



2013 ADA IMPLEMENTATION REPORT



City of Austin FY 2011-2012 ADA Implementation Report

Introduction	Page#
ADA History	2
Duties and Responsibilities	3-4
Activities and Development	4-5
FY 2012-2013 Departmental Evaluations	6

Departmental Submissions FY 2012-2013

Austin Convention Center Department	6
Austin Aviation Department	7
Austin Travis County Health and Human Svcs. Department	8
Austin Public Library	9
City of Austin Neighborhood Housing and Community Development	10-11
Austin Parks and Recreation Department	12
Austin Public Works Department	13-15

AMCPD FY 2012-2013

Introduction	16
FY 2012-2013 Committee Accomplishments	17-18

Conclusion, Recommendation Summary	19-21
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Attachments FY 2012-2013

City of Austin ADA Office FY2013 Total Expenditures	22
City of Austin ADA Office FY2013 Training Report	23
City of Austin FY2013 Sign Language Expenditures	24
City of Austin ADA Office FY2013 Service Engagement Report	25



The Americans with Disabilities Act

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

On July 26, 2013 the Americans with Disabilities Act (ADA) celebrated the 23rd Anniversary of its signing. The ADA, the most sweeping piece of civil rights legislation, is an extensive law, which affects every aspect of life for over 57 million Americans by ensuring equal opportunity in the areas of employment, state and local government services, public accommodations and telecommunications. Although the ADA was signed into law in 1990, it did not become effective until January 26, 1992. At this time, state and local governments were required to insure non-discrimination on the basis of disability in all public programs, services and activities. This grace period allowed these entities to assemble the necessary staff and develop a plan for its full implementation. The City of Austin, however, saw this as a priority and initiated implementation of its compliance program in 1991, before the mandated date set for local governments. In January of 2012, the City entered its twenty-second year of implementation under the ADA.

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



The City of Austin ADA Office

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

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



City of Austin
ADA/504 Coordinator
Dolores Gonzalez

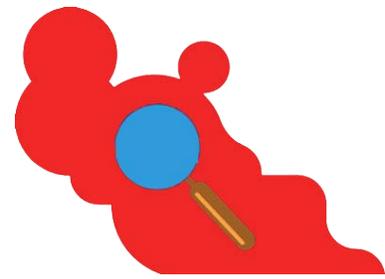


City of Austin
ADA/504 Assistant Coordinator
Lee Nguyen

Duties

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

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

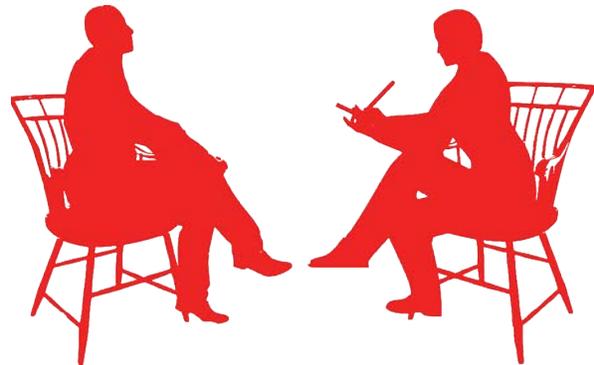


COMPLIANCE

In addition to working with the network of ADA coordinators, the ADA Office staff also serve as the liaisons to the Austin Mayor's Committee for People with Disabilities, provide the City of Austin with a wide-range of training and awareness workshops, provide consultations on ADA compliance issues and reasonable accommodations. This year the ADA Office conducted 12 trainings and disability awareness sessions.

ADA Onsites

As part of the City-wide effort to ensure ADA compliance and obtain a more complete analysis of implementation, the ADA Office conducts annual on-site visits with each department. This on-site visit provides the department coordinator with an opportunity to discuss ADA requirements, implementation issues and training needs. It is also an opportunity to discuss resources, such as the continuation of the ADA Roundtable. The ADA Roundtable



is a formatted meeting specifically aimed at ADA Coordinators, bringing topics of interest on a semi-monthly basis, in addition to facilitating networking with area ADA Coordinators. In order to formalize the visit, a survey tool was developed and the results are submitted in summary form to the coordinator and kept on file. Upon request, the survey assessment tool is shared with the Departmental ADA Coordinator ahead of the meeting time. Additionally, the Departmental ADA Coordinator may choose to invite other pertinent staff, thereby ensuring that more than one person is aware of their department's ADA responsibilities. This year the ADA Office conducted 24 On-site Visits.

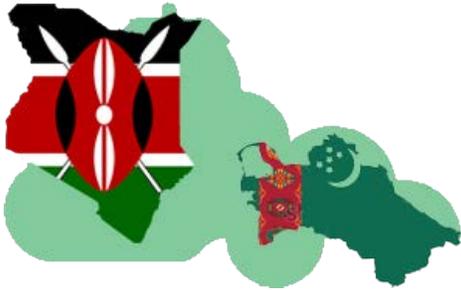


ADA Stakeholders Meeting with US Access Board May 14, 2013

The ADA Office coordinated a community meeting with Melissa Anderson, a Transportation Engineer with the US Access Board. The topic of the meeting was a presentation on the upcoming Pedestrian Right of

Way Accessibility Guidance (PROWAG). Stakeholders in attendance included TxDot, Capital Metro, Travis County and City of Austin PW and Transportation staff including Street and Bridge Division.

International Visitors from Turkmenistan May 16-17, 2013 and International Visitors from Kenya October 23,



The ADA Office in partnership with the Austin Mayor’s Committee for People with Disabilities (AMCPD), worked with Global Austin and the State Dept. to set up some activities for two groups of international guests. Activities, included tours with the Texas School for the Deaf, AISD Special Education, Department of Assistive and Rehabilitative Services and the Criss Cole Rehabilitation Center. City staff also provided demonstrations of newly installed Audible Traffic Signals that assist persons who are blind or have low vision in crossing streets. Dolores also worked with local disability agencies to set up networking opportunities for these guests.



From left: Dolores with her new friends from Turkmenistan by One Texas Center.

Dolores and Mayor Leffingwell posing after proclamations are given to the visitors from Kenya.

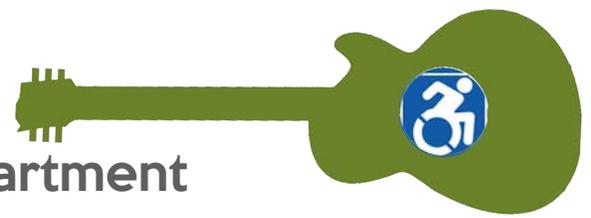
DEPARTMENTAL REPORT SUBMISSIONS

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

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

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





Austin Convention Center Department

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



- One of our most ambitious projects to date will focus on the exterior walkways and sidewalks surrounding the Convention Center. This two year \$2 Million dollar plan in partnership with the Public Works Neighborhood

Connectivity Division's Pedestrian program will transform our current walkways into more accessible, more aesthetically pleasing concrete sidewalks.

- This will create a more ADA compliant walkway by providing a safe, stable, slip resistant walkway, smoothing out slopes and grade changes and updating and widening the curb ramps. In addition to the concrete walkways and sidewalks, new ADA compliant doors located on the accessible route of travel from the 5th street parking garage are scheduled to be installed.
- The Security & Safety Division recently purchased our second mobility scooter for use at the Palmer Events Center.
- Also implemented this year is an "Event Security Pocket Guide." This informational job aid is designed to provide our Security & Safety Staff information on a wide variety of topics including emergency procedures, facility information including maps of the facility, service animals, weather sheltering and facility evacuations.



In addition to the improvements mentioned above, ACCD continued to train staff, develop policies and procedures and research best practices from other public assembly facilities throughout the country on proper evacuation techniques, including evacuating people with disabilities. ACCD works with clients, audio/visual service providers and others to provide people with disabilities the services they need while in our facility. ACCD will continue to research, plan, and budget for improvements inside and outside of our facility to strive to improve our commitment to the entire community.



Austin-Bergstrom
International Airport

Austin Aviation Department



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

Upgrades to Existing Facilities

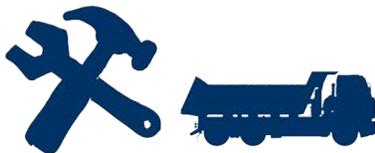
- Terminal Improvements – accessible restrooms phase 1, hydration (water bottle filling) stations, and digital directories
- Spirit of Austin Lane – accessible parking and sidewalks as a part of an overall master planned pathway and retail development
- Parking Lot J and expanded Parking Lot G – additional accessible parking



Accessible hydration station and directory



Spirit of Austin Lane



New Projects:

Maintenance Complex – overall improvements to the Maintenance Complex, including improved space planning and upgrades to all accessible facilities



Austin Travis County Health and Human Services Department



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

Facility improvements at Levander Loop and WIC Bastrop Office

- HHSD Facility Maintenance has completed parking restriping at the Levander Loop Campus at buildings, E and C. The restriping included additional spaces for van and car accessible parking.
- At the Bastrop WIC office, 2 set of bathroom grab bars were installed as part of a bathroom modification project.

The Austin Animal Center:



- For the past five years, TLAC has sponsored a Spring Animal Health Fair partnering with Meals on Wheels to take the pets of homebound clients in Austin and Travis County for vaccination and sterilization. Volunteers also deliver pet food to homebound persons from pet food donations.
- An interpreter is available for persons with hearing impairments at rabies clinics.
- Interpreters are regularly provided for volunteer orientations

Health Promotion Disease Prevention (HPDP) unit:



- The Immunizations Unit designed “Drive Through” Flu clinics to accommodate people with disabilities. They also include a “special needs” area at all mass flu clinics for clients who have difficulty with mobility and/or climbing stairs.
- 2 Drive Through Clinics were held this year:
- Virginia Brown Recreation Center: 09/21/13
- South Austin Neighborhood Center: 09/28/13





During Fiscal Year 2012-2013, the Austin Public Library (APL) continued its efforts to improve services for library customers with disabilities, focusing on the following projects:

Facility Improvement and Repair

- John Henry Faulk Central Library, access was improved through the replacement of approximately 25 square feet of existing, non-compliant sidewalk bypassing the building's gas meter and natural gas service entry. New traffic safety bollards and pavement marking with reflectorized paint were included as part of the project. An inspection of the work for compliance with the 1994 Texas Accessibility Standards (TAS) was conducted on June 7, 2013, and no violations were reported.
- Recycled Reads Bookstore access was improved by the repair of the damaged railing at the facility's ADA-compliant ramp as well as by the re-striping of accessible parking spaces and pathways.



Re-striped accessible parking spaces at Recycled Reads



ADA Ramp repaired at Recycled Reads



Construction on new Central Library

Work is underway on the new Central Library which is scheduled to open in 2016. The ADA Office will conduct site visits to check on progress.



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



City of Austin Neighborhood Housing and Community Development



During FY 2012-2013, the Neighborhood Housing and Community Development Department (NHCD) continued its commitment to serving the needs of the disability community and increasing reasonably priced and accessible housing options for people with disabilities.

NHCD PROGRAMS

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

Renters' Rights Assistance/Fair Housing Counseling:



- NHCD contracts with the Austin Tenants' Council (ATC) to provide tenant counseling and landlord/tenant dispute mediations.
- In FY 2012-13, \$248,540 was allocated for Tenants' Rights Assistance which assisted 528 individuals.

The Tenants' Rights Assistance program:

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



Architectural Barrier Removal (ABR) Activity:

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

- Eligible households can receive up to \$15,000 in modifications.
- Eligible income is 80 percent or below of Median Family Income.
- In FY 2012-13, \$225,582 was allocated to the ABR-Rental program, which served 20 renters and \$873,663 was allocated to the ABR-Owner program, which served 53 homeowners.



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

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

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



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



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



Outreach

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

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

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



The Parks and Recreation Department (PAR) remains committed to improving accessibility for all of their programs, services and facilities.

During fiscal year 2013, PAR completed a number of projects which incorporated ADA accessibility as an integral component of the improvements:

Playscapes



ADA Playscape at Gus Garcia Park

- PAR completed Phase 2 of the Gus Garcia Park improvements, which included accessible community garden with raised planting beds, outdoor patio, promenade and children's play areas.
- PAR completed the Del Curto Pocket Park improvements, featuring ADA compliant pedestrian walkways and trails, picnic areas, nature-themed playscape, pavilion and information kiosk.
- PAR completed construction at Great Hills Park that included safety surface replacement to improve playscape access and installed a new Fitness Plaza.
- PAR completed construction of Roy G. Guerrero Colorado River Metropolitan Park, providing ADA accessibility to restrooms, playscapes with ramp accessibility, meditation gardens, picnic pavilion and trails.
- PAR completed full playscape renovation at Onion Creek Metro Park, Little Zilker Neighborhood Park and Palm Neighborhood Park, all of which feature accessible play area surfacing.

Recreation Facilities

- PAR completed the installation of ADA compliant automatic door openers at Dove Springs and Rosewood recreation centers' main entrances.
- PAR built and completed the ADA accessible Multi-Use Facility at Colony Park. The 20,000 square foot multi-sport indoor facility features a commercial kitchen and restroom facilities.
- Improvements are underway at Conley-Guerrero Senior Activity Center and Carver Historic Museum.
- PAR has finished renovations at Montopolis Recreation Center and Morris Williams Pro Shop.
- PAR implemented accessibility improvements at Walter E. Long Park to include ADA parking spaces and access walk to an accessible fishing dock.

Aquatic Facilities



- Demolition at Bartholomew Pool began in October 2012 and reconstruction began in June 2013. The facility is ADA accessible and the pool will have a zero edge to enable walking and wheeling into the pool. The facility is also equipped with restrooms and a concession area.
- PAR is currently under construction on the Barton Spring Pool General Grounds Project. Improvements to the south side of the facility include an ADA pathway down to the side of the pool and an ADA accessible overlook.



Austin Public Works Department



PURPOSE



The ADA Sidewalk and Curb Ramp Program (ADA program) under the Public Works Department (PWD) manages current curb ramp and sidewalk projects. To facilitate the selection and prioritization of sidewalk and curb ramp projects, PWD works with the ADA Access and Sidewalk Task Force (ADA Task Force) using the Sidewalk Master Plan and the project selection criteria to set priorities. The ADA Task Force is comprised of members of ADAPT, the Texas Department of Assistive and Rehabilitative Services –Criss Cole Rehabilitation Center, City of Austin staff, Austin Energy, Capital Metro representatives and interested citizens. They assist in providing recommendations and input, as well as site specific suggestions for the ADA Program’s general protocols.

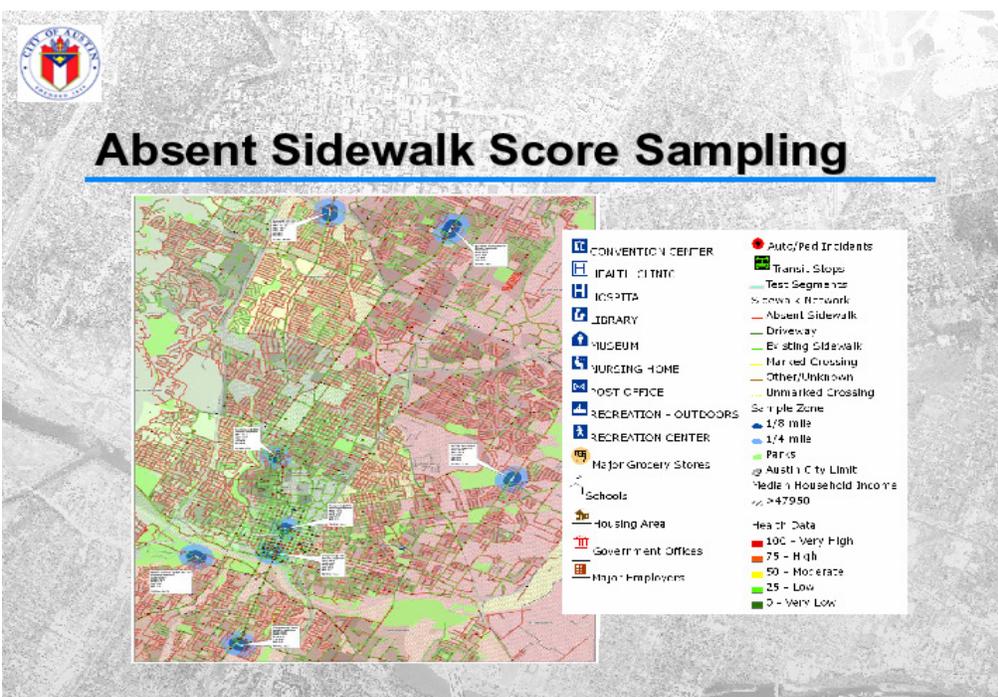
BACKGROUND

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



Prioritization Matrix

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



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

Scoring System



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

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

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

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

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

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

Through these and other efforts, the ADA Sidewalk and Curb Ramp Program constructed approximately **355 curb ramps and 66,270 linear feet of sidewalk in FY 13.**



PWD SIDEWALK IMPROVEMENT PROJECTS FY 2013

The Neighborhood Connectivity Division expended over \$7.5 Million in funding for ADA sidewalk improvements throughout the City of Austin in Fiscal Year FY 13. The work included repair/replacement of ADA non-compliant sidewalks and ramps, and installation of new ADA compliant sidewalks to help complete the sidewalk network. Some notable projects completed include the following:

Westover, Mopac to Exposition

- LBJ High School Sidewalk Improvements
- E. 6th, I 35 to Calles
- S 1st, William Cannon to Stassney
- West Longspur Sidewalks & Ramps



Photo above 6th st before and after improvement



Photo above Austin Energy utility pole before and after improvement



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

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

- TxDOT and Travis County – FM 1826 Pedestrian Improvements Phase 2
- Austin Energy – For the fourth (4th) year the Public Works department contracted with Austin Energy in the amount of \$100,000 per year to assess utility poles affecting accessibility in the Right of Way.
- Capital Metro – ADA Bus Stop Improvements 2nd Contract



PLANS FOR FUTURE PROJECTS

Update the Sidewalk Master Plan with emphasis on the following:

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



AUSTIN MAYOR'S COMMITTEE FOR PEOPLE WITH DISABILITIES



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

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

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

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



Accomplishments FY2013

Employment Awards & Recognition October 28, 2013

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

The Business of Work Job Readiness seminar April 08, 2013

This year's seminar had 75 attendees. The Seminar is a partnership between AMCPD, Texas Department of Assistive and Rehabilitative Service and Workforce Solutions to help job seekers with disabilities obtain and keep gainful employment. The Seminar is set each year to coincide with the City of Austin Community job fair in partnership with Goodwill Industries.

Access Awards August 08, 2013 Presented by Mayor Lee Leffingwell

The purpose of this award is to recognize Austin businesses for their welcoming attitude and compliance with the Americans with Disabilities Act. This year there were six winners and two honorable mentions chosen from the pool of nominees. Commissioner Tanya Winters made the award presentations with Mayor Leffingwell inside at City hall.



White Cane Day Oct 15, 2013 Republic Square Park

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

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

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



From left to right:
Mike Hockmuller HRD MC
for DMD

Council Member Sheryl Cole
Reads Proclamation.

Staff from area Darden group
Restuarant who served food
to event goers.

Accomplishments-Continued.



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

This event served a dual purpose: first, to draw further attention to the Affordable Care Act and its' implications and second, to address any effect the ACA may have on people with disabilities. Part of this event in the City Hall Chamber was geared towards providing education and information material on the ACA. Meanwhile, other rooms within City Hall were available to meet with our partners to either enroll into the ACA or to obtain more information.

This event could not have been accomplished without the help of several key partners including: Central Health, Center for Public Policy Priorities, Beyond Today, Get Covered America, CommUnityCare, Lone Star Circle of Care, Foundation Communities, Latino HealthCare Forum, Austin Travis County Re-entry Roundtable, Cognosante and SRA International. Additional supportive information was provided by NAMI Austin and The Austin Clubhouse.

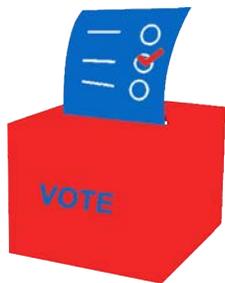


Barton Springs Pool ADA Improvements

Committee members provided testimony and education to the Parks Board, Friends of Barton Springs and city staff on accessibility improvements leading to the pool area from both the north and south side. In addition, members' recommendations impacted design of ramps; their suggestions made it to the current plan. The project is nearing final completion; the Committee will continue to provide input as needed.

Transportation

During several presentations by Capital Metro, the Committee offered feedback on their Metro Access service. The result was a postponement of rate changes arising from a Capital Metro Fare Restructuring proposal. The Committee continues to work together with Capital Metro to make improvements.



Election Study Group

Committee member Ron Lucey participated in reviewing plans for new voting centers, voicing concerns of importance to the disability community. Additionally, the group reviewed a proposal to develop a new accessible voting system. Contributions include providing Travis County with model accessibility contract language for the expected request for proposals and gathering stakeholder letters of support to Commissioners Court for the new accessible voting system. Commissioners participated in a community-wide meeting with the Travis County Clerk as part of an overall marketing campaign to Get Out the Vote.

Visitability Requirements in City Code

Committee members attended meetings with Board of Realtors and City staff to discuss inclusion of visitability requirements into City Code. The Committee submitted a recommendation in support to the City Council. Additionally, each commissioner reached out to their respective council members for sponsorship.

Conclusions and Recommendations/Actions: 2013

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



Need:

Ensuring that the Notice of Compliance Poster is on display in all public lobbies is an ongoing imperative. It is the general practice that most departments have not framed their posters. Therefore, replacement of posters is vital and follow up reminders at the annual On Site ADA Visits is essential. After years of using the same design on the poster, a new modern design was unveiled in 2013. It was not only in color, but noticeably displays each department logo. Additionally, departments were given the opportunity to approve their own poster with logo.

Recommendation/Actions:

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



Need:

There is a need for continued coordination of the Sidewalk and Curb Ramp Program in the Public Works Department with City of Austin staff and community members. ADAPT and AMCPD lead the community in working with staff in furthering this effort. This partnership has resulted in a very productive and successful collaboration.

Recommendation/Actions:

The ADA Access and Sidewalk Task Force (the ADA Task Force) continued with regular meetings and included monitoring of the interlocal agreement with Capital Metro. This interlocal agreement coordinates work to improve access to bus stops. Along-side city staff, the citizen representative members have assisted in prioritizing projects. Capital Metro will provide the City with 10 million dollars over six years to assist with this project.

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

Conclusions and Recommendations-Continued



Need:

Training is ongoing. ADA-tude awareness training for all city employees continues to be a strong need. All classes are well attended and offer positive evaluations. Also, departments continue to schedule individual training sessions for their staff such as the Aviation Department and the Austin Police Department. The re-designed Jeopardy Game continues to be very popular and evaluations reflect this. **(For complete information, see attachment- Training Report 2013)**

The ADA Employment Training based on the popular “Who wants to be a millionaire” game show has become a favorite. Evaluations reflected that this training, not only met the needs, but employees were fully engaged and expressed new learning.

In addition to trainings, the office staff participates in disability awareness and ADA fairs primarily during National Disability Employment Awareness Month in October. This year included the Seton Family of Hospitals Disability and Job Fair. We also participate annually in the Austin Resource Recovery Department Annual Employee Education Fair and the City-wide Safety Fair.

Recommendation/Actions:

The majority of ADA-tude trainings have been met with requests for individual departments. The office staff continues to advertise the employment training to all departments, encouraging participation for supervisors, managers and interested employees. Also, the PARD ADA Inclusion trainings continued this year training almost 200 employees. We will finalize this training in 2014 with all employees having participated.



Need:

The City ADA Coordinator in partnership with VSA Texas provided training for Arts Contractors, in part to go over the 2010 ADA Standards and the impact on their operations. The idea is to present in-person training, in addition to the online course. For the online material, we used the course developed by the U. S.

Dept of Justice -Reaching Out to Customers with Disabilities. As a supplement, we developed a quiz with related case scenarios; they must submit the answers to the quiz for training credit. It is required that all Arts Contractors attend an annual training for every funding cycle they receive support from the City and to submit a companion ADA Assessment. This year training was conducted in May at the Mexican American Cultural Center. Contractors commented positively about having choices on how to comply.

Recommendations/Actions:

ADA Trainings will continue to be a regular component of the Arts Contractor Application Process. We will continue to use the online training as Contractors find it easy to manage and still learn something useful. The assessment will continue to be required by all contractors to be on file, as a requirement for their ADA Narrative element of their contract. The Arts Contractor tracking is a system that ensures all contractors are complying with their assessment and training obligations. Letters are sent to non-participating contractors. For 2014, the ADA Assessment will be converted into an online fillable form to allow for ease of submission and filing.

Need:

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

Recommendation/Actions:

Over this past year, individual policies relating to service animals, Sign Language Interpreters and accessible parking were drafted. ADA office staff vetted the current chapters with seasoned departmental ADA Coordinators for review and input. These meetings proved very positive with good feedback. In 2014, the various chapters will be compiled into the final City of Austin Disability Handbook.

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

Summary

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

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

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

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

Please visit us at:

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

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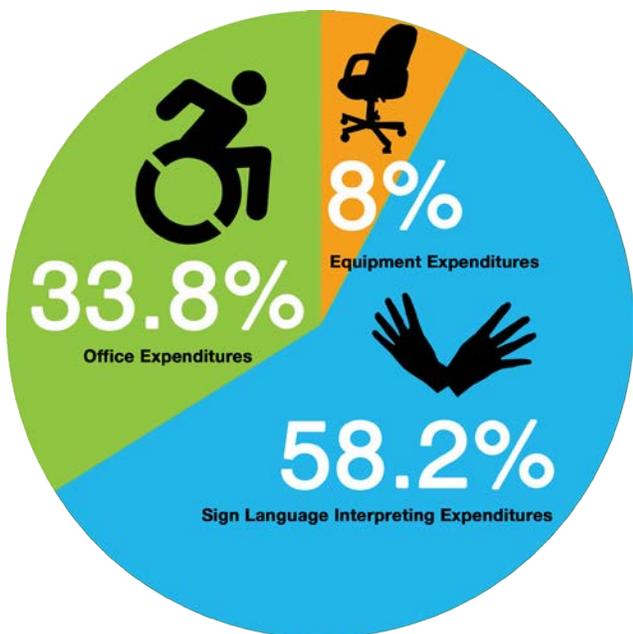
Human Resources
Department



City of Austin
ADA Office

Working for a Barrier Free City

City of Austin ADA Office FY2013 Total Expenditures



Equipment Total

\$2,555.71

Sign Language Total

\$18,636.19

Office Expenditures Total

\$10,508.10

Total Expenditures

\$31,700.00

Items

Door Card Reader
employee chair

Department

ATD
APD

Sign Language Interpretation:

2013 Employment Awards Ceremony
2013 Meetings and Events
Austin Youth Council Meetings
2013 Black History Program at Palmer Event Center
2013 Zilker Theater Performances
Workshop, Trainings, and Classes
Town Lake Animal Center Volunteer Training
2013 City of Austin Career and Service Expo
Dittmar Recreation Center T-Ball, Soccer, and Basketball games
Neighborhood Planning Meeting Manchaca
Business Networking Sessions

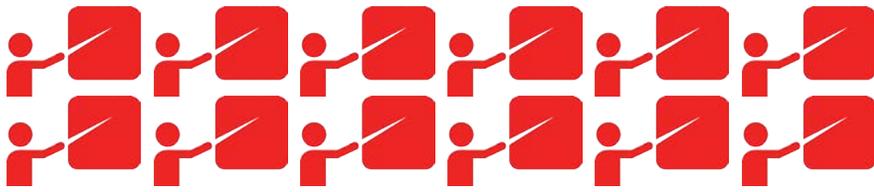
ADA/AMCPD
ADA/AMCPD
ADA/AMCPD
City-wide
City-wide
EGRSO
HHSD
HRD/City-wide
PARD
PDR
SMBR

Office Expenditures:

AMCPD Annual Awards Expenditures
2013 Staff Mileage Expenditures
Misc. AMCPD Expenditures
ADA Office expenditures for presentations
ADA Office Mailing and Shipping expenditures
Coalition for Texans with Disabilities membership renewal

ADA/AMCPD
ADA
ADA/AMCPD
ADA
ADA
ADA/AMCPD

City of Austin ADA Office FY2013 Trainings Report



12 Trainings Held

Trainings

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

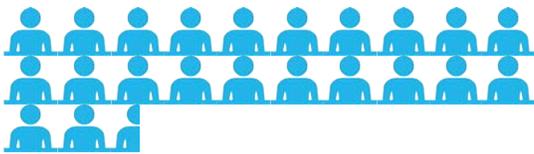
Employment- This training uses an interactive game and scenarios to introduce managers to ADA employment law and the accommodation process.



Onsites

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

24 ADA Onsites Conducted



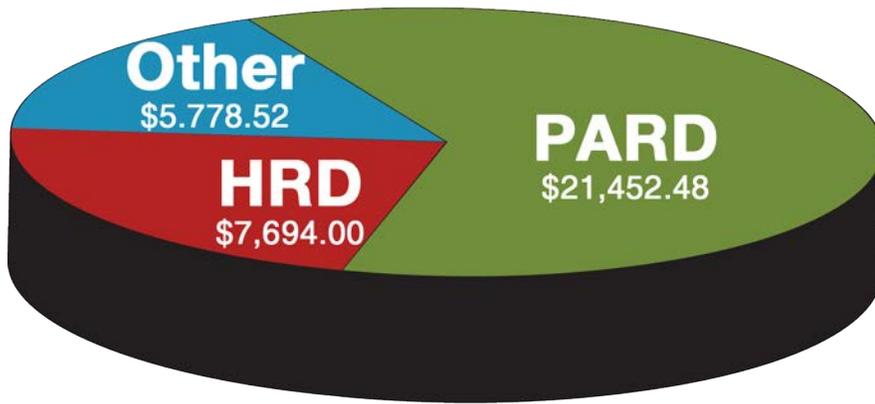
225 Employees Trained

Employees

In FY2013, the ADA Office, in a partnership with PARD, provided a series of ADA Inclusion Trainings that trained a total of 195 PARD employees. Below are all departments who participated in ADA training for FY2013.



City of Austin FY2013 Sign Language Interpreting Expenditures



PARD 61.42%
\$21,452.48

HRD 22.03%
\$7,694.00

Other 16.55%
\$5,778.52

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

Each year, the ADA Division provides funds for the use of Sign Language interpreters services by various city departments. Below is a breakdown of interpreting expenses by department in FY 13. **(Note the following totals do not represent departments that have seperate Sign Language contracts.)**

City Total Expenditures

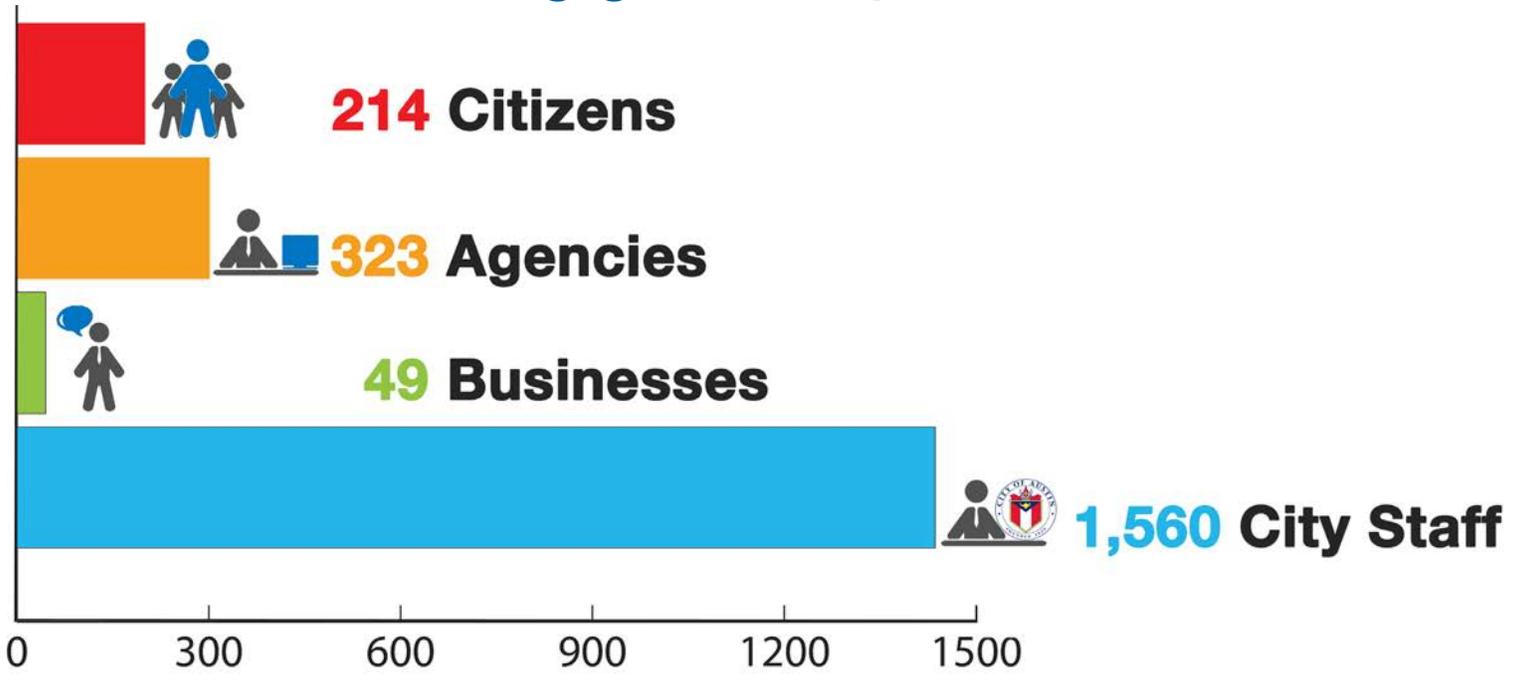
\$34,925.00

FY13 Sign Language Interpreting Cost Breakdown					
Department	Number of requests made	avg cost per request	Cost incurred on CSD contract	Department contribution to City Total Cost	Total Expenditures
PARD	154	\$69.65	\$21,452.48	61.42%	\$34,925.00
HRD	24	\$320.58	\$7,694.00	22.03%	Backcharge to departments
EGRSO	5	\$400.80	\$2,004.00	5.74%	\$16,288.80
HHSD	3	\$408.33	\$1,225.00	3.51%	Paid by ADA Office
FASD	2	\$511.38	\$1,022.76	2.93%	\$18,636.19
PDR	1	\$411.00	\$411.00	1.18%	
Library	1	\$62.50	\$144.00	0.41%	
AE	1	\$87.50	\$144.00	0.41%	
Office of Tech and Regulatory Affairs	1		\$144.00	0.41%	
Law	1		\$104.00	0.30%	
Contract land management	1		\$93.88	0.27%	

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

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

City of Austin ADA Office FY2013 Service Engagement Report

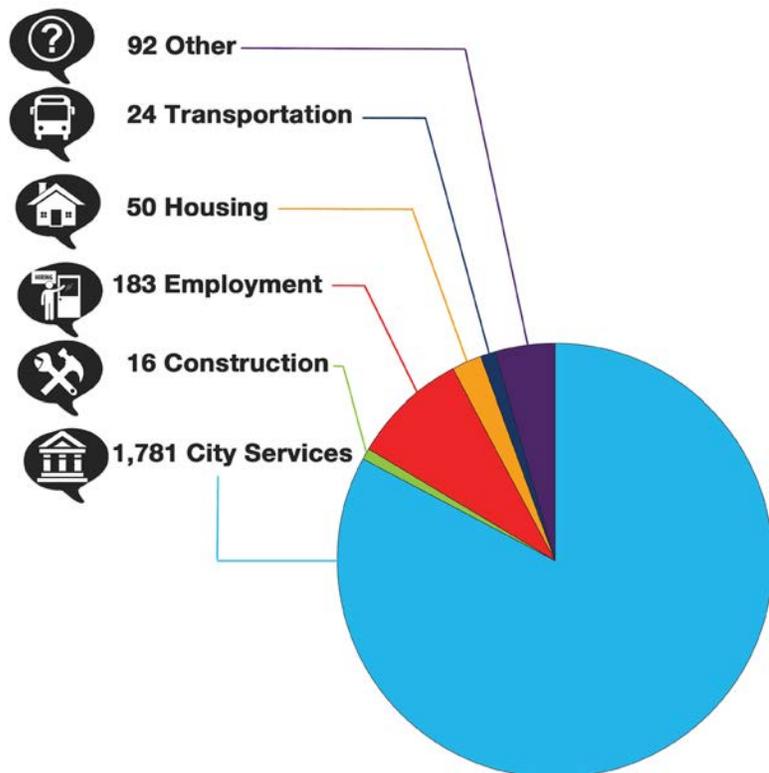


FY2013 total service engagements

2,146

What is a service engagement?

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



Service Types

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

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

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

Housing-questions on housing laws, complaints about housing discrimination

Employment-questions on jobs, employment discrimination or employment law

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

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



City of Austin ADA Office

Working for a Barrier Free City

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

VOICE 512-974-3256

TTY Relay Texas 711



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