

CITY OF AUSTIN ADA OFFICE



2010 ADA IMPLEMENTATION REPORT

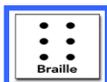




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2010 City of Austin ADA Implementation

Introduction



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, 2010 the Americans with Disabilities Act (ADA) celebrated the 20th 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 54 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 2010, the City entered its nineteenth year of implementation under the ADA.

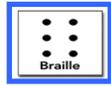
Briefly, the ADA offers protections, under five separate titles or sections, which covers various areas. The five areas are: Employment, Public Services, Public Accommodations, Telecommunications and a miscellaneous title, which prohibits threatening or coercing people with disabilities or those who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



President George H. Bush signing the ADA on July 26, 1990.



President Barack Obama talks with members of Congress and advocates on the 20th anniversary of the Americans with Disabilities Act on Sept. 26, 2010, in the Oval Office.



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, dispute resolution and accountability.

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.



From Left to Right
City of Austin ADA/504
Coordinator
Dolores Gonzalez

City of Austin ADA/504
Assistant Coordinator
Lee Nguyen

Duties and Responsibilities

To help facilitate communication and discussion, the ADA Office invites and encourages ADA Department 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. 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 and offer a variety of print, reference and video resources on the ADA. This year the ADA Office conducted nine trainings and disability awareness sessions. The City ADA Coordinator also represents the City of Austin in all media related situations as needed, including radio, TV and print. This year Ms. Gonzalez was invited to present at the National ADA Symposium hosted by DBTAC in Denver, CO June 21-23, 2010. Dolores assisted trainers in planning and also co-trained a 2.5 day interactive session for ADA Coordinators; the presentation encompassed the ADA requirements of the Self Evaluation and Transition Plan.

On-site Visits



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 new resources, such as the newly resurfaced ADA Roundtable. The ADA Roundtable is a formatted meeting specifically for 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 **23** On-site Visits.

Ongoing Developments



Lee Nguyen, Assistant ADA Coordinator continues to assist the City-wide ADA coordinator in various duties enhancing productivity in the office. These are the current activities that he was been involved in:

- Lee Nguyen provided graphics and logistical assistance for the 20th Anniversary of the ADA celebration done in partner with DARS, the rehabilitative state agency.
- Continued enhancements were made to both the ADA PowerPoint interactive games, providing more visual appeal to customers; personalized touches were made for trainings outside the city. The interactive PowerPoint game

allows trainees to actively interact; the result has been a **94.5%** exceptional participant evaluation score.

- Having been certified by the Texas Department of Licensing and Regulation at their Texas Accessibility Academy, Lee Nguyen has continued to gain experience in providing accessibility assessments to City departments. Several assessments were conducted in FY 2009-2010 for Parks and Recreation Department, Austin Convention Center and Austin Public Library.

Observing 20 Years of the ADA

July 2010 marked the 20th anniversary of the signing of the Americans with Disabilities Act. A group of local advocates, called **Austin ADA Trailblazers** gathered July 12 in a special celebration of this landmark legislation. The assembled panel shared their stories about life before and after the ADA.

Austin ADA Trailblazers Celebrate ADA Anniversary

Among the panelists, who observed the 20th anniversary of the ADA, was **Bob Kafka**, a New York native born in 1946, who has worked for decades to improve the lives of those with disabilities. His achievements are extensive, including serving as Director of Handicapped Student Services at the University of Houston, involvement with the Coalition for Barrier Free Living, co-founding a wheelchair athletic association, and creating an independent living camp for kids with disabilities. Bob was also one of the national organizers of ADAPT, which was instrumental in shepherding the **We Will Ride** victory for lifts on buses and the passage of the ADA. He is currently working to implement the Supreme Court's Olmstead decision, which confirms the ADA mandate of integration of people with disabilities in the community.

Another local trailblazer is **Stephanie Thomas**, a national organizer for ADAPT, a grassroots civil rights organization for people with disabilities. Stephanie served as Executive Director of the Coalition of Texans with Disabilities. She has worked at a number of centers for independent living including, the Austin Resource Center for Independent Living and the El Paso Opportunity Center for the Handicapped. Stephanie is currently the president and co founder of Accessible Housing Austin AHA! and continues her work with ADAPT of Texas focusing on passing the Community Choice Act, this amends the Social Security Act to provide individuals with disabilities and older Americans with equal access to community-based attendant services and supports.

