- Barriers identified include the following features: doors/gates.

Public Works

This facility is located at 342 SW 4th Street.

- Barriers identified include the following features: built-in elements, corridors/aisles, doors/gates, drinking fountains, elevators, hazards, restrooms, parking, ramps, rooms, signs, stairways, walks, and other features.

Sam Cox Building

This community event space is located at 1106 E Historic Columbia River Highway.

- Barriers identified include the following features: built-in elements, doors/gates, drinking fountains, hazards, kitchens, restrooms, outdoor constructed features, parking, ramps, rooms, stairways, walks, and other features.

Sugar Pine Drive-In

This facility is located at 1106 E Historic Columbia River Highway.

- Barriers identified include the following features: built-in elements, eating areas, hazards, parking, ramps, and stairways.

Troutdale Police and Community Room

This facility is located at 234 Kendall Court.

- Barriers identified include the following features: built-in elements, curb ramps, doors/gates, drinking fountains, hazards, restrooms, parking, stairways, walks, and other elements.

Water Pollution Control Facility

This facility is located at 1820 NW Graham Road.

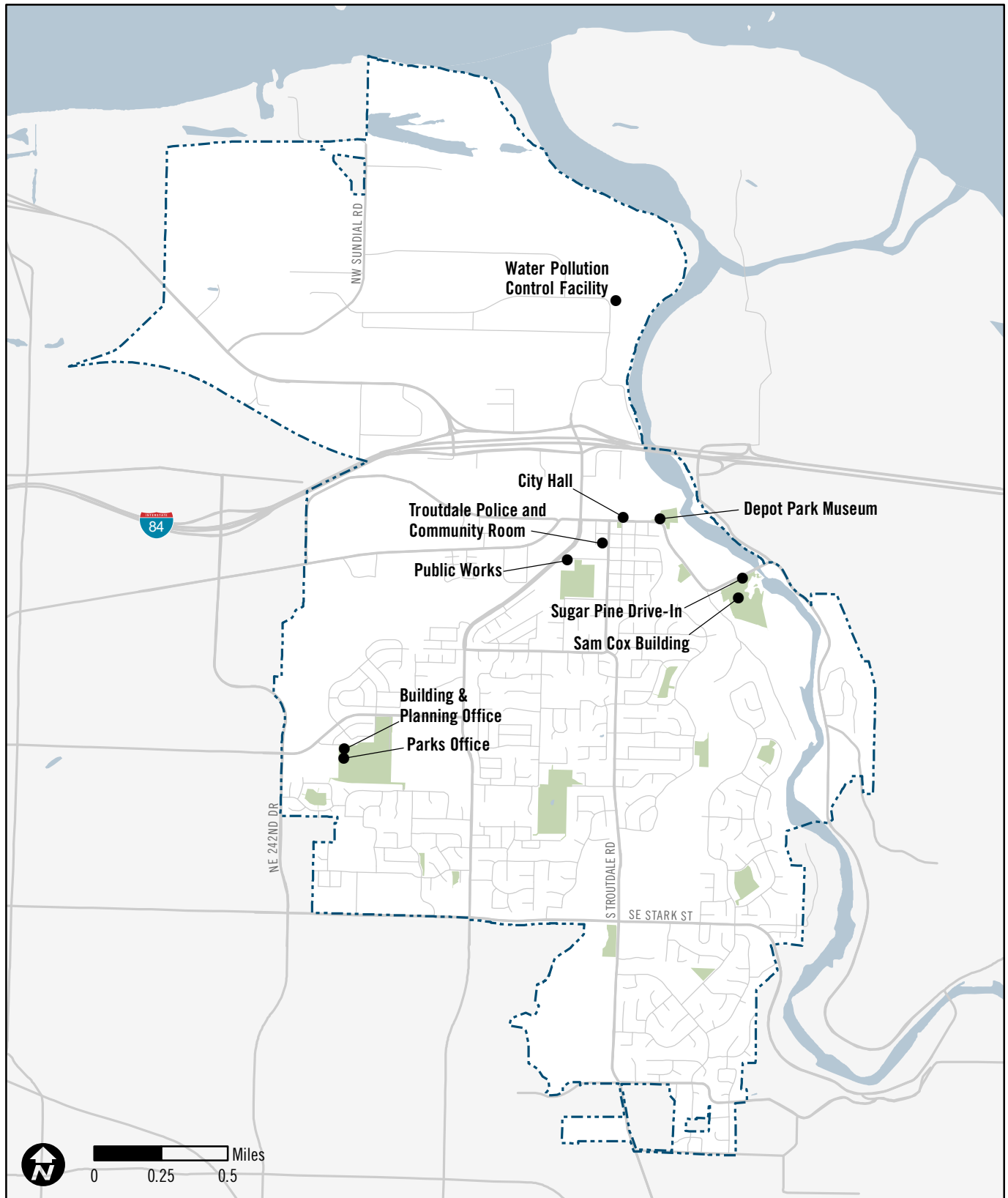
- Barriers identified include the following features: built-in elements, corridors/aisles, curb ramps, doors/gates, hazards, parking, restrooms, and signs.

Table 3.1: Transition Plan Phasing Schedule for PWD Buildings⁵⁸

Facility	Years 2021 to 2023	Years 2024 to 2028	Years 2029 to 2033	Years 2034 to 2036
Building and Planning Office		●		
City Hall		●		
Depot Park Museum ⁵⁹				●
Parks Office				●
Public Works		●	●	
Sam Cox Building		●		
Sugar Pine Drive-In		●		
Troutdale Police and Community Room		●		
Water Pollution Control Facility				●

⁵⁸ Several maintenance items will be addressed during the 2021 to 2023 period. The most current information on the status of all barrier identification and mitigation is contained in the PWD's ADA Barrier Analysis Tool maintained by the PWD's ADA Title II Coordinator.

⁵⁹ The Depot Park Museum is currently closed for renovation. Physical evaluation included only the exterior path of travel from accessible parking to the museum. Site plans for the remodel were reviewed for accessibility and recommendations were provided.



City of Troutdale Public Works Department | ADA Self-Evaluation and Transition Plan

Map 1: Evaluated Buildings

Context



Parks



Water Feature



Streets



City Boundary

3.1.6 Parks Phasing Schedule

The evaluations included the following locations:

- | | | |
|-----------------------------|-------------------------|-------------------|
| • C.P. Park | • Helen Althaus Park | • Sunrise Park |
| • Cannery Park | • Kiku Park | • Sweetbriar Park |
| • Columbia Park | • Lewellyn Park | • Visionary Park |
| • Depot Park | • Mayor's Square Park | • Weedin Park |
| • Glenn Otto Community Park | • Sandee Palisades Park | • Woodale Park |
| • Harlow House Park | | |

C.P. Park

Amenities at this mini park include a children's playground with a play structure and swings, a small open grass area for play and picnic use, and a half-court basketball court.

- Barriers identified include the following features: outdoor constructed features, picnic areas, play equipment areas, walks, and other features.

Cannery Park

Amenities at this mini park include three benches and trash receptacles located at the park, as well as an open grass area.

- Barriers identified include the following features: walks.

Columbia Park

Amenities at this community park include Imagination Station – a large adventure playground – as well as a soccer field, three baseball diamonds, open recreation areas, covered and open picnic areas, six acres of wooded area with trails, public restrooms, and a concession facility.

- Barriers identified include the following features: built-in elements, curb ramps, doors/gates, drinking fountains, game/sport areas, outdoor constructed features, parking, picnic areas, restrooms, play equipment areas, and walks.

Depot Park

Amenities at this community park include a picnic area and viewpoint along Beaver Creek.

- Barriers identified include the following features: outdoor constructed features, parking, picnic areas, walks, and other features.

Glenn Otto Community Park

Amenities include a caretaker's home, meeting hall, swimming beach, riverfront access, restroom building, picnic area, children's playground, and an open play area.

- Barriers identified include the following features: curb ramps, doors/gates, drinking fountains, game/sport areas, hazards, outdoor constructed features, outdoor recreation access routes, parking, picnic areas, play equipment areas, restrooms, walks, and other features.

Harlow House Park

Amenities at this community park include benches, picnic tables, and a parking area. The site also hosts two non-City-owned museums.

- Barriers identified include the following features: outdoor constructed features, parking, picnic areas, walks, and other features.

Helen Althaus Park

Amenities at this community park include a full-court basketball court that sits on top of an underground water reservoir, a play structure, a small open grass area, and about a mile of unpaved wooded trails.

- Barriers identified include the following features: game/sport areas, outdoor constructed features, picnic areas, play equipment areas, walks, and other features.

Kiku Park

Amenities at this neighborhood park include a half-court basketball court, an open play area, and a children's playground.

- Barriers identified include the following features: doors/gates, outdoor constructed features, play equipment areas, walks, and other features.

Lewellyn Park

Amenities at this neighborhood park include two tennis courts, a paved pedestrian walkway, an open play area, picnic tables, and a children's playground.

- Barriers identified include the following features: doors/gates, outdoor constructed features, parking, picnic areas, play equipment areas, walks, and other features.

Mayor's Square Park

Amenities at this community park include walkways, open space, lighting, a fountain, benches, litter receptacles, and interpretive plaques and signs.

- Barriers identified include the following features: hazards, outdoor constructed features, walks, and other features.

Sandee Palisades Park

Amenities at this neighborhood park include a paved pedestrian pathway, softball field, open play area, picnic tables and a children's playground.

- Barriers identified include the following features: outdoor constructed features, parking, picnic areas, play equipment areas, walks, and other features.

Sunrise Park

Amenities at this community park include a ½-mile paved loop trail, fitness stations, benches, and picnic tables.

- Barriers identified include the following features: exercise machines and equipment, outdoor constructed features, parking, picnic areas, signs, walks, and other features.

Sweetbriar Park

Amenities at this mini park include an open grass area and paved pathway.

- Barriers identified include the following features: walks and other features.

Visionary Park

Amenities at this mini park include a bronze statue commemorating Sam Hill and Sam Lancaster.

- Barriers identified include the following features: hazards and walks.

Weedin Park

Amenities at this neighborhood park include tennis courts, a half-court basketball court, a play structure, swings, a paved trail, an open play area, and picnic tables.

- Barriers identified include the following features: doors/gates, parking, picnic areas, play equipment areas, walks, and other features.

Woodale Park

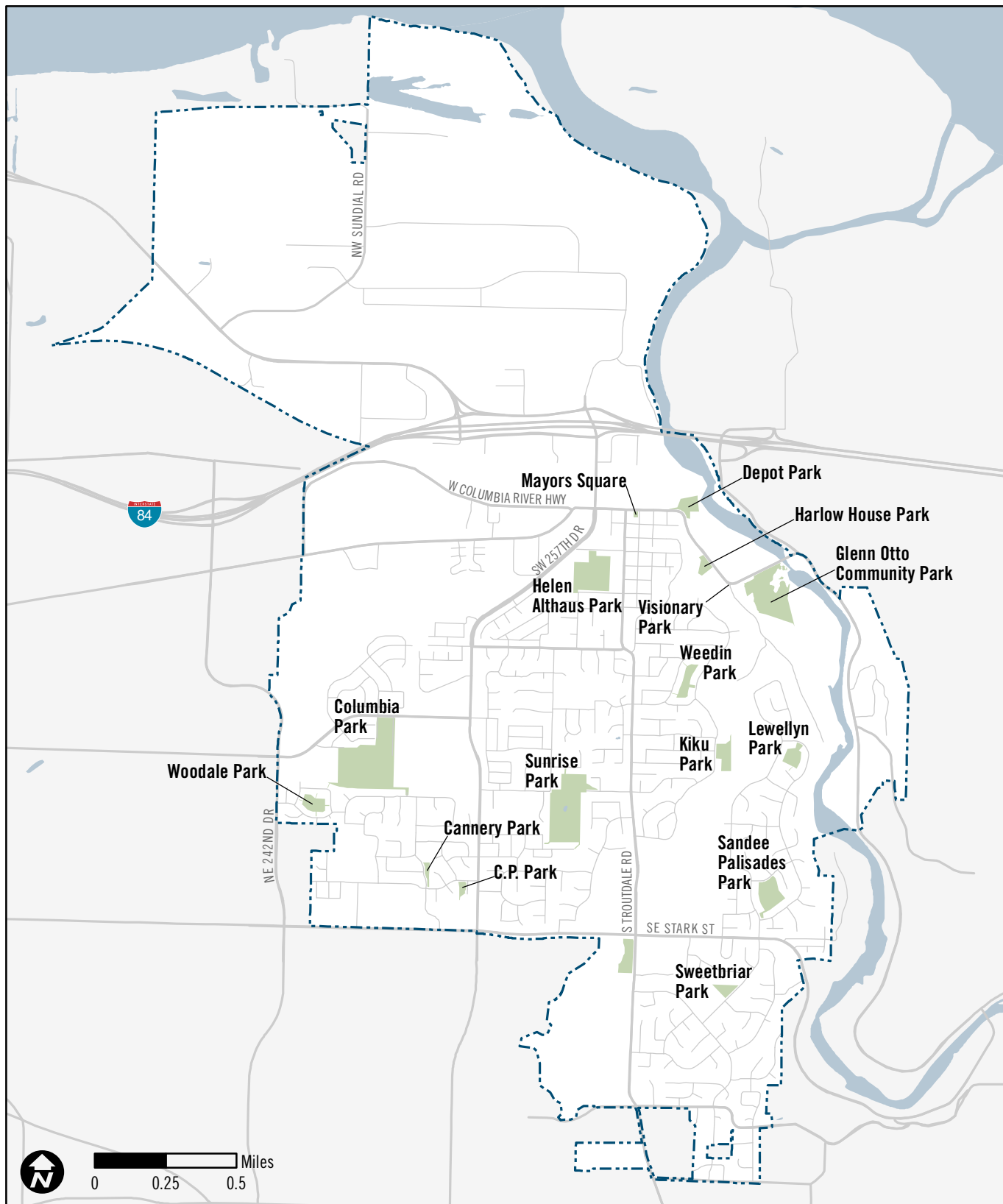
Amenities at this neighborhood park include four short pedestrian walkways and a large open grass area.

- Barriers identified include the following features: walks.

Table 3.2: Transition Plan Phasing Schedule for PWD Parks⁶⁰

Facility	Years 2021 to 2023	Years 2024 to 2028	Years 2029 to 2033	Years 2034 to 2036
C.P. Park			●	●
Cannery Park				●
Columbia Park	●			
Depot Park			●	
Glenn Otto Community Park	●	●		
Harlow House Park			●	
Helen Althaus Park			●	
Kiku Park				●
Lewellyn Park				●
Mayor's Square Park			●	
Sandee Palisades Park			●	
Sunrise Park		●		
Sweetbriar Park				●
Visionary Park				●
Weedin Park			●	
Woodale Park				●

⁶⁰ Several maintenance items will be addressed during the 2021 to 2023 period. The most current information on the status of all barrier identification and mitigation is contained in the PWD's ADA Barrier Analysis Tool maintained by the PWD's ADA Title II Coordinator.



City of Troutdale Public Works Department | ADA Self-Evaluation and Transition Plan

Map 2: Evaluated Parks

3.1.7 Public Parking Phasing Schedule

The evaluations included the following public parking facilities:⁶¹

- North Downtown Parking Lot
- Old City Hall Parking Lot

North Downtown Parking Lot

The parking facility has approximately 90 spaces, with six accessible parking spaces.

- Barriers identified include the following features: parking and walks.

Old City Hall Parking Lot

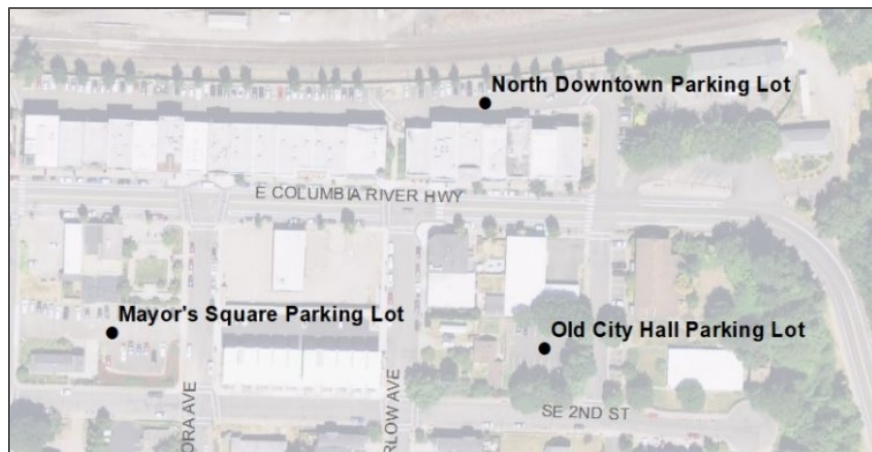
The parking facility has approximately 20 spaces and does not provide an accessible parking space.

- Barriers identified include the following features: parking.

Table 3.3: Transition Plan Phasing Schedule for PWD Parking Lots⁶²

Facility ⁶³	Years 2021 to 2023	Years 2024 to 2028	Years 2029 to 2033	Years 2034 to 2036
North Downtown Parking Lot	●			
Old City Hall Parking Lot	●			

Figure 3.1: Locations of Evaluated Public Parking Facilities



⁶¹Downtown on-street parking will be addressed in the right-of-way summary report.

⁶² The most current information on the status of all barrier identification and mitigation is contained in the PWD's ADA Barrier Analysis Tool maintained by the PWD's ADA Title II Coordinator.

⁶³ A third public parking facility, Mayor's Square Parking Lot, is planned and is currently in the construction phase. Site plans were reviewed for accessibility and recommendations were provided and implemented during construction.

3.2 Public Right-of-Way Facilities

The ADA addresses accessible public right-of-way where sidewalks are provided by the PWD. The ADA does not mandate the installation of sidewalks but does require curb ramps at intersections where existing pedestrian walkways are provided.⁶⁴ Under title II of the ADA, the PWD is not necessarily required to construct curb ramps at every point where a sidewalk intersects a curb. Traffic safety considerations may make construction of ramps unsafe at some locations. Alternative routes to buildings that make use of existing curb ramps may be acceptable under the concept of program accessibility where individuals with disabilities need only travel a marginally longer route.

In 2002, the United States Court of Appeals for the Ninth Circuit, which has jurisdiction over Oregon, held for the first time that sidewalks constitute a service, program, or activity of a public entity.⁶⁵ Sidewalks are, therefore, subject to the ADA's program accessibility regulations. Before this decision, the law was unclear about whether transition plans for public entities should address barrier removal from sidewalks. When originally written, the ADA specifically addressed curb ramps; this court decision added sidewalks.

3.2.1 Public Right-of-Way Evaluations

At the time of the facilities evaluations, the 2010 ADA Standards, 2011 Proposed Accessibility Guidelines for Pedestrian Facilities in the Public Right-of-Way (PROWAG), and the 1991 ADA Standards for Accessible Design (ADAAG) were used to identify barriers at right-of-way facilities under the City's responsibility. Codes and standards are revised every few years and the barrier evaluations conducted provide an assessment of existing conditions as viewed by current code and provide a baseline for future barrier removal.

⁶⁴ DOJ, Title II Regulations Subpart D §35.151(i)

⁶⁵ Barden v. City of Sacramento, 292 F.3d 1073 (9th Cir. 2002)

3.2.2 Public Right-of-Way Prioritization

The prioritization criteria for assigning the barrier removal phasing schedule were developed using title II regulation § 35.150(d)(2).

If a public entity has responsibility or authority over streets, roads, or walkways, its transition plan shall include a schedule for providing curb ramps or other sloped areas where pedestrian walks cross curbs, giving priority to walkways serving entities covered by the Act, including State and local government offices and facilities, transportation, places of public accommodation, and employers, followed by walkways serving other areas.

The prioritization criteria include the following:

- Locations serving government offices and public facilities;
- Locations serving transportation;
- Locations serving commercial districts and employers; and
- Locations serving other areas.

In addition to the required criteria, the City has prioritized the following:

- Location of citizen complaint/request (ADA title II Program Access)

Barrier Priorities

Matrices on the following pages illustrate the prioritization criteria for curb ramp and pedestrian access routes⁶⁶ barrier removal projects in the City's public right-of-way. Each facility evaluated was assigned a rank based on its barrier priority and category. The priority assigned is based on the information described above and the barrier category is based on the condition of the facility. The descriptions for each category are provided after each matrix.

The columns in the matrix indicate the assigned priority and are in order of importance from left to right, with the left column having the highest importance. The rows indicate the category of condition assigned to each facility during the evaluation process, with the top row having the highest importance. The table shading indicates the priority rank with the darkest shading indicating the highest priority when the priorities and categories are combined. Each matrix is followed by a description of the barrier categories, a table summarizing removal actions by barrier priority, and maps showing the location of each identified barrier.

Barrier Categories

The categories of barriers for the right-of-way have been organized by identified ADA barrier and by road classification. There are two road classifications within roads that are owned/operated by the City of Troutdale: neighborhood collector and local street.

⁶⁶ Pedestrian access route information includes identified barriers along the sidewalks, crosswalks, and includes the identifications of hazards along the pedestrian route.

Neighborhood collectors have a higher volume and speed of vehicular traffic when compared to local streets. Neighborhood collector streets have been further distinguished by their location within residential or commercial areas. Higher order roads (e.g. arterials, freeways) within Troutdale are owned/operated by Multnomah County and/or the State of Oregon and are therefore not addressed in this plan.

The map on the follow page illustrates the road classifications with the adjacent land uses. The map is followed by tables describe the ADA barriers and assign a barrier category based on the type of road classification.

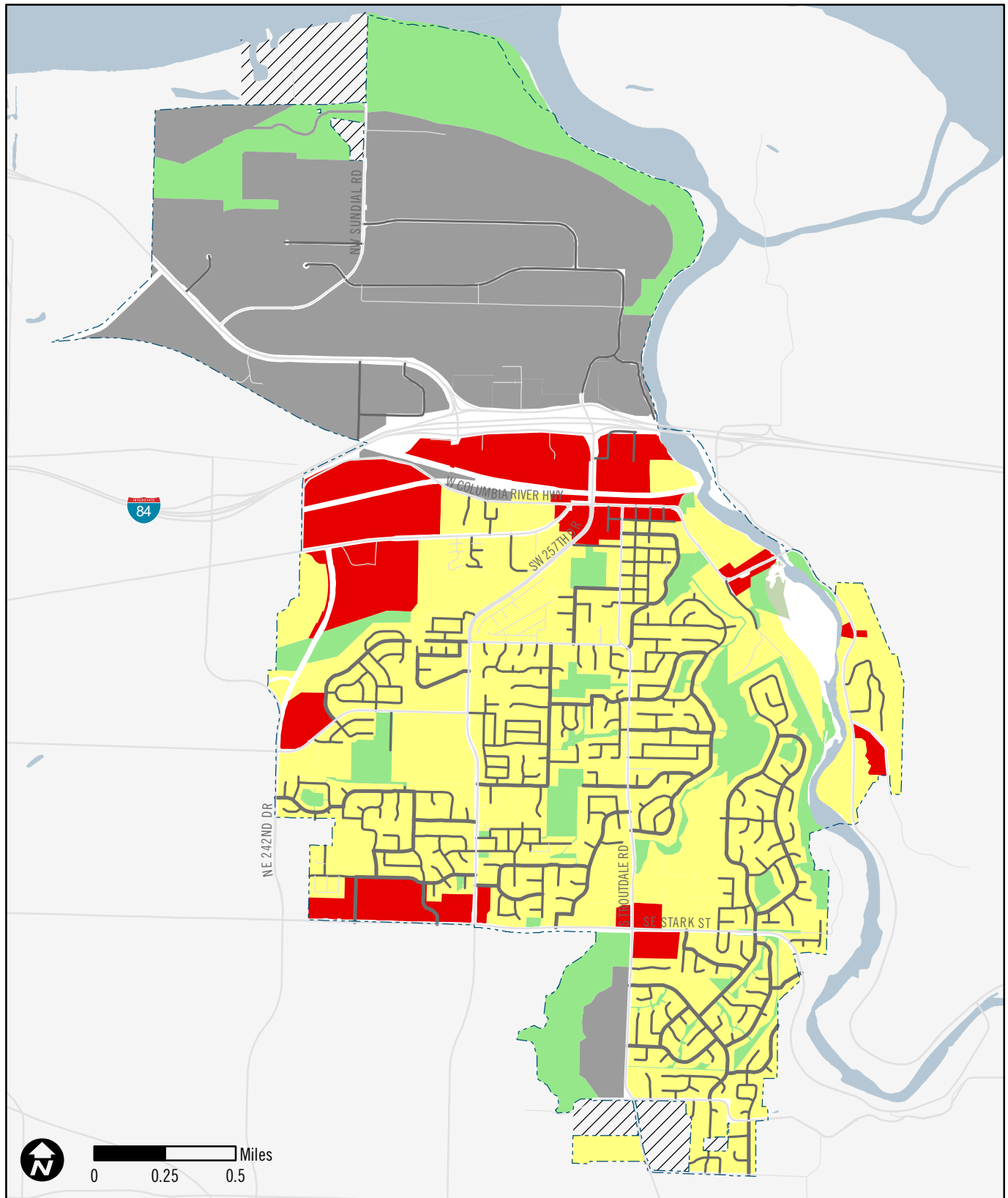
3.2.3 *Schedule for Public Right-of-Way Improvements*

The transition plan for the right-of-way proposes a strategy for removing barriers through a variety of activities such as new construction, roadway alterations, maintenance, and repair projects, and policies that specifically address the removal of ADA barriers. The City can modify or adjust barrier removal priorities to provide flexibility in accommodating community requests, petitions for reasonable modifications from people with disabilities, funding opportunities and constraints, and changes in City programs. The barrier removal strategy incorporates this flexibility and allows the City to respond to new opportunities as they arise.

As part of this planning process, the City developed a GIS inventory of the barriers identified at facilities in the public right-of-way. The resulting inventory is intended to be the living transition plan tracking tool for monitoring the implementation of the Plan and tracking the long-term maintenance needs of curb ramps and other facilities within the public right-of-way. The on-going tracking and monitoring will ensure that the City is progressing toward a barrier-free environment in the public right-of-way. The City plans to address public right-of-way barriers through multiple strategies:

- The City will continue to take and resolve barrier removal requests from the public and complete any low-cost upgrades that can be completed within the Public Works Department's normal operating budget.
- Barriers will be removed in conjunction with the City's pavement management strategy that schedules roadway rehabilitation and maintenance on an annual basis. The City plans to review public right-of-way barriers during the implementation of the Plan and address those barriers that can be resolved as part of the ongoing pavement maintenance and rehabilitation program. The City estimates that it will address between 25 and 50 ramps per year through this strategy alone.
- The City plans to appropriate dedicated funds for ADA barrier removal in the public right-of-way starting in the next annual budget. This money will be used to address barriers that are not being resolved through the other strategies. Barrier removal addressed by this strategy will be prioritized based on the criteria in this transition plan. This money may also be used as a match for grant requests that remove barriers.

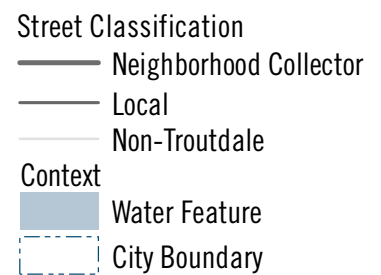
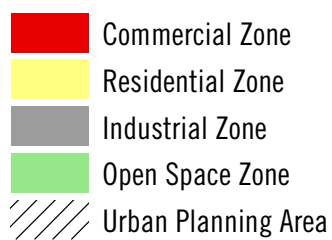
- Barriers will be removed through the City's sidewalk maintenance and repair program. When unsafe sidewalk conditions are reported, the City inspects the location to determine if repairs are needed. City inspectors also look at the rest of the property's public street frontage(s) where the complaint was received. If a sidewalk is found to have barriers, be unsafe, or in disrepair, the property owner is required to repair the sidewalk in accordance with Troutdale Municipal Code 12.05.080. If the barrier is deemed to be beyond the property owner's maintenance responsibility, then the City will plan for a capital project to address the barrier through the dedicated ADA barrier removal budget category.
- Any new capital construction projects will address barriers within the footprint of the project.
- The City will continue to require removal of ADA barriers in the ROW as a condition of property development or redevelopment.
- The City will explore policies that address ADA barrier removal through property turnover and development policies, and then develop and implement such policies if found feasible.
- The City will link existing maximum extent feasible (MEF) documentation to the curb ramp inventory and develop a process of recording this MEF documentation with any alterations or new construction.
 - The City will review the locations within residential developments where the curb ramp inventory identifies the absence of a curb ramp at "T" intersections and evaluate the conditions for maximum extent feasible documentation.
 - As part of these activities, the City will revise the transition plan schedule for the removal of barriers on an ongoing basis.



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Map 3: Road Classifications for Barrier Analysis

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Curb Ramp Matrix**Table 3.4: Curb Ramp
Priority Matrix**

		ADA 35.150(d) Geospatial Proximity Priorities*				
		A	B	C	D	E
Priorities (Category)	Priority Description	Location of Citizen ADA Complaint and/or Request	Location Serving Government Offices & Public Facilities	Location Serving Transportation	Location Serving Commercial Districts, Employers	Location Serving Other Areas
1	See Category 1 Description	High Priority A1	B1	C1	D1	E1
2	See Category 2 Description	A2	B2	C2	D2	E2
3	See Category 3 Description	A3	B3 Medium Priority	C3	D3	E3
4	See Category 4 Description	A4	B4 Low Priority	C4	D4	E4
5	No deficiencies identified	A5	B5	C5	D5	E5

*The priorities listed under columns B, C, D, and E are specified under title II 28 CFR Section 35.150 (d).

Curb Ramp Barrier Descriptions**Table 3.5: Curb Ramp Category 1 Descriptions**

Road Classification	Commercial Neighborhood Collector					Residential Neighborhood Collector					Local Street				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Identified ADA Barrier															
The curb ramp is built-up in the travel lane.															
The curb ramp is significantly damaged or deteriorated and is unsafe.															
There is a sidewalk with no curb ramp access or there is an obstruction to accessing the curb ramp.															
The curb ramp has no detectable warning.															
Non-standard ramp type with non-compliant cross slope and/or ramp slope.															
The width and length of the pedestrian refuge island does not meet any standard.															
The curb ramp has no receiving ramp.															

Table 3.6: Curb Ramp Category 2 Descriptions

Road Classification	Commercial Neighborhood Collector					Residential Neighborhood Collector					Local Street				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Identified ADA Barrier															
The curb ramp does not have a firm, stable, and slip resistance surface and/or has openings greater than a half-inch or parallel with the direction of travel.															
The curb ramp is not located within marked crossings (when present).															
Cross slope of ramp exceeds two percent.															
Running slope of ramp exceeds 8.33 percent.															
Cross slope of ramp exceeds two percent and grade of road when located midblock or at an intersection without yield or stop control.															
Slope of ramp flared sides (if applicable) exceeds 10 percent and is part of the circulation path															
Width of ramp is less than 48 inches.															
A three-by-four-foot clear space at the bottom of the ramp outside of the travel lane is not provided.															
Curb ramp has turning space that does not meet any existing standards.															
The curb ramp has a lip or vertical discontinuity greater than a half-inch.															
There is a grade break on the surface of the curb ramp.															
The detectable warning provided meets no existing standard.															

Table 3.7: Curb Ramp Category 3 Descriptions

Road Classification	Commercial Neighborhood Collector					Residential Neighborhood Collector					Local Street				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Identified ADA Barrier															
Counter slope of the curb ramp is greater than five percent.															
Curb ramp with constrained turning space is less than four-by-five feet.															
Turning space is less than four-by-four feet.															
Landing is not designed to prevent the accumulation of water.															
A four-by-four-foot clear space at the bottom of the ramp outside of the travel lane is not provided.															
The detectable warning provided does not meet PROWAG standard.															
Slope of ramp flared sides (if applicable) exceeds 8.33 percent and is less than or equal to 10 percent and is part of the circulation path.															

Table 3.8: Curb Ramp Category 4 Descriptions

Road Classification	Commercial Neighborhood Collector					Residential Neighborhood Collector					Local Street				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Identified ADA Barrier															
The width and length of the pedestrian refuge island does not meet PROWAG standard.															
End of walk due to road terminating with no exit ramp.															
End of walk midblock with no exit ramp.															
The curb ramp has a lip or vertical discontinuity less than a half-inch.															
Non-standard curb ramp type.															
Slope of ramp flared sides exceeds 10 percent and is not a part of the circulation path.															

Table 3.9: Curb Ramp Category 5 Descriptions

Road Classification	Commercial Neighborhood Collector					Residential Neighborhood Collector					Local Street				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Identified ADA Barrier															
No deficiencies identified															
Shared diagonal perpendicular or shared parallel curb ramp design without existing physical constraints															

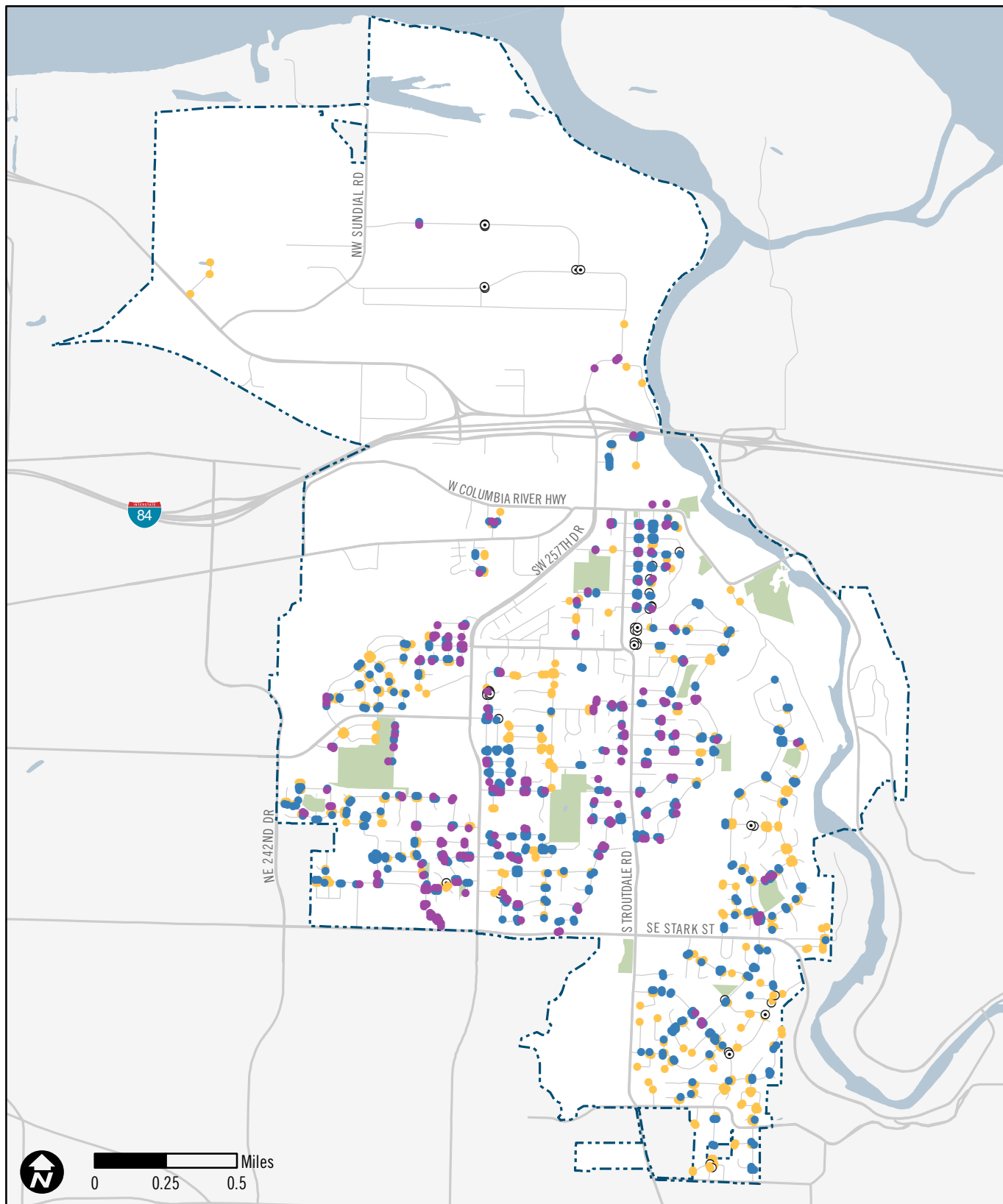
Curb Ramp Category and Priority Summary**Table 3.10a: Curb Ramp Barrier Summary**

Rank	Total Curb Ramps	Percent of Total
High	220	19.5%
Medium	506	44.9%
Low	358	31.8%
No Deficiency	42	3.7%
Total	1,126	100.0%

Table 3.10b: Curb Ramp Barrier Summary by Category and Priority

Rank	Category	Priority	Curb Ramp Total	Percent of Total
High	1	B1	22	2.0%
High	1	C1	68	6.0%
High	1	D1	3	0.3%
High	2	B2	27	2.4%
High	2	C2	100	8.9%
Medium	1	E1	110	9.8%
Medium	2	D2	1	0.1%
Medium	2	E2	88	7.8%
Medium	3	B3	77	6.8%
Medium	3	C3	236	20.9%
Low	3	E3	229	20.3%
Low	4	B4	15	1.3%
Low	4	C4	50	4.4%
Low	4	D4	1	0.1%
Low	4	E4	63	5.6%
No Deficiencies	5	B5	7	0.6%
No Deficiencies	5	C5	26	2.3%
No Deficiencies	5	E5	9	0.8%

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Map 4: Curb Ramp Barrier Removal Projects - All

Barrier Removal Rank

● High ● Low

● Medium

○ No Deficiencies Identified

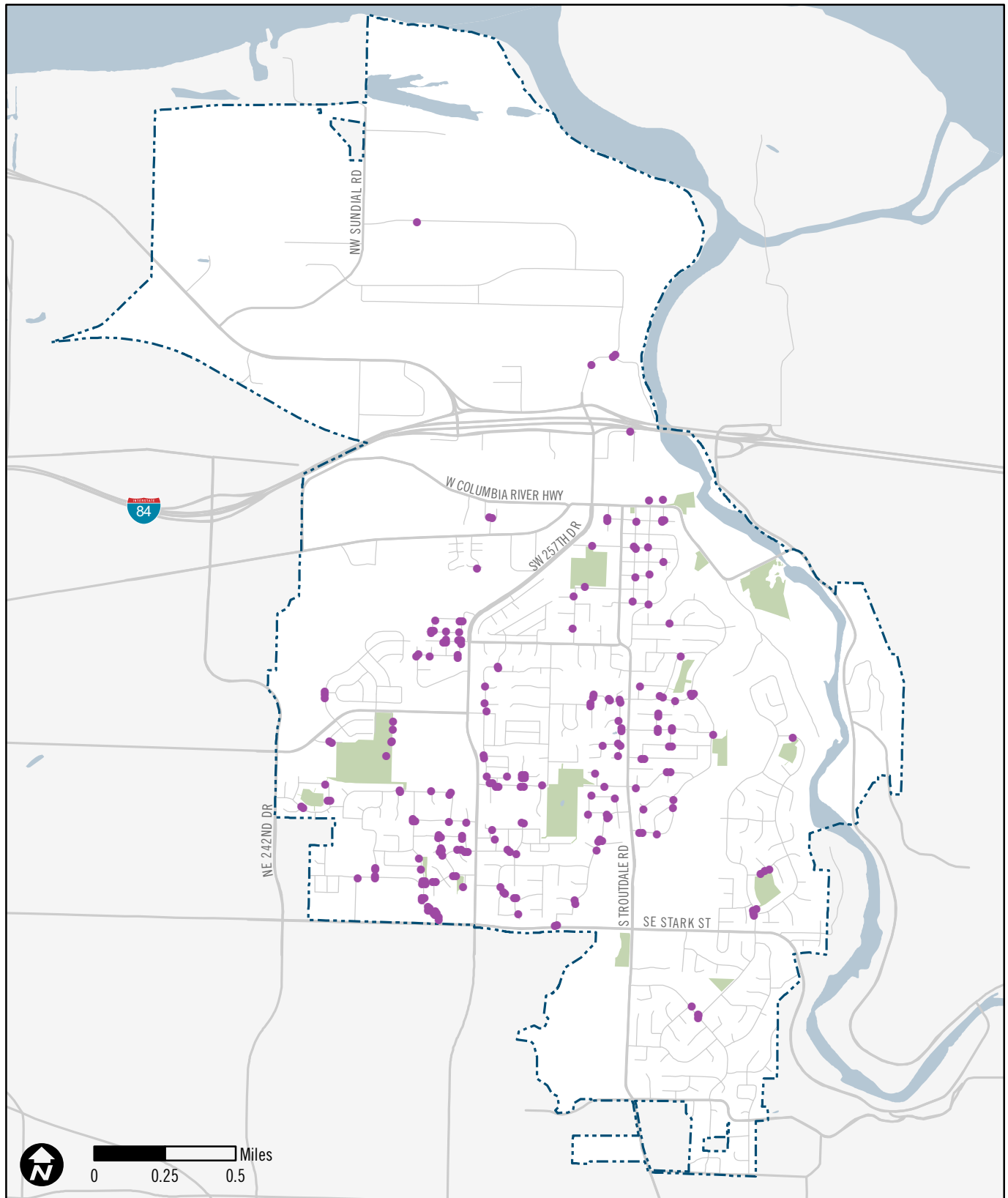
■ Parks

— Streets

■ Water Feature

--- City Boundary

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Map 5: Curb Ramp Barrier Removal Projects - High Priority

Barrier Removal Rank

• High

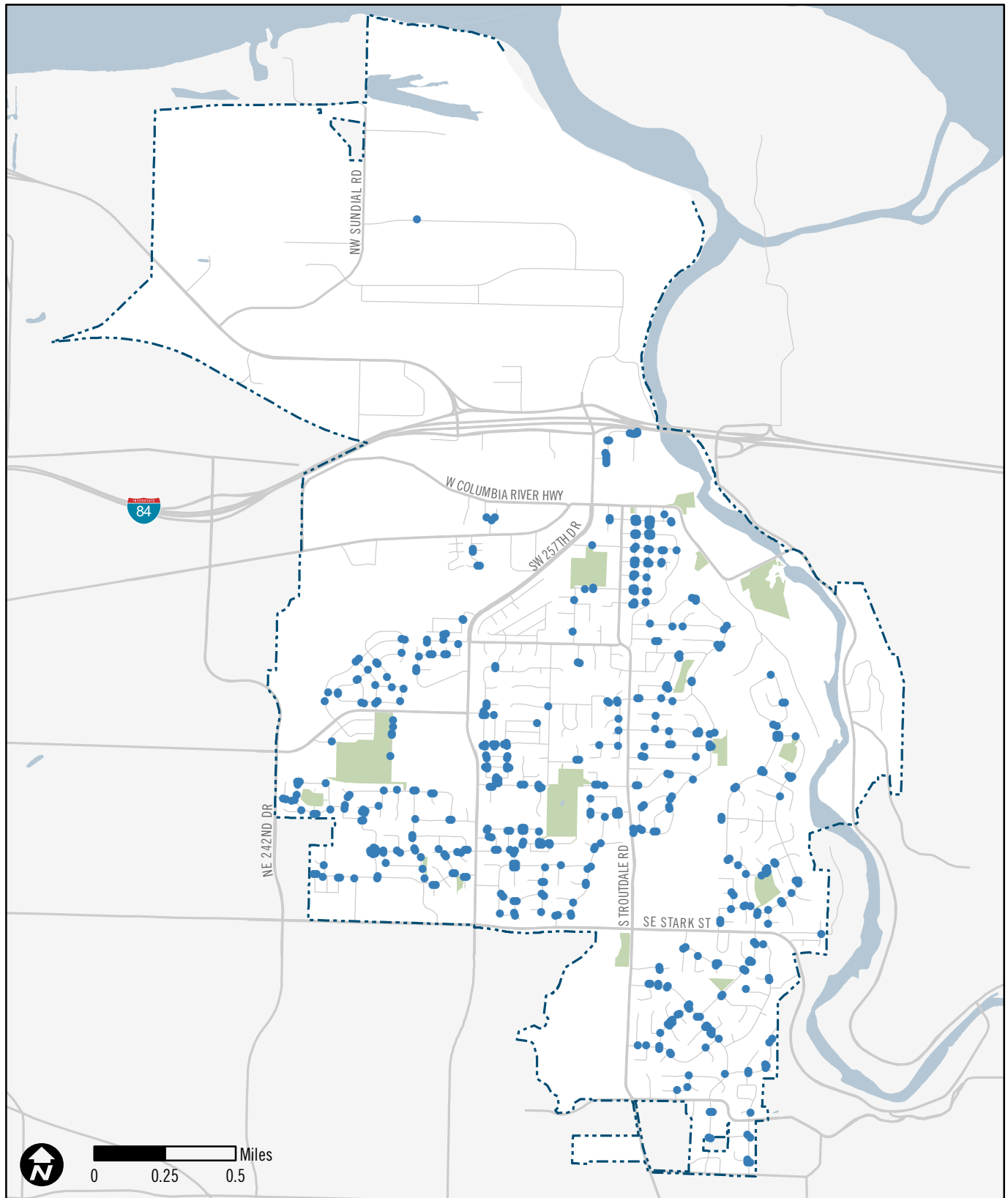
 Parks

 Streets

 Water Feature

 City Boundary

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Map 6: Curb Ramp Barrier Removal Projects - Medium Priority

Barrier Removal Rank

• Medium

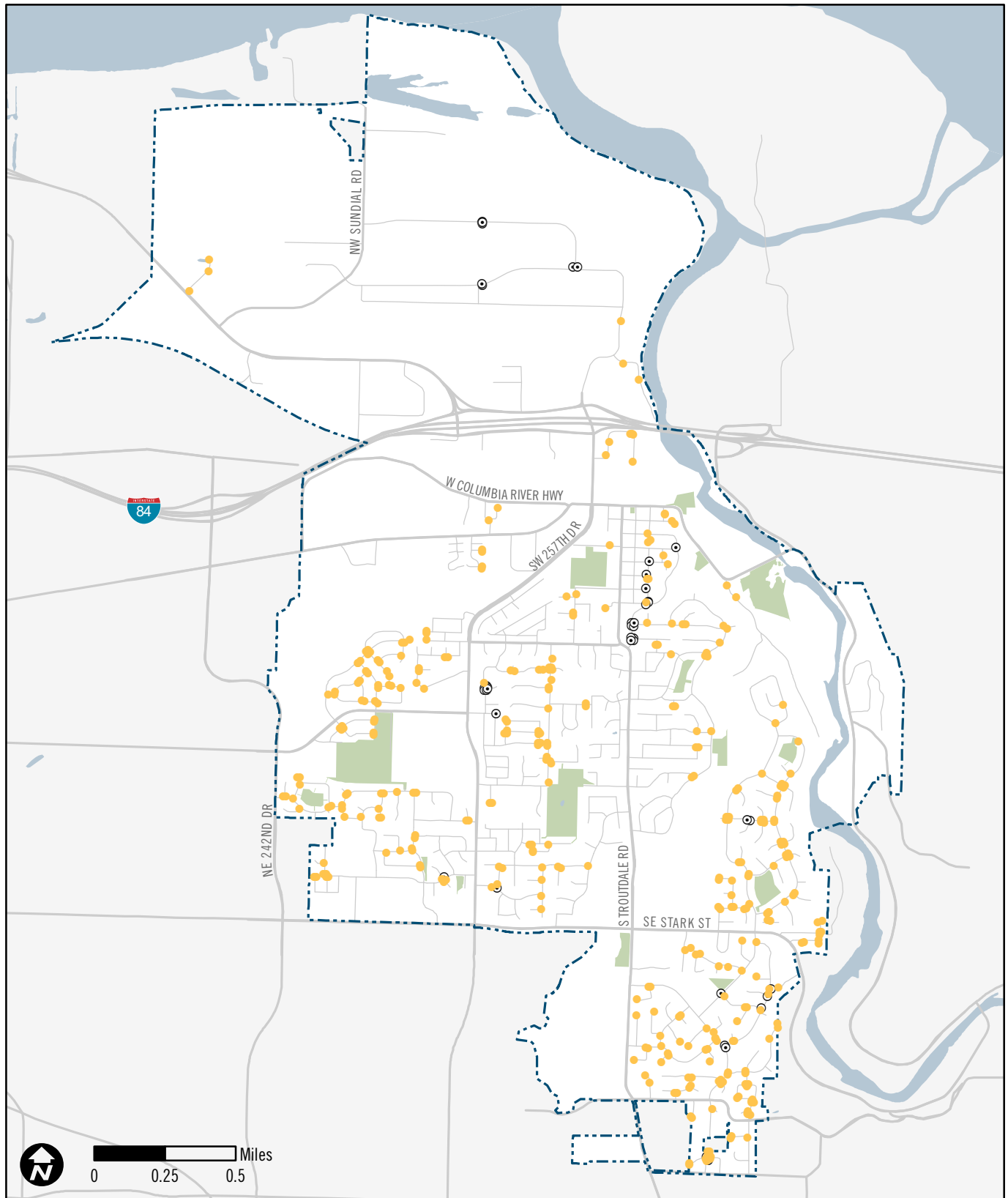
Parks

Streets

Water Feature

City Boundary

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Map 7: Curb Ramp Barrier Removal Projects - Low Priority and No Deficiencies Identified

Barrier Removal Rank

• Low

◉ No Deficiencies Identified

Parks

Streets

Water Feature

City Boundary

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Pedestrian Access Routes Matrix

Table 3.11: Pedestrian Access Route Priority Matrix		ADA 35.150(d) Geospatial Proximity Priorities*				
		A	B	C	D	E
Priorities (Category)	Priority Description	Location of Citizen ADA Complaint and/or Request	Location Serving Government Offices & Public Facilities	Location Serving Transportation	Location Serving Commercial Districts, Employers	Location Serving Other Areas
1	See Category 1 Description	High Priority A1	B1	C1	D1	E1
2	See Category 2 Description	A2	B2	C2	D2	E2
3	See Category 3 Description	A3	B3 Medium Priority	C3	D3	E3
4	See Category 4 Description	A4	B4 Low Priority	C4	D4	E4
5	No deficiencies identified	A5	B5	C5	D5	E5

*The priorities listed under columns B, C, D, and E are specified under title II 28 CFR Section 35.150 (d).

Pedestrian Access Route Barrier Descriptions

Table 3.12: Pedestrian Access Route Category 1 Descriptions

Road Classification	Commercial Neighborhood Collector					Residential Neighborhood Collector					Local Street				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Identified ADA Barrier															
The constructed width of the sidewalk width is less than 36 inches.															
The sidewalk cross slope exceeds two percent for three-quarters to its full length.															
Running slope of crosswalk is greater than five percent.															
Cross slope of crosswalk with yield or stop control is greater than two percent.															
Cross slope of crosswalk with no yield or stop control is greater than five percent.															
Crosswalk surface is not firm, stable, and slip resistant.															
The sidewalk condition is poor with cracking, spalling, heaving, or other condition.															
Sidewalk is not firm, stable, and slip-resistant for three-quarters to its full length.															
The sidewalk has a significant number of vertical changes that exceed a quarter inch –and– openings greater than a half inch or are parallel to direction of travel (more than three per 100 feet).															
The sidewalk has a significant number of overhanging–and– protruding objects (more than two per 100 feet).															
The sidewalk has a significant number of driveway entries where cross slope exceeds two percent (more than two per 100 feet).															
The sidewalk has a significant number of obstacles that narrow the width of the walk to less than four feet (more than one per 100 feet).															
The sidewalk has a significant number of utility lids that are not slip-resistant (more than one per 100 feet).															

Table 3.13: Pedestrian Access Route Category 2 Descriptions

Road Classification	Commercial Neighborhood Collector					Residential Neighborhood Collector					Local Street				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Identified ADA Barrier															
The constructed width of the sidewalk width is less than 48 inches but greater than 36 inches.															
The sidewalk has a significant number of instances where running slope exceeds grade of road and is >5.0% (more than two per 100 feet).															
The sidewalk cross slope exceeds two percent for half to three-quarters of its length.															
The sidewalk surface is not firm, stable, and slip-resistant for half to three-quarters of its length.															
The sidewalk has a significant number of vertical changes that exceed a quarter inch –or– openings greater than a half inch or are parallel to direction of travel (more than three per 100 feet).															
The sidewalk has a significant number of overhanging –or– protruding objects (more than two per 100 feet).															
The sidewalk has a significant number of driveway entries where cross slope exceeds two percent (more than one per 100 feet).															
The sidewalk has obstacles that narrow the width of the walk to less than four feet (fewer than one per 100 feet).															
The sidewalk has obstacles that narrow the width of the walk to less than four feet (fewer than one per 100 feet).															
The sidewalk has utility lids that are not slip-resistant (fewer than one per 100 feet).															

Table 3.14: Pedestrian Access Route Category 3 Descriptions

Road Classification	Commercial Neighborhood Collector					Residential Neighborhood Collector					Local Street				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Identified ADA Barrier															
The sidewalk width is less than five feet without a passing space.															
The sidewalk has a number of instances where running slope exceeds grade of road and is >5.0% (fewer than two per 100 feet).															
The sidewalk cross slope exceeds two percent for one-quarter to half of its length.															
The sidewalk surface is not firm, stable, and slip-resistant for one-quarter to half of its length.															
The sidewalk has vertical changes that exceed a quarter inch –or– openings greater than a half inch or are parallel to direction of travel (fewer than three per 100 feet).															
The sidewalk has a significant number of overhanging –or– protruding objects (fewer than two per 100 feet).															
The sidewalk has a significant number of driveway entries where cross slope exceeds two percent (fewer than one per 100 feet).															

Table 3.15: Pedestrian Access Route Category 4 Descriptions

Road Classification	Commercial Neighborhood Collector					Residential Neighborhood Collector					Local Street				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Identified ADA Barrier															
The sidewalk cross slope exceeds two percent for less than one quarter of its length.															
The sidewalk surface is not firm, stable, and slip-resistant for less than one-quarter of its length.															

Table 3.16: Pedestrian Access Route Category 5 Descriptions

Road Classification	Commercial Neighborhood Collector					Residential Neighborhood Collector					Local Street				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Identified ADA Barrier															
No deficiencies identified.															

Pedestrian Access Route Category and Priority Summary**Table 3.17a: Pedestrian Access Route Barrier Summary – Sidewalks**

Rank	Sidewalk Miles	Percent of Total
High	14.9	21.9%
Medium	34.3	50.5%
Low	18.9	27.8%
No Deficiency	0	0%
Total	68.1	100.0%

Table 3.17b: Pedestrian Access Route Barrier Summary by Category and Priority – Sidewalks

Rank	Category	Priority	Sidewalk Miles	Percent of Total
High	1	B1	0.4	0.5%
High	1	C1	0.5	0.8%
High	2	B2	2.2	3.3%
High	2	C2	11.7	17.2%
Medium	2	D2	0.3	0.5%
Medium	2	E2	11.0	16.2%
Medium	3	B3	6.1	9.0%
Medium	3	C3	16.9	24.8%
Low	3	E3	15.6	23.0%
Low	4	B4	0.2	0.3%
Low	4	C4	2.2	3.3%
Low	4	E4	0.8	1.2%
No Deficiencies	5	-	0	0.0%

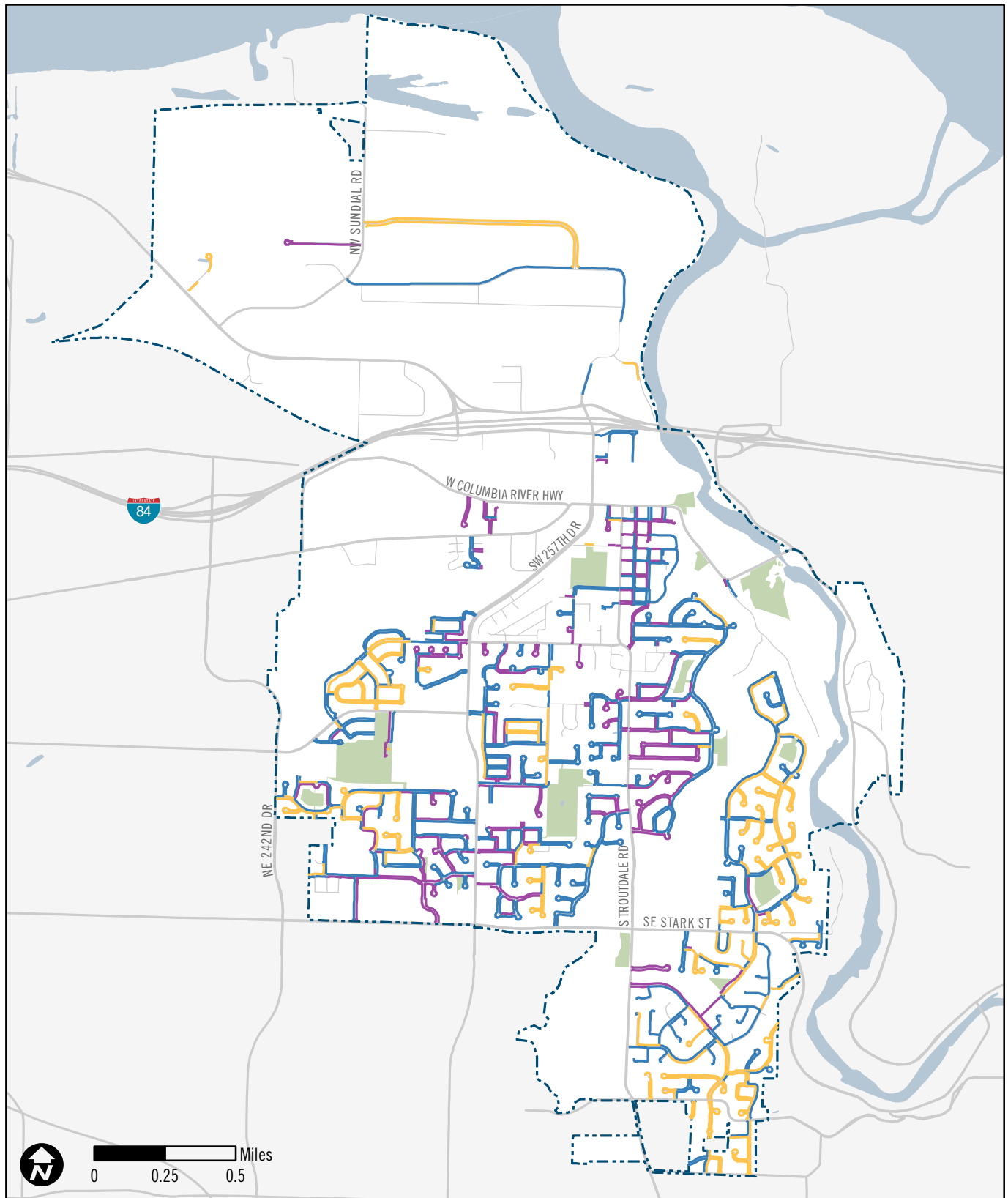
Table 3.18a: Pedestrian Access Route Barrier Summary – Crosswalks

Rank	Total Crossings	Percent of Total
High	129	14.7%
Medium	78	8.9%
Low	0	0.0%
No Deficiency	668	76.3%
Total	875	100.0%

Table 3.18b: Pedestrian Access Route Barrier Summary by Category and Priority – Crosswalks

Rank	Category	Priority	Total Crossings	Percent of Total
High	1	C1	2	0.2%
High	1	D1	1	0.1%
High	2	B2	22	2.5%
High	2	C2	104	11.9%
Medium	2	E2	78	8.9%
Low	-	-	0	0.0%
No Deficiencies	5	B5	68	7.8%
No Deficiencies	5	C5	272	31.1%
No Deficiencies	5	E5	328	37.5%

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Map 8: Pedestrian Access Route Barrier Removal Projects - Sidewalks and Hazards

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Barrier Removal Rank

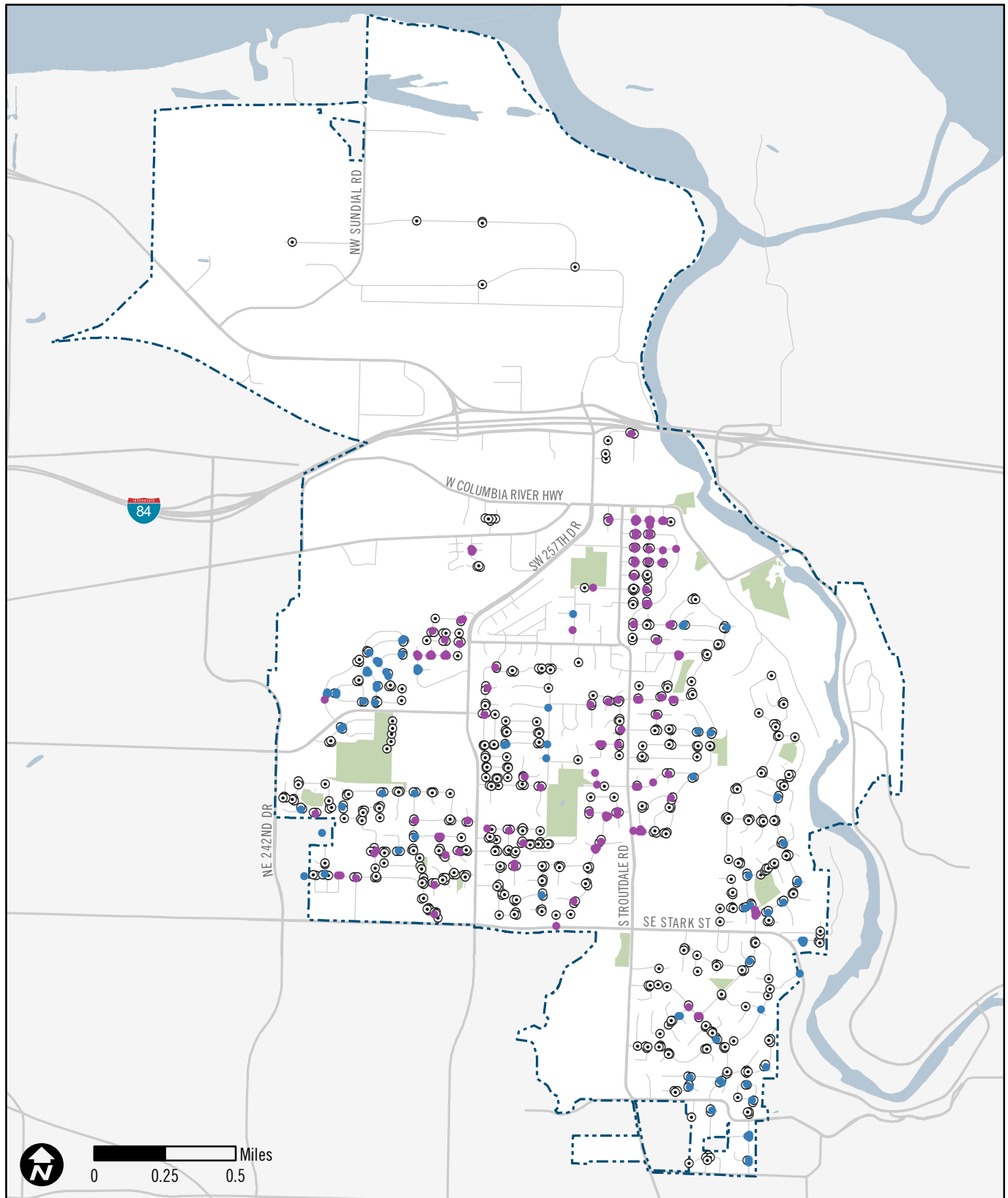
— High — Medium — Low

 Parks

 Streets

 Water Feature

 City Boundary



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Map 9: Pedestrian Access Route Barrier Removal Projects - Crosswalks

Barrier Removal Rank

- High
- Medium
- No deficiencies identified

- Parks
- Streets
- Water Feature
- City Boundary

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4 Barrier Removal Considerations for Plan Implementation

Title II of the ADA requires a public entity to “operate each service, program or activity so that the service, program or activity, when viewed in its entirety, is readily accessible to and usable by individuals with disabilities.”⁶⁷ This requirement does not:

- necessarily require a public entity to make each of its existing facilities accessible to and usable by individuals with disabilities;
- require a public entity to take any action that would threaten or destroy the historic significance of an historic property; or
- require a public entity to take any action that it can demonstrate would result in a fundamental alteration in the nature of a service, program, or activity or impose undue financial and administrative burdens.

4.1 Triggers for Barrier Removal

The responsibility for ensuring barrier removal will reside with the PWD’s ADA Coordinator. This process will be accomplished with two strategies: policy and procedure modifications to remove programmatic barriers, and maintenance and construction projects to remove structural barriers. Either the need for program accessibility or facility alterations determine when barriers must be removed.

4.1.1 Program Accessibility

A public entity must ensure that individuals with disabilities are not excluded from services, programs, and activities because existing buildings are inaccessible. When viewed in their entirety, services, programs, and activities must be readily accessible to and usable by individuals with disabilities. This is known as program accessibility,⁶⁸ and applies to facilities of a public entity that existed on January 26, 1992. Public entities do not necessarily have to make each of their existing facilities accessible.

4.1.2 Facility Alterations

Although structural changes may not be mandated for program accessibility, the PWD is required to remove physical barriers when it alters a facility. Alterations are defined in the ADA standards as a change in a building or facility that affects or could affect its usability. Many types of projects are considered alterations, including remodeling, renovation, rehabilitation, reconstruction, restoration, resurfacing of circulation paths or vehicular ways, and changes or

⁶⁷ DOJ, Title II Regulations Subpart D § 35.150 Existing facilities

⁶⁸ DOJ, Title II Regulations Subpart D §35.151(b) Existing facilities

rearrangement of structural parts, elements, or walls. Normal maintenance, reroofing, painting or wallpapering, or changes to mechanical and electrical systems are not considered alterations unless they affect a facility's usability. For example, a project limited to an HVAC system would not affect the usability or occupancy of a facility and would not constitute an alteration that would trigger path of travel upgrades tied to that alteration.

Where alterations are performed solely for the purpose of barrier removal, they will not trigger additional path of travel improvements.⁶⁹ The ADA standards ensure that the opportunities for accessibility presented by an alteration are taken. How and to what extent the standards apply is determined by the scope of a project and the elements and spaces altered. Only those elements or spaces altered are required to comply, but alterations made to areas containing a primary function (a major activity for which a facility is intended) also require an accessible path of travel.

The PWD is not required to remove barriers identified within a City-owned facility as part of the Transition Plan:

- where programmatic modifications can be made to provide an equivalent experience,
- where there are nearby and available equivalent accessible features,
- where there are no public programs or activities provided at that portion of the site, or
- when safe harbor⁷⁰ conditions are met.

It is also possible that an alteration is technically infeasible, in which case compliance is not required. Technical infeasibility refers to "something that has little likelihood of being accomplished because existing structural conditions would require removing or altering a load-bearing member that is an essential part of the structural frame; or because other existing physical or site constraints prohibit modification or addition of elements, spaces, or features that are in full and strict compliance with the minimum requirements."⁷¹ Where technical infeasibility is encountered, compliance is still required to the maximum extent technically feasible.⁷² For example, if providing accessibility for people with one type of disability is not feasible, accessibility must still be provided for people with other types of disabilities to the maximum extent feasible.

⁶⁹ DOJ, Title II Regulations Subpart D § 35.151(b) Alterations; 11B-202.4 Path of travel requirements in alterations, additions and structural repairs. Also see *State and Local Government Facilities: Guidance on the Revisions to 28 CFR 35.151 in Guidance on the 2010 ADA Standards for Accessible Design* <https://www.ada.gov/regs2010/2010ADASTandards/Guidance2010ADASTandards.htm#titleII>.

⁷⁰ The concept of safe harbor is explained later in this chapter under 'Safe Harbor Provisions', DOJ, Title II Regulations Subpart D § 35.150(b)(2)(ii) Safe Harbor

⁷¹ 2010 ADA Standards, 106.5

⁷² 2010 ADA Standards, 202.3

4.1.3 Public Right-of-Way Alterations and New Construction

In an alteration or new construction project in the public right-of-way, the PWD must incorporate ADA accessibility standards to the maximum extent feasible.⁷³ As part of the Plan's implementation, the PWD Engineering Division should document all design exceptions. The ADA title II toolkit incorporates the following guidance about sidewalks and curb ramps:⁷⁴

- When pre-ADA streets or sidewalks are altered, space limitations may restrict the ability to install accessible curb ramps. In these cases, the installed curb ramps must comply with the ADA to the maximum extent feasible, but there are still requirements to meet.
- In rare instances when it is technically infeasible to install a fully compliant curb ramp during alterations to pre-ADA roadways and walkways because of physical or site constraints, state and local governments must still provide accessibility to the maximum extent feasible. Before reaching a conclusion about technical infeasibility, public entities should consider the extent to which physical or site constraints can be addressed by alternative curb ramp designs. The burden of proving technical infeasibility lies with the state or local government that constructed it.
- When highways, streets, and roads are built or altered post-ADA, they must have curb ramps at certain locations: wherever there are curbs or other barriers to entry from a pedestrian walkway or sidewalk, wherever there are curbs or other barriers to entry at any designated pedestrian crosswalks that are located mid-block, wherever sidewalks or walkways intersect with highways, streets, or roads and pedestrians may legally cross the vehicular way, and at public transportation stops.
- For pre-ADA highways, streets, roads, and sidewalks that have not been altered, public entities may choose to construct curb ramps at every point where a pedestrian walkway intersects a curb, but they are not necessarily required to do so. Alternative routes to buildings may be acceptable where people with disabilities must travel only a marginally longer route than the general public.

⁷³ DOJ, Title II Regulations Subpart D §35.151(b) Existing facilities

⁷⁴ See <https://www.ada.gov/pcatoolkit/chap6toolkit.htm>.

4.1.4 Roadway Alterations and Maintenance: Triggers for Barrier Removals

The DOJ, in coordination with the U.S. Department of Transportation, specifies that public entities are required to provide curb ramps or upgrade curb ramps whenever roadways are altered. An alteration is a change that affects or could affect the usability of all or part of a building or facility.⁷⁵ Alterations of streets, roads, or highways include activities such as reconstruction, rehabilitation, resurfacing, widening, and projects of similar scale and effect.⁷⁶ Maintenance activities on streets, roads, or highways, such as filling potholes, are not alterations and do not trigger barrier removal.⁷⁷ The following lists distinguishes between roadway alterations and maintenance activities.

Alteration

- | | |
|--|-------------------------------------|
| • Addition of new layer of asphalt | • New construction |
| • Cape seals | • Open-graded surface course |
| • In-place asphalt recycling | • Rehabilitation and reconstruction |
| • Microsurfacing and thin-lift overlay | • Resurfacing of a crosswalk |
| • Mill and fill / mill and overlay | |

Maintenance

- | | |
|-----------------------------|---------------------------------|
| • Chip seals | • Pavement patching |
| • Crack filling and sealing | • Painting or striping |
| • Diamond grinding | • Scrub sealing |
| • Dowel bar retrofit | • Slurry seals |
| • Fog seals | • Spot high-friction treatments |
| • Joint crack seals | • Surface sealing |
| • Joint repairs | |

The PWD intends to replace or upgrade all non-compliant curb ramps under its maintenance responsibility during roadway alteration projects.

⁷⁵ DOJ, Title II Regulations Subpart D § 35.151(b)(1) Alterations

⁷⁶ 2010 ADA Standards, 106.5

⁷⁷ July 8, 2013 DOJ/Department of Transportation Joint Technical Assistance on the Title II of the Americans with Disabilities Act Requirements to Provide Curb Ramps when Streets, Roads, or Highways are Altered through Resurfacing.

4.2 Safe Harbor Provisions

The 2010 Standards introduced the concept of safe harbor, a new exception that allows facilities built prior to March 15, 2012 that were in compliance with the 1991 ADA Standards to remain as-is until a public entity plans an alteration to the structural feature. For example, the 1991 Standards allowed 54 inches maximum for a side reach range, while the 2010 Standards lowered the side reach range to 48 inches maximum. Existing items, built prior to March 15, 2012, that are positioned at the 54-inch height would fall under the safe harbor provision until the time of planned alterations.⁷⁸

This safe harbor is not a blanket exemption for facilities. If a public entity undertakes an alteration to a primary function area, only the required elements of a path of travel to that area that already comply with the 1991 Standards are subject to the safe harbor. If a public entity undertakes an alteration to a primary function area and the required elements of a path of travel to the altered area do not comply with the 1991 Standards, then the public entity must bring those elements into compliance with the 2010 Standards.⁷⁹

This exception applies to elements that might otherwise have to be modified under:

- the program access requirement for public entities,
- the readily achievable barrier removal requirements for places of public accommodation, or
- the path of travel requirement for any alteration that affects the usability of a primary function area in any covered facility.

If a public entity constructed or altered required elements of a path of travel in accordance with the specifications in either the 1991 Standards or the Uniform Federal Accessibility Standards before March 15, 2012, the public entity is not required to retrofit such elements to reflect incremental changes in the 2010 Standards solely because of an alteration to a primary function area served by that path of travel.⁸⁰

The 2010 Standards also identify structural elements that do not fall under the safe harbor provision. The following elements are not eligible for element-by-element safe harbor because

⁷⁸ DOJ, Title II Regulations Subpart D § 35.150(b)(2)(i) Safe harbor

⁷⁹ DOJ, Title II Regulations Subpart D § 35.151(b)(4)(ii)(C) Path of travel--safe harbor

⁸⁰ DOJ, Title II Regulations Subpart D § 35.150(b)(2)(ii) Safe Harbor

technical or scoping specifications for them were not addressed in the 1991 ADA but were added as supplemental requirements prior to 2010 ⁸¹:

- Residential facilities dwelling units, sections 233 and 809.
- Amusement rides, sections 234 and 1002; 206.2.9; 216.12.
- Recreational boating facilities, sections 235 and 1003; 206.2.10.
- Exercise machines and equipment, sections 236 and 1004; 206.2.13.
- Fishing piers and platforms, sections 237 and 1005; 206.2.14.
- Golf facilities, sections 238 and 1006; 206.2.15.
- Miniature golf facilities, sections 239 and 1007; 206.2.16.
- Play areas, sections 240 and 1008; 206.2.17.
- Saunas and steam rooms, sections 241 and 612.
- Swimming pools, wading pools, and spas, sections 242 and 1009
- Shooting facilities with firing positions, sections 243 and 1010.
- Miscellaneous:
 - Team or player seating (section 221.2.1.4),
 - Accessible route to bowling lanes (section. 206.2.11), and
 - Accessible route in court sports facilities (section 206.2.12).

4.3 Undue Burden

The PWD is not required to take any action that it can demonstrate would result in a fundamental alteration in the nature of its services, programs, or activities; would create a hazardous condition resulting in a direct threat to a program participant or others; or would represent an undue financial and administrative burden. A determination of undue financial or administrative burden can only be made under specified circumstances and procedures and carries with it the obligation of taking other actions that would ensure, to the maximum extent possible, that individuals with disabilities receive the benefits and services of the program or activity.

The decision that compliance would result in such alteration or burdens must be made by the head of a public entity or his or her designee after considering all resources available for use in the funding and operation of the service, program, or activity, and must be accompanied by a written statement of the reasons for reaching that conclusion. If an action would result in such an alteration or such burdens, a public entity shall take any other action that would not result in such an alteration or such burdens but would nevertheless ensure that individuals with disabilities receive the benefits or services provided by the public entity.⁸²

⁸¹ DOJ, Title II Regulations Subpart D § 35.150(b)(2)(ii) Safe Harbor

⁸² DOJ, Title II Regulations Subpart D § 35.150(a)(3) General

5 ADA Coordinator, Notice Policy, and Grievance Procedure

The ADA requires a state or local government entity that employs 50 or more people to designate an employee or employees responsible for coordinating its efforts to comply with and carry out its responsibilities under title II, give notice of the ADA's requirements, and establish a grievance procedure.⁸³ Although not a legislatively mandated job title, the responsible employee is most commonly referred to as an ADA Coordinator, a term used in this Plan.

5.1 ADA Coordinator Roles and Responsibilities

The ADA Coordinator is responsible for organizing and communicating the PWD's efforts to comply with and fulfill its responsibilities under title II of the ADA, as well as all other applicable state and federal laws. The ADA Coordinator's responsibilities also include investigating complaints that the PWD has engaged in any action prohibited by title II. At the time of the preparation of this Plan, the PWD's designated ADA Coordinator is Tim Seery, Parks and Facilities Superintendent. The PWD will continue to provide the name, office address, and telephone number of its ADA Coordinator to interested persons.

5.2 Notice Under the Americans with Disabilities Act

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990, the City of Troutdale, Oregon, and its PWD will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: The City of Troutdale does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the Americans with Disabilities Act (ADA).

Effective Communication: The City of Troutdale will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in City programs, services, and activities, including qualified sign language interpreters, documents in braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

⁸³ DOJ, Title II Regulations Subpart A § 35.107 Designation of responsible employee and adoption of grievance procedures. For examples and other information from the DOJ regarding the notice and grievance procedure requirements, also see <https://www.ada.gov/pcatoolkit/chap2toolkit.htm>

Modifications to Policies and Procedures: The City will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all City programs, services, and activities. For example, individuals with service animals are welcomed in City offices, even where pets are generally prohibited.

5.3 ADA Grievance Procedure

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Troutdale. The City's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Tim Seery
ADA Coordinator, Parks and Facilities Superintendent
2200 SW 18th Way, Troutdale, Oregon 97060
phone: 503-674-7271 or 711 telecommunications relay
email: Tim.seery@troutdaleoregon.gov

Within 15 calendar days after receipt of the complaint, Tim Seery or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Tim Seery or his designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Troutdale and offer options for substantive resolution of the complaint.

If the response by Tim Seery or his designee does not satisfactorily resolve the issue, the complainant and/or his designee may appeal the decision within 15 calendar days after receipt of the response to the City Manager or his designee.

Within 15 calendar days after receipt of the appeal, the City Manager or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager or his designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Tim Seery or his designee, appeals to the City Manager or his designee, and responses from these two offices will be retained by the City of Troutdale for at least three years.

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6 Definitions

The following is a summary of many definitions found in the ADA and other accessibility resources. Please refer to the ADA for the full text of definitions and explanations.⁸⁴

6.1 List of Definitions

Accessible. A site, building, facility or portion thereof is deemed accessible when it is approachable and usable by persons with disabilities in compliance with technical standards adopted by the relevant Administrative Authority.

Administrative Authority. A governmental agency that adopts or enforces regulations and guidelines for the design, construction, or alteration of buildings and facilities.

ADA Coordinator. The individual responsible for coordinating the efforts of the government entity to comply with title II and investigating any complaints that the entity has violated title II. Also known as Disability Access Manager or Accessibility Manager.

Alteration in the Public Right-of-Way. A change to an existing facility that affects or could affect pedestrian access, circulation, or use. Alterations include, but are not limited to, resurfacing, rehabilitation, reconstruction, historic restoration, or changes or rearrangement of structural parts or elements of a facility.

Alternative Text. Refers to the text equivalent for an image appearing in an online document. It is read by screen readers in place of the image so that the content and function of the image is accessible to people with visual or certain cognitive disabilities.

Auxiliary Aids and Services. Refers to ways to communicate with people who have communication disabilities such as blindness, vision loss, deafness, hearing loss, a combination of vision and hearing loss or speech or language disorders. The key to deciding what aid or service is needed to communicate effectively with people with disabilities and their companions is to consider the nature, length, complexity and context of the communication as well as the person's normal method(s) of communication. Auxiliary aids and services include the use of interpreters, notetakers, readers, assistive listening systems, captioning and TTYs or the provision of alternate formats such as braille, ASCII text, large print, recorded audio and electronic formats like CDs and DVDs.

Blended Transition. A raised pedestrian street crossings, depressed corners, or similar connections between the pedestrian access route at the level of the sidewalk and the level of the pedestrian street crossing that have a grade of five percent or less.

⁸⁴ 28 C.F.R. § 35.104 Definitions.

Clear Ground Space. The minimum unobstructed ground space required to accommodate a single, stationary wheelchair and occupant. Clear ground space provides a location for a wheelchair user to approach and make use of an element.

Complaint. A complaint is a claimed violation of the ADA.

Cross Slope. The grade that is perpendicular to the direction of pedestrian travel. On a sidewalk, cross slope is measured perpendicular to the curb line or edge of the street or highway.

Curb Line. A line at the face of the curb that marks the transition between the curb and the gutter, street, or highway.

Curb Ramp. A ramp that cuts through or is built up to the curb. Curb ramps can be perpendicular or parallel, or a combination of parallel and perpendicular ramps.

Disability. The term disability means, with respect to an individual:

1. A physical or mental impairment that substantially limits one or more of the major life activities of such individual;
2. A record of such impairment; or
3. Being regarded as having a disability or such impairment.

Discrimination on the Basis of Disability. Discrimination on the basis of disability means to:

- Limit, segregate, or classify a citizen in a way that may adversely affect opportunities or status because of the person's disability;
- Limit, segregate, or classify a participant in a program or activity offered to the public in a way that may adversely affect opportunities or status because of the participant's disability;
- Participate in a contract that could subject a qualified citizen with a disability to discrimination;
- Use any standards, criteria, or methods of administration that have the effect of discriminating on the basis of disability;
- Deny equal benefits because of a disability;
- Fail to make reasonable modifications to known physical or mental limitations of an otherwise qualified individual with a disability unless it can be shown that the modification would impose an undue burden on the PWD's operations;
- Use selection criteria that exclude otherwise qualified people with disabilities from participating in the programs or activities offered to the public; and
- Fail to use tests, including eligibility tests, in a manner that ensures that the test results accurately reflect the qualified applicant's skills or aptitude to participate in a program or activity.

Effective Communication. Communication with people who have vision, hearing and/or speech disabilities that is equally effective as communication with people without disabilities.

Element. An architectural or mechanical component of a building, facility, space, site, or public right-of-way.

Facility. All or any portion of buildings, structures, improvements, elements, and pedestrian or vehicular routes located in the public right-of-way.

Fundamental Alteration. A modification that is so significant that it alters the essential nature of the goods, services, facilities, privileges, advantages, or accommodations offered. If a public entity can demonstrate that the modification would fundamentally alter the nature of its service, program, or activity, it is not required to make the modification. If a public accommodation (private entity) can demonstrate that a modification would fundamentally alter the nature of the goods, services, facilities, privileges, advantages, or accommodations it provides, it is not required to make the modification.

Grade. The degree of inclination of a surface. See Slope. In public right-of-way, grade is the slope parallel to the direction of pedestrian travel.

Grade Break. The line where two surface planes with different grades meet.

Having a Record of Impairment. An individual is disabled if he or she has a history of having an impairment that substantially limits the performance of a major life activity; or has been diagnosed, correctly or incorrectly, as having such impairment.

International Symbol of Accessibility (ISA). The ISA is recognized worldwide as a symbol identifying accessible elements and spaces. Standards issued under the ADA and ABA Standards reference and reproduce the ISA to ensure consistency in the designation of accessible elements and spaces. Uniform iconography promotes legibility, especially for people with low vision or cognitive disabilities. Guidance on use of the ISA under the ADA is available at <https://www.access-board.gov/attachments/article/1898/ISA-guidance.pdf>.



Maintenance. Routine or periodic repair of all pedestrian facilities to restore them to the standards to which they were originally designed and built. Maintenance does not change the original purpose, intent, or design of public sidewalks, shared-use paths, curb ramps, crosswalks, pedestrian islands, or other public walkways.

Operable Part. A component of an element used to insert or withdraw objects, or to activate, deactivate, or adjust the element. The technical requirements for operable parts apply to operable parts on accessible pedestrian signals and pedestrian pushbuttons and parking meters and parking pay stations that serve accessible parking spaces.

Other Power-Driven Mobility Device (OPDMD). Any mobility device powered by batteries, fuel, or other engines that is used by individuals with mobility disabilities for locomotion and designed to operate in areas without defined pedestrian routes.

Path of Travel. A path of travel is a continuous, unobstructed way of pedestrian passage by means of which a newly constructed or altered area may be approached, entered and exited and which connects an area with an exterior approach (including sidewalks, streets and parking areas), an entrance to the facility and other parts of a facility. An accessible path of travel may consist of walks and sidewalks, curb ramps and other interior or exterior pedestrian ramps; clear floor paths through lobbies, corridors, rooms and other improved areas; parking access aisles; elevators and lifts; or a combination of these elements. Within the context of alterations, path of travel also includes restrooms, telephones, and drinking fountains serving the altered area.

Pedestrian Access Route. A continuous and unobstructed path of travel provided for pedestrians with disabilities within or coinciding with a pedestrian circulation path in the public right-of-way.

Pedestrian Circulation Path. A prepared exterior or interior surface provided for pedestrian travel in the public right-of-way

Physical or Mental Impairments. Physical or mental impairments may include, but are not limited to, vision, speech and hearing impairments; emotional disturbance and mental illness; seizure disorders; mental retardation; orthopedic and neuromotor disabilities; learning disabilities; diabetes; heart disease; nervous conditions; cancer; asthma; Hepatitis B; HIV infection (HIV condition); and drug addiction, if the addict has successfully completed or is participating in a rehabilitation program and no longer uses illegal drugs.

The following conditions are not physical or mental impairments: transvestitism; illegal drug use; homosexuality or bisexuality; compulsive gambling; kleptomania; pyromania; pedophilia; exhibitionism; voyeurism; pregnancy; height; weight; eye color; hair color; left-handedness; poverty; lack of education; a prison record; and poor judgment or quick temper, if not symptoms of a mental or physiological disorder.

Primary Function. A major activity for which a facility is intended. Areas that contain a primary function include, but are not limited to, the dining area of a cafeteria, the meeting rooms in a conference center, as well as offices and other work areas in which the activities of the public entity using a facility are carried out.

Program Accessibility. A public entity's services, programs, or activities, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities.

Public Entity. Any state or local government; any department, agency, special-purpose district, or other instrumentality of a state or local government.

Public Right-of-Way. Public land or property, usually in interconnected corridors, that is acquired for or dedicated to transportation purposes.

Qualified Historic Facility. A facility that is listed in or eligible for listing in the National Register of Historic Places or designated as historic under an appropriate state or local law.

Qualified Individual with a Disability. A qualified individual with a disability means an individual with a disability who, with or without reasonable modification to rules, policies, or practices; the removal of architectural, communication, or transportation barriers; or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the PWD.

Reasonable Modification. A public entity must modify its policies, practice or procedures to avoid discrimination unless the modification would fundamentally alter the nature of its service, program or activity.

Regarded as Having a Disability. An individual is disabled if she or he is treated or perceived as having an impairment that substantially limits major life activities, although no such impairment exists.

Running Slope. The grade that is parallel to the direction of pedestrian travel.

Scoping. Requirements that specify what features are required to be accessible and, where multiple features of the same type are provided, how many of the features are required to be accessible.

Service Animal. Service animals are dogs (and in certain circumstances, miniature horses) that are individually trained to perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post-Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not

qualify as service animals under the ADA. Guidance on the use of the term *service animal* in the 2010 Standards is published online at https://www.ada.gov/service_animals_2010.htm.

Title II regulations now include assessment factors to assist public entities in determining whether miniature horses can be accommodated as service animals in their facilities:

1. whether the miniature horse is housebroken;
2. whether the miniature horse is under the owner's control;
3. whether the facility can accommodate the miniature horse's type, size and weight;
4. whether the miniature horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility.

Slope. Ground surface that forms a natural or artificial incline. Slope is typically conveyed as either a percentage or a ratio that represent the change in elevation between two points of an incline divided by the horizontal distance between the two points.

Cross Slope. The slope that is perpendicular to the direction of travel.

Running Slope. The slope that is parallel to the direction of travel

Substantial Limitations of Major Life Activities. An individual is disabled if she or he has a physical or mental impairment that (a) renders her or him unable to perform a major life activity, or (b) substantially limits the condition, manner or duration under which she or he can perform a particular major life activity in comparison to other people. Major life activities are functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

In determining whether physical or mental impairment substantially limits the condition, manner or duration under which an individual can perform a particular major life activity in comparison to other people, the following factors shall be considered:

The nature and severity of the impairment;

The duration or expected duration of the impairment; and

The permanent or long-term impact (or expected impact) of or resulting from the impairment.

Technical Standards. Specify the design criteria for accessible features, including the specific numbers, conditions, and measurements that are required.

Technically Infeasible. With respect to an alteration of a building or a facility, something that has little likelihood of being accomplished because existing structural conditions would require removing or altering a load-bearing member that is an essential part of the structural frame; or because other existing physical or site constraints prohibit modification or addition of elements, spaces or features that are in full and strict compliance with the minimum requirements.

Telecommunications Device for the Deaf (TDD). A telecommunications device for the deaf (TDD) is an electronic device for text communication via a telephone line, used when one or more of the parties has hearing or speech difficulties. Other names for TDD include TTY.

Telecommunications Relay Service (TRS) or 711. The free, nationwide telecommunications relay service, reached by calling 711, uses communications assistants who serve as intermediaries between people who have hearing or speech disabilities who use a text telephone (TTY) or text messaging and people who use standard voice telephones. The communications assistant tells the telephone user what the other party is typing and types to tell the other party what the telephone user is saying. TRS also provides speech-to-speech transliteration for callers who have speech disabilities.

Text Telephone (TTY). Teletypewriters or text telephones have a keyboard and a visual display for exchanging written messages over the telephone. The ADA established a free, nationwide relay network to handle voice-to-TTY and TTY-to-voice calls, which is reached by calling 711. TTY is a more general term for teletypes but is often referred to as TDD.

Vertical Surface Discontinuities. Vertical differences in level between two adjacent surfaces.

Video Relay Service (VRS). Video relay service (VRS) is a free, subscriber-based service for people who use sign language and have videophones, smart phones, or computers with video communication capabilities. For outgoing calls, the subscriber contacts the VRS interpreter, who places the call and serves as an intermediary between the subscriber and a person who uses a standard voice telephone. The interpreter tells the telephone user what the subscriber is signing and signs to the subscriber what the telephone user is saying.

Wheeled Mobility Device. A manually operated or power-driven device designed primarily for use by an individual with a mobility disability for the main purpose of indoor or of both indoor and outdoor locomotion. Also referred to as a manual wheelchair, a power wheelchair, or an electric scooter.

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7 Resources

7.1 Oregon and National Organizations Supporting People with Disabilities

Access Recreation

Access Recreation is a Portland, Oregon ad hoc committee that developed guidelines for minimum information that should be provided about hiking trails and outdoor facilities to benefit hikers with disabilities, and which can be applied to websites, printed materials, and at trail sites. The committee is made up of representatives from federal, state, and local park agencies and organizations that support people with disabilities.

http://accessrecreation.org/home/Access_Recreation_Home.html

Adaptive Sports Northwest

Adaptive Sports Northwest provides adaptive sports and recreation opportunities to those in Oregon and southwest Washington, and seeks to tap the potential of possibility in each participant. The organization has partnerships with the United States Paralympic Committee, Wheelchair & Ambulatory Sports USA, and Disabled Sports USA.

<http://www.adaptivesportsnw.org/>

Aging and Disability Resource Connection of Oregon (ADRC)

ADRC is a statewide resource providing information about local public and privately paid services to address aging or disability needs. The organization's trained professional staff can help with immediate needs or planning for the future.

<https://adrcoforegon.org>

The Arc

The Arc (formerly Association for Retarded Citizens of the United States) is the country's largest voluntary organization committed to the welfare of all children and adults with mental retardation and their families.

<http://www.thearc.org>

American Association of People with Disabilities

The American Association of People with Disabilities is the largest nonprofit, nonpartisan, cross-disability organization in the United States.

<http://www.aapd.com/>

American Foundation for the Blind (AFB)

AFB is committed to improving accessibility in all aspects of life—from cell phones to ATMs, on web sites, and in workplaces. Services include assistance in making products and services accessible to people with visual impairments. AFB offers expert consulting services and accessible media production. AFB provides objective product evaluations of adaptive technologies through its assistive technology product database.

<http://www.afb.org/>

Autism Society of Oregon

This affiliate of the Autism Society, the nation's leading grassroots autism organization, exists to improve the lives of all affected by autism by increasing public awareness about the day-to-day issues faced by people on the spectrum, advocating for appropriate services for individuals across the lifespan, and providing the latest information regarding treatment, education, research, and advocacy.

<http://autismsocietyoregon.org/>

Center on Technology and Disability

Funded by the U.S. Department of Education's Office of Special Education Programs, the Center on Technology and Disability provides a wide range of resources on assistive technology, from introductory fact sheets and training materials to in-depth discussion of best practices and emerging research.

<http://www.ctdinstitute.org/>

Disability Emergency Management Advisory Council (DEMAC)

The Disability Emergency Management Advisory Council (DEMAC) of Oregon is a group that will help ensure Oregon is prepared to meet the needs of people with disabilities in disasters. The DEMAC was created to apply the experiences and knowledge of people with disabilities, as subject matter experts, to guide statewide emergency management in the development and implementation of inclusive practices through all planning, response, and recovery activities.

<https://www.oregon.gov/DHS/BUSINESS-SERVICES/BCMP/Pages/DEMAC.aspx>

Disability Resources, Inc. (DRI)

DRI is a national nonprofit organization that provides information about resources for independent living. DRI maintains an on-line directory of assistive technology resources.

<http://www.disabilityresources.org/>

Disability Rights Oregon (DRO)

DRO promotes and defends the rights of individuals with disabilities. DRO is a non-profit law office that provides advocacy and legal services to people with disabilities who have an issue related to their disability and that falls within their goals and priorities. Each year DRO sets its goals and priorities, with help from the disability community, to guide the work they do and to further their mission and vision. <https://droregon.org/>

Easterseals of Oregon

Easterseals is the largest nonprofit health care organization in the United States providing comprehensive health and wellness services to more than 1.4 million people annually. Inclusive services are provided through a network of 69 local Easterseals in communities nationwide focusing on five support areas which include Live, Learn, Work, Play, and Act. <https://www.easterseals.com/oregon/>

Institute for Human Centered Design

The Institute (formerly known as Adaptive Environments) is a non-profit organization committed to advancing the role of design in expanding opportunity and enhancing experience for people of all ages and abilities. The organization provides education and consultation to public and private entities about strategies, precedents and best practices that go beyond legal requirements for human centered design for places, things, communication and policy that integrate solutions with the reality of human diversity. <http://humancentereddesign.org/>

Multnomah County Aging, Disability, and Veteran Services (ADVSD)

This division of the Department of Health and Human Services provides programs and services to maintain and enhance the quality of life for Multnomah County seniors, veterans, and people with disabilities. ADVSD offers support with searching for resources, enrolling in government programs, locating adult care homes, and connecting with culturally-specific services, among other programs. <https://multco.us/ads>

National Association of the Deaf (NAD)

NAD is a national consumer organization representing people who are deaf and hard of hearing. NAD provides information about standards for American Sign Language Interpreters and the Captioned Media Program on its website. <http://www.nad.org/>

National Council on Disability (NCD)

NCD is an independent federal agency charged with advising the President, Congress, and other federal agencies regarding policies, programs, practices, and procedures that affect people with disabilities.

<https://ncd.gov/>

National Federation of the Blind (NFB)

NFB is a national organization advocating on behalf of persons who are blind or have low vision. NFB provides on-line resources for technology for the blind, including a technology resource list, a computer resource list, screen access technology, sources of large print software for computers, and sources of closed-circuit TV (CCTV).

<http://www.nfb.org/>

National Organization on Disability

National Organization on Disability promotes the full and equal participation and contribution of America's 54 million men, women and children with disabilities in all aspects of life. NOD maintains an on-line directory of information and links including transportation-related resources.

<http://www.nod.org/>

Northwest ADA Center, National Institute on Disability and Rehabilitation Research

The ADA National Network Centers are a national platform of ADA professionals and experts charged with assisting businesses, state and local governments, and people with disabilities as they manage the process of changing our culture to be user friendly to disability and the effect the variety of health conditions can have on society. The Northwest ADA Center is a part of the Department of Rehabilitation Medicine at the University of Washington, and collaborates with the Center for Technology and Disability Studies, a program within the Center for Human Development and Disability and the Department of Rehabilitation Medicine.

<http://nwadacenter.org/>

Oregon Association of the Deaf (OAD)

The Oregon Association for the Deaf mission focuses on realizing the value of mutual assistance and co-operation in matters essential to Oregon Deaf and Hard of Hearing citizens in general welfare and to promote, protect, and preserve the civil rights and advocate to enhance the quality of life for Deaf and Hard of Hearing individuals.

<https://oad1921.org/>

Oregon Deaf and Hard of Hearing Services (ODHHS)

Oregon Deaf and Hard of Hearing Services (ODHHS) is a resource for all Oregonians, to improve quality of life for Deaf and Hard of Hearing people and their families. ODHHS works to make state services and programs welcoming and accessible to Deaf and hard of hearing Oregonians and their families.

<https://www.oregon.gov/DHS/SENIORS-DISABILITIES/SPPD/Pages/ODHHS.aspx>

Oregon Disabilities Commission (ODC)

Initially formed in 1983 and re-formed in 2005, ODC is a governor-appointed commission housed in the Department of Human Services. The commission is composed of 15 members broadly representative of major public and private agencies that are experienced in or have demonstrated particular interest in the needs of individuals with disabilities.

<http://www.oregon.gov/DHS/SENIORS-DISABILITIES/ADVISORY/ODC/Pages/index.aspx>

Oregon Technology Access Program (OTAP)

OTAP provides training, information, technical assistance, and resources regarding the uses of technology for children with disabilities. Services are available to anyone concerned with the needs of Oregon's children with disabilities from birth to age 21. The program is sponsored by the Oregon Department of Education.

<http://www.otap-oregon.org>

Paralyzed Veterans of America (PVA)

PVA is a national advocacy organization representing veterans. PVA's Sports and Recreation Program promotes a range of activities for people with disabilities, with special emphasis on activities that enhance lifetime health and fitness. PVA's website provides information on useful sports publications and a list of contacts.

<http://www.pva.org>

Serp Enterprises

Serp Enterprises provides comprehensive services for persons with developmental disabilities including vocational, support, and individual care services. Serp's programs and services help people with developmental disabilities become more self-sufficient and better integrated into the community through employment and community access services.

<http://www.serpenterprises.com/index.html>

State Independent Living Council (SILC)

SILC is a federally mandated, governor-appointed body, designed to ensure that people with disabilities have a major role in designing Oregon's Independent Living program services. The Independent Living Services Program is a nonresidential, consumer-directed model of peer support, information and referral, skills training, and advocacy for people with disabilities.

<http://www.oregon.gov/DHS/SENIORS-DISABILITIES/SILC/pages/index.aspx>

TVW Inc.

TVW helps people with disabilities prepare for, find, attain, and maintain employment to become more self-sufficient and independent. The organization operates a work-place readiness training program that includes vocational training, communication skills in the workplace, interviewing, attire, appropriate language, and more. Career development services include discovery, vocational assessments, job development, and job coaching.

<http://www.tv-workshop.com/>

United Cerebral Palsy Association (UCP)

UCP's mission is to advance the independence, productivity and full citizenship of people with cerebral palsy and other disabilities, through a commitment to the principles of independence, inclusion, and self-determination.

<http://www.ucp.org>

United Spinal Association

United Spinal Association is a membership organization serving individuals with spinal cord injuries or disease. Formerly known as the Eastern Paralyzed Veterans Association, the organization expanded its mission to serve people with spinal cord injuries or disease regardless of their age, gender or veteran status. Information on accessibility training and consulting services and recreational opportunities for people with spinal cord injuries or disease is available on their website.

<http://www.unitedspinal.org>

World Institute on Disability

WID is an international public policy center dedicated to carrying out research on disability issues. WID maintains an online information and resource directory on technology, research, universal design, and ADA.

<http://www.wid.org/resources/>

7.2 Guidance Documents and Organizations—General

A Planning Guide for Making Temporary Events Accessible to People with Disabilities

ADA National Network. 2015. <https://adata.org/publication/temporary-events-guide>

AbleData (assistive technology)

<http://www.abledata.com/abledata.cfm>

Accessible Public Event Checklist

San Francisco, City and County. 2018. <http://sfgov.org/mod/accessible-public-event-checklist>

ASSISTIVETECH.NET -- The National Public Website on Assistive Technology

<http://www.assistivetech.net/>

Disabled Sports USA

Challenge Magazine. <http://www.disabledsportsusa.org/about/news/challenge-magazine/>

Federal Communications Commission (FCC)

Telecommunications Access for People with Disabilities. 2017.

<http://transition.fcc.gov/cgb/consumerfacts/section255.pdf>

Telecommunications Relay Service – TRS. 2017.

<https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs>

National Center on Accessibility

Indiana University, Bloomington. <http://www.ncaonline.org/resources/>

North Carolina State University: The Center for Universal Design

<https://projects.ncsu.edu/ncsu/design/cud/>

Pacific ADA Center

<http://www.adapacific.org/>

Planning Accessible Meetings and Events

American Bar Association Commission on Disability Rights. 2015.

https://www.americanbar.org/content/dam/aba/administrative/mental_physical_disability/Accessible_Meetings_Toolkit.authcheckdam.pdf

Program Access: Beyond Bricks and Mortar

National Center on Accessibility. Skulski, Jennifer and Gary Robb. Indiana University, Bloomington. 2006. <https://ncaonline.org/program-access-beyond-bricks-and-mortar/>

TTY and TTY Relay Services

National Association of the Deaf (NAD).

<https://www.nad.org/resources/technology/telephone-and-relay-services/tty-and-tty-relay-services/>

What to Know Before You Go: The Big Questions to Ask Before Arriving at Your Accessible Recreation Destination

National Center on Physical Activity and Disability.

<https://www.nchpad.org/277/1750/What~to~Know~Before~You~Go~~The~Big~Questions~to~Ask~Before~Arriving~at~Your~~Accessible~~Recreation~Destination>

7.3 Guidance Documents and Articles—Web Design

National Center for Accessible Media (NCAM)

NCAM is a research and development facility dedicated to addressing barriers to media and emerging technologies for people with disabilities in their homes, schools, workplaces, and communities. NCAM is part of the Media Access Group at Boston public broadcaster WGBH, which includes two production units, The Caption Center and Descriptive Video Service® (DVS®). Tools and guidelines for creating accessible media can be downloaded from the NCAM website at http://ncam.wgbh.org/invent_build/web_multimedia/tools-guidelines.

Utah State University, Center for Persons with Disabilities, WebAIM

WebAIM (Web Accessibility in Mind) has provided comprehensive web accessibility solutions since 1999. WebAIM is a non-profit organization based at the Center for Persons with Disabilities at Utah State University. Documents and training materials, including the following publications, can also be downloaded from WebAIM website (<http://www.webaim.org/>).

- Color Contrast Checker. <https://webaim.org/resources/contrastchecker/>
- Web Accessibility Evaluation Tool (WAVE). <http://wave.webaim.org/>
- Section 508 Checklist. <https://webaim.org/standards/508/checklist>
- Web Accessibility for Designers. <https://webaim.org/resources/designers/>

Web Accessibility Initiative (WAI)

WAI develops guidelines widely regarded as the international standard for Web accessibility, support materials to help understand and implement Web accessibility, and resources, through international collaboration. The Web Content Accessibility Guidelines (WCAG) was developed with a goal of providing a single shared standard for web content accessibility that meets the needs of individuals, organizations, and governments internationally. Documents and training materials, including the following publications, can also be downloaded from the WAI website (<https://www.w3.org/WAI/>).

Web Content Accessibility Guidelines (WCAG) 2.0

Caldwell, Ben, Michael Cooper, Loretta Guarino Reed, and Gregg Vanderheiden (eds.) 2008.

<https://www.w3.org/TR/WCAG20/>

7.4 Guidance Documents and Articles—Signage

APH Tactile Graphic Image Library

American Printing House for the Blind, Inc. (APH). <http://www.aph.org/tgil/>

Effective Color Contrast: Designing for People with Partial Sight and Color Deficiencies

Arditi, Aries. 2005 <http://li129-107.members.linode.com/accessibility/design/accessible-print-design/effective-color-contrast/>

G18: Ensuring that a contrast ratio of at least 4.5:1 exists between text (and images of text) and background behind the text

Techniques for WCAG 2.0. W3C Working Group Note. Cooper, Michael, Andrew Kirkpatrick, and Joshue O Connor (eds). October 2016. <https://www.w3.org/TR/WCAG20-TECHS/G18.html>

Signage and the 2010 ADA Standards v2.1

Luminant Design LLC. 2011. <http://www.luminantdesign.com/ada.html>

Requirements in the 2010 Standards for Accessible Design

Society for Experiential Graphic Design (SEGD). Signage 2012.

https://segd.org/sites/default/files/SEGD_2012_ADA_White_Paper_Update.pdf

Harpers Ferry Center Accessibility Committee

U.S. Department of the Interior, National Park Service

Harpers Ferry Center serves as the Interpretive Design Center for the National Park Service. It works to ensure that the highest level of accessibility that is reasonable is incorporated into all aspects of interpretive media, planning, design, and construction. This includes ensuring that all new interpretive media are accessible to and usable by all people with disabilities. It also means all existing practices and procedures are evaluated to determine the degree to which they are currently accessible to all visitors, and modifications are made to assure conformance with applicable laws and regulations. The Center's website includes resources, guidelines, updates, photographs of best practices, and more.

Wayside Exhibits: A Guide to Developing Outdoor Interpretive Exhibits. 2009.

<https://www.nps.gov/hfc/pdf/waysides/wayside-guide-first-edition.pdf>

Programmatic Accessibility Guidelines for National Park Service Interpretive Media, v2.3.

2017. <https://www.nps.gov/hfc/accessibility/guidelines/>

7.5 Guidance Documents and Articles—Creating Accessible Documents

A Guide to Making Documents Accessible to People Who Are Blind or Visually Impaired

Sutton, Jennifer. 2002. <http://www.sabeusa.org/wp-content/uploads/2014/02/A-Guide-to-Making-Documents-Accessible-to-People-Who-are-Blind-or-Visually-Impaired.pdf>

Best Practices and Guidelines for Large Print Documents used by the Low Vision Community

American Council of the Blind (ACB). 2011. <http://acb.org/large-print-guidelines>

Braille Transcription Resource List

National Federation of the Blind. <https://nfb.org/braille-transcription-resource-list>

Create and verify PDF accessibility (Acrobat Pro)

Adobe. <https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html>

Creating Accessible PDFs with Adobe Acrobat Professional

U. S. Department of Veterans Affairs, Section 508 Support Office. 2016. <https://www.section508.va.gov/support/tutorials/pdf/index.asp>

GSA Government-wide Section 508 Accessibility Program

Guidance on creating and testing accessible documents includes:

Create Accessible Electronic Documents

<https://www.section508.gov/content/build/create-accessible-documents>

Section 508 Basic Authoring and Testing Guides, MS Word 2010 and MS 2013. 2015.

<https://www.section508.gov/content/build/create-accessible-documents>

Basic Authoring and Testing Checklists, MS Word 2010 and MS 2013. 2015.

<https://www.section508.gov/content/build/create-accessible-documents>

Baseline Tests for Accessible Electronic Documents—MS Word 2010 and MS 2013. 2015.

<https://www.section508.gov/content/build/create-accessible-documents>

Guidelines and Standards for Tactile Graphics (Web Version).

Braille Authority of North America and the Canadian Braille Authority. 2012. <http://www.brailleauthority.org/tg/web-manual/tgmanual.html>

Smithsonian Guidelines for Accessible Publication Design

Smithsonian Institution. 2001. <https://www.si.edu/Content/Accessibility/Publication-Guidelines.pdf>

SSA Guide: Producing Accessible Word and PDF Documents, Version 2.1

Social Security Administration, Accessibility Resource Center (SSA-ARC). 2010.

https://www.ssa.gov/accessibility/files/The_Social_Security_Administration_Accessible_Document_Authoring_Guide_2.1.2.pdf

7.6 Guidance Documents—Historic Properties

Common Questions about Title II of the Americans with Disabilities Act (ADA)

DOJ. Civil Rights Division. <https://www.ada.gov/pubs/t2qa.txt>

Technical Preservation Brief 32: Making Historic Properties Accessible

U.S. Department of the Interior, National Park Service. Jester, Thomas C and Sharon C. Park.

1993. <https://www.nps.gov/tps/how-to-preserve/briefs/32-accessibility.htm>

7.7 Guidance Documents and Organizations—Emergency Preparedness Planning for People with Disabilities

Emergency Management Institute (EMI)

<http://training.fema.gov/EMI/>

Fact Sheet: Access and Functional Needs Support

FEMA, US Department of Homeland Security, FEMA. 2018. https://www.fema.gov/media-library-data/1529082373683-6d3fdc61cee23005b6624ebbace52324/Access_Function.pdf

Interagency Coordinating Council on Emergency Preparedness and Individuals with Disabilities (ICC)

<http://www.disabilitypreparedness.gov/>

Fire Prevention 52: Fire Safety for People with Disabilities

National Park Service. <https://www.nps.gov/articles/p52-fire-safety-for-people-with-disabilities.htm>.

Emergency Evacuation Planning Guide for People with Disabilities

National Fire Protection Association. 2016. <https://www.nfpa.org/-/media/Files/Public-Education/By-topic/Disabilities/EvacuationGuidePDF.ashx?la=en>

7.8 Federal Laws and Standards

2010 ADA Standards for Accessible Design

2010. www.ada.gov/regs2010/2010ADASTandards/2010ADASTandards.htm

Accessibility of State and Local Government Websites to People with Disabilities

2003. https://www.ada.gov/websites2_prnt.pdf

ADA and ABA Accessibility Guidelines (ADAAG), (36 CFR Parts 1190 and 1191)

Final Rule published in the Federal Register, July 23, 2004; as amended through May 7, 2014.

<https://www.access-board.gov/attachments/article/412/ada-aba.pdf>

ADA Best Practices Tool Kit for State and Local Governments

2008. <https://www.ada.gov/pcatoolkit/abouttoolkit.htm>

ADA Guide for Small Towns.

2000. <http://www.ada.gov/smtown.htm>

ADA Information for Law Enforcement.

2008. <http://www.ada.gov/policeinfo.htm>

ADA Requirements: Effective Communication

2014. <https://www.ada.gov/effective-comm.pdf>

ADA Requirements: Service Animals

2010. https://www.ada.gov/service_animals_2010.pdf

ADA Requirements: Wheelchairs, Mobility Aids, and Other Power-Driven Mobility Devices

2014. <https://www.ada.gov/opdmd.pdf>

An ADA Guide for Local Governments: Making Community Emergency Preparedness and Response Programs Accessible to People with Disabilities

2008. <https://www.ada.gov/emergencyprepguide.htm>

Americans with Disabilities Act (ADA) Accessibility Guidelines for Buildings and Facilities; Architectural Barriers Act (ABA) Accessibility Guidelines, Correction

Final Rule published in the Federal Register, November 12, 2013.

<https://www.federalregister.gov/documents/2013/11/12/2013-26780/americans-with-disabilities-act-ada-accessibility-guidelines-for-buildings-and-facilities>

Americans with Disabilities Act (ADA) Title II Regulations: Nondiscrimination on the Basis of Disability in State and Local Government Services

2010. https://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.pdf

Architectural Barriers Act (ABA)

Pub. L. 90–480 (42 U.S.C. §§4151 et seq.). 1968. <https://www.access-board.gov/the-board/laws/architectural-barriers-act-aba>

Architectural Barriers Act Accessibility Guidelines; Outdoor Developed Areas (AGODA) (36 CFR Part 1191)

Final Rule published in the Federal Register, September 26, 2013. <https://www.access-board.gov/attachments/article/1500/outdoor-rule.pdf>

Architectural Barriers Act Standards

2015. <https://www.access-board.gov/attachments/article/1029/ABAstandards.pdf>

Commonly Asked Questions About the ADA and Law Enforcement.

2006. http://www.ada.gov/q&a_law.htm

Communicating with People Who are Deaf or Hard of Hearing: ADA Guide for Law Enforcement Officers.

2006. <http://www.ada.gov/lawenfcomm.htm>

Frequently Asked Questions about Service Animals and the ADA

2015. https://www.ada.gov/regs2010/service_animal_qa.html

Guidance on Use of the International Symbol of Accessibility Under the Americans with Disabilities Act and the Architectural Barriers Act

2017. <https://www.access-board.gov/attachments/article/1898/ISA-guidance.pdf>

Model Policy for Law Enforcement on Communicating with People Who are Deaf or Hard of Hearing.

2006. <http://www.ada.gov/lawenfmodpolicy.htm>

Questions and Answers: The ADA and Hiring Police Officers.

1997. <http://www.ada.gov/copsq7a.htm>

The ADA and City Governments: Common Problems.

2000. <http://www.ada.gov/comprob.htm>

U.S. Access Board—Architectural and Transportation Barriers Compliance Board

The full texts of federal laws and regulations that provide the guidelines for the design of accessible facilities and programs are available from the U.S. Access Board. Single copies of publications are available free and can be downloaded or ordered by completing a form available on the Access Board's website (<http://www.access-board.gov/>). In addition to regular print, publications are available in large-print format, disk, audiocassette, and braille.

U.S. Department of Justice, Civil Rights Division, Disability Rights Section

The U.S. Department of Justice provides many free ADA materials including the Americans with Disability Act (ADA) text. Printed materials may be ordered by calling the ADA Information Line [(800) 514-0301 (Voice) or (800) 514-0383 (TTY)]. Publications are available in standard print as well as large-print format, audiotape, braille, and computer disk for people with disabilities. Documents, including the following publications, can also be downloaded from the DOJ website (<http://www.ada.gov/>).

7.9 Training Resources

ADA National Network– Resources ADA Training

2020. <https://adata.org/ada-training>

Great Lakes ADA Center–Trainings

2020. <http://www.adagreatlakes.org/ProgramsAndServices/Trainings/>

Northwest ADA Center – Training

2020. <http://nwadacenter.org/training>

United States Access Board – Training

2020. <https://www.access-board.gov/training>

Southeast ADA Center – Web Courses

2020. <http://adasoutheast.org/training/courses.php>

ADA Coordinator Training Certificate Program

2020. <https://www.adacoordinator.org/default.aspx>

Appendix A: Public Outreach

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ADA Stakeholder Group – Meeting

Date: October 22, 2019

Time: 8:30 am to 10: 00 am

Location: Public Works Conference Room, 342 S 4th Street, Troutdale, OR 97060

Stakeholder Group Members

- John & Aurey Lowell - Both present
- John Zuver- Present
- Shakira Colse & Hudson Cedik -Absent/Unavailable
- Rod Barker - Absent/Unavailable

City Personnel

- Zaldy Macalanda PE, Project Manager ADA Self-Evaluation and Transition Plan
- Tim Seery, ADA Coordinator, Parks & Facilities Superintendent
- Travis Hultin PE, Deputy Public Works Director/Chief Engineer

Consultant

- Heather Buczek, MIG

Meeting Summary

The meeting opened with a discussion of the scope of work and tasks involved in completing an ADA Self-Evaluation and Transition Plan for Public Works. After a brief orientation, participants provided information on their experiences and thoughts for addressing ADA barriers. The following outlines the feedback provided by participants based on the topics outlined in the meeting agenda.

Strengths and Opportunities: What's working well? What are the greatest opportunities?

- The city is very proactive in addressing ADA improvements when requested.
- The city could start a citizen reporting system for parking violations
- The city could build an elevator from the lower city parking off downtown up to the Historic Columbia River Hwy
- The city could build a parking structure on Dora in downtown
- Challenges and Issues: What are the challenges, issues, and needs?
- The California curbs in the subdivision east of Sweet Briar School
- Access from the upper and lower roadways to the Historic Columbia River Hwy downtown is challenging due to
 - topography
- More accessible parking is needed on the Historic Columbia River Hwy downtown
- More accessible parking is needed for community meetings

- More wheelchair user only parking spaces are needed
- Accessible parking for events needs to be addressed, there is not enough for events
 - Tim Seery mentioned an event shuttle sponsored by the Chamber of Commerce
 - The city could increase outreach on its availability during events
- More enforcement is needed to prevent people from parking in access aisles
- Parallel parking spaces need ramps to get up over the curb

Planning Priorities for Barrier Removal

After the open discussion, the group discussed the draft priorities provided in the meeting materials and provided ideas for additional considerations moving forward.

- Snow removal in the right-of-way
- Evacuation and emergency response
- Access to the river
- Involve the County in the conversation for barrier removal downtown

At the closing of the meeting, participants were asked to share information with their networks and to get the word out about the planning project. In the next meeting in December or January, the city will report back the findings of the ADA assessment and revisit the priorities for barrier removal.

Summary of Public Comments

The Draft Plan was provided directly to the Stakeholder Advisory Group. No comments were received.

The Draft Plan was made available to the public on the City's website from October 12th, 2020 to November 30th, 2020 and was advertised in the Champion Newsletter and on social media through the City's Facebook, Twitter, and Instagram accounts. No comments were received.

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