It is worth noting that this year, during their Awards and Recognition Program held October 27, 2010, the Austin Mayor's Committee for People with Disabilities recognized Bob and Stephanie with a lifetime achievement award for their outstanding work in advocating for persons with disabilities.

City ADA Coordinator Notes Changes

City ADA Coordinator, **Dolores Gonzalez** stated, "The Americans with Disabilities Act has certainly changed my life," as she is the only person to serve in this position. Having served under seven mayors and five city managers, Dolores says "there has never been a decline in support." She adds "the law is only a blueprint of what needs to be done; the rest is about common sense and commitment."

Dolores recounts a story in which a citizen requested an automatic door at a leased library facility. Although it was not required to do so, the City made the accommodation, which led to a practice of installing automatic sensor doors at all newly constructed libraries. Solid Waste Services initiated a program whereby a citizen with a disability, who could not put the trash bins at the curb, could be accommodated. A citizen, who was blind, called for assistance; he stated that he could take his bins to the curb, but wanted to be accommodated in that the bins were always left in the same place so he could retrieve them. It was a simple accommodation, but it was very significant for him.

These are just two examples of how the City has changed policies and practices to improve accessibility for citizens with disabilities. Dolores closed the panel celebration by saying, "things have not always gone smoothly, but in the end, I was always told "how do we make this right?"

This panel was a clear example of the community observing the 20th anniversary together, by keeping the Spirit of ADA alive in the City of Austin.

FY 2009-2010 Departmental Evaluations



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 department 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 aid in identifying potential areas for discrimination.



The City's strategy was to produce a self-evaluation and transition plan for each department. Periodically, each department is required to complete self-evaluation forms. These forms are independent of the annual on-site visits conducted by the ADA Office. 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 / Travis County
Health and Human Services Department

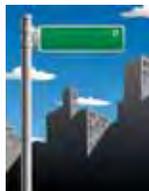


Austin Mayor's Committee for People with Disabilities



From upper left first row Commissioners Chip Howe, Jesus Lardizabal, Chair Norman Kieke, Commissioner George Luc; lower row left to right are: Commissioners Tanya Winters and Kathy Kasprisin with Staff Liaison, Dolores Gonzalez.

Introduction



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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 Associate Members volunteer their unique skills and knowledge and work alongside committee members in pursuing AMCPD goals.



2010 AUSTIN MAYOR'S COMMITTEE FOR PEOPLE WITH DISABILITIES



Mayor Lee Leffingwell presents the White Cane Day proclamation to a crowd of over 400 persons at City Hall on October 13, 2010.



During White Cane Day, a dog guide rests by his blind owner at city hall; he is ready to go to Republic Square Park for other festivities.



AWARDS/EMPLOYMENT COMMITTEE ACCOMPLISHMENTS FY 2009-2010



- Business of Work Job Readiness Seminar was held May 7, 2010; partners included Goodwill Industries of Central Texas, Easter Seals, DARS, and Work Source Solutions; Approx 75 participants attended the seminar.
- The most accessible and inclusive job fair, the Community Career Expo, had a change of venue; it was hosted at the Goodwill Community Center. As a result, this year, it was less costly for employers. Approximately 1,100 job seekers were in attendance.
- This year the Employment Awards program recognized outstanding area employers; Knowbility and Amerigroup Community Care received this year's partnership awards. Receiving well-deserved lifetime achievement awards were Stephanie Thomas and Bob Kafka from ADAPT of Texas.
- Work Based Learning Program Advisory Committee held regular meetings; Ron Lucey was elected chair.
- AMCPD assisted in the planning and sponsorship of the Employer Breakfast Symposium; it was a great success!
- Commissioner Chip Howe was invited to present awards to honor the Hyatt and DARS for their hiring and recruitment practices.

- The largest White Cane Day in Texas had 412 attendees and no rain!
- With AMCPD support, the Mac Beth Recreation Center was able to expand programs to people with disabilities.
- Commissioner Ron Lucey participated in the evaluation of the new Travis County Voting System.
- Committee members represented City, Mayor, and AMCPD at various events including meetings of Imagine Austin, the AIR Austin Awards, Barbara Jordan Media Awards, Census Meeting/Rally at City Hall and Public Forum on supportive housing.
- The Committee members attended and supported the Coalition of Texans with Disabilities- Cinema Touching Disability and VSA - Real to Reel Film Festival.



Chris Riley, City Council Member Place one presents the proclamation for National Disability Employment Awareness Month at the 2010 AMCPD Awards Program.



Presenting the Martha Arbuckle Meritorious Award, from top center left right, Norman Kieke AMCPD Chair, Ron Lucey Commissioner, Chris Riley City Council Member, Bob Kafka, Stephanie Thomas from ADAPT of Texas: and Dolores Gonzalez, Staff Liaison.



Entrepreneurship Award, Pierre Dossa from left: Norman Kieke, Chair, Chris Riley City Council Member, Mitchell Rappaport presenter, Pierre Dossa and Leslie Bailey from Goodwill Industries of Central Texas.

ACCESS/YOUTH COMMITTEE ACCOMPLISHMENTS FY 2009-2010



Disability Mentoring Day emcee, Mike Hockmuller with the City of Austin HR Department, speaking to a mentee about her job shadowing experience during the reception/luncheon.

- Mayor Lee Leffingwell presented the **2010 Access Awards** at City Hall on July 29 and included: ACC- South Campus, Barton Creek Mall, and Westgate Regal Theater. Honorable Mentions included New Flower Farmers Market, El Arbol, Coffee, Bean and Tea on South Lamar and Olivia's Restaurant.
- Letters to "almost winners" were sent, identifying deficiencies and providing recommendations for correction.
- Forty eight mentees participated during 2010 Disability Mentoring Day. Participating mentors included Austin Police Dept, Double Tree Hotel, Travis County, Austin Fire Dept, Hilton Hotel, Chili's, Walgreen's and Appleby's. Four scholarships were awarded to help students advance in their studies.
- AMCPD members continued their commitment to accessible transportation by attending Capital Metro Public Hearings and submitting comments as appropriate.
- AMCPD members participated in Barton Springs meetings with the Parks Board expressing concern and support for the installation of an accessible entrance at the South entryway.
- AMCPD members planned and participated in UT Open House Kick Off; 40 students participated in event, giving orientation to students with disabilities.
- AMCPD members collaborated with Ch 6 for producing an accessible parking PSA; roll out was the summer 2010 on You tube; great response thus far.
- AMCPD members participated in the City of Austin Web Re-design meeting providing input for accessibility to persons with disabilities.
- Committee members provided input and support for the City Bond Package and accessible sidewalks.
- Commissioner Jesus Lardizabal participated in meetings regarding the Adoption of Building Code - ensuring accessibility requirements were not watered down.
- Committee members participated in a community outreach program with Channel Austin; it was a PSA about AMCPD's mission, program and events.

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Departmental Submissions for FY 2009-2010

Austin / Travis County
Health and Human Services Department



Health and Human Services Department

The Town Lake Animal Center (TLAC):

- For the past three 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 difficulty at rabies clinics.

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. This year's "Drive Thru" Flu clinics, was at Givens Recreation Center in the fall of 2010



Austin Convention Center Department

The Austin Convention Center Department, in its effort to be the best managed Department in the best Managed City, undertook the following projects to support ADA improvements in FY 2009-2010. Since last year's report, the Department completed several ADA related projects (see below) and set goals for FY 2010-2011 and beyond, to including the following:

ACCD projects completed in FY 2009-2010

- Mandatory ADA tude training requirements for all employees. As of December 2010, within the past two years, more than half of ACCD employees have attended the training.
- Updated all ADA posters located at the Austin Convention Center and Palmer Events Center. The posters were customized with ACCD logos and the departmental contact information for ACCD ADA coordinators is included.
- Completed on-demand computer based training class refresher course for employees on various topics, to include accessible evacuation, evacuation chair training, AED training and crowd control for patrons with disabilities.
- Improved access to the 4th level of the convention center via an elevated walkway. This project was completed using funding from the Capital Improvement Project (CAP).
- Purchased a mobility scooter to expand the services offered to people with disabilities, the purchase was made by the Security and Safety Division.
- Designated additional accessible parking spaces for guests with disabilities to meet the anticipated service needs based on clients/show demographics.

FY 2010-2011 Projects and Future Goals

- Continue to update accessible evacuation procedures.
- Provide training on updated procedures to all employees.
- Install motion light sensors to all restrooms located throughout the Austin Convention Center and the Palmer Event Center to upgrade hands free operation. This will be a multi-year project.
- Place notices in departmental newsletter with contact info for ADA issues.
- Survey employees who can assist hearing impaired guests for bilingual pay.
- Install hands-free door opening options on designated accessible restrooms.
- Research adding hands-free door opening options at 5th Street Garage entrances and exits on accessible route to/from the Austin Convention Center.



Library Department

During FY 2009-2010, the Austin Public Library (APL) continued its ongoing efforts to improve services for library patrons with disabilities, focusing on the following:

New facilities and planned renovations:

- **Twin Oaks Branch** was reviewed on June 6, 2010; bathroom accessibility exceeds requirements in maneuverability; excellent library overall design allows for wide aisles and easy accessibility for wheelchairs. The branch has front automatic sliding doors that open onto a wide accessible path. The branch opened to public on August 21, 2010.
- **Austin History Center** The ADA ramp project progressed through the design phase, receiving approval from the Historical Landmark Commission to go to the construction and bid phase. In FY 2010-2011 APL will complete this ramp.
- **Howson Library Branch** During the renovation process this branch was retrofitted with a new accessible entrance from the parking lot and includes the installation of automatic doors.



The new Twin Oaks Branch located near the intersection of South Congress and Oltorf opened on August 21, 2010. Operating as a “library for the future,” the New Twin Oaks Branch is patterned after a popular new design model for community libraries, which incorporates many features found in upscale bookstores. Stephanie Strange a local artist was contracted to design a sculpture pictured above that pays homage to the records world entitled *BlackWell*³



Neighborhood Housing and Community Development

During FY 2009-2010, the Neighborhood Housing and Community Development Department (NHCD) has continued its commitment to serving the needs of the disability community and to making efforts for increased 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:

- FY 09-10 15.6 million in funding.
- NHCD contracts with the Austin Tenants' Council (ATC) to provide tenant counseling and landlord/tenant dispute mediations.

Architectural Barrier Removal Activity:

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

- Up to \$5,000 per home/ per year can be provided to a single home.
- Eligible income is 80 percent or below of Median Family Income.
- In FY 09-10, the ABR Budget was \$263,431.00; this budget helped served 90 renters and 360 owner-occupied homes. Though, fewer households were served in FY 09-10, the program was able to provide more extensive services per household. The ABR owner program provided the following types of assistance to clients: ramps, bathroom modifications, shower wands and bars, lever handles, and handrails.

Voluntary Compliance Agreement Program and Housing Information and Referral Service:

The Voluntary Compliance Agreement Program verifies compliance with applicable federal, state and local accessibility standards. The Housing Information and Referral Service provides information and referrals for S.M.A.R.T. Housing™ approved developments with accessible units by geographical location or zip code.

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

Policy 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 and duplex 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.
- All ground-level single-family, duplex, and triplex construction are required to be visitable.
- Voluntary Compliance
 - Completed legal commitment under Voluntary Compliance agreement in 2002 (1,950 multi-family units inspected by third party consultant).
 - 102 developments in full compliance

Other Developments:

- Third party contract (Buck Group) to conduct plan review and inspections. Contract through 09 with two 12-month extensions
- Adoption of the 2003 International Building Code (2003 IBC)
- City staff continue to be trained on federal, state, and local housing accessibility requirements.



SMART Housing Unit with a no step entrance



City View at the Park is SMART Housing and Green Building complex design for low income seniors.



OUTREACH

Information about NHCD’s programs and services is available in alternative formats in their offices and by request. Two NHCD staff members use 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 with other stakeholders 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.



Parks and Recreation Department

The Parks and Recreation Department (PARD) remains committed to making all of their programs, services and facilities fully accessible to everyone. Since the inception of ADA, more and more park facilities and programs have been improved for accessibility; this has allowed many individuals with disabilities to enjoy the public parks, lakes, recreation centers, hike and bike trails, disc golf courses, museums, golf courses, nature preserves, wilderness parkland, swimming pools, transportation for senior citizens and various summer programs.

PARD continues renovations to Austin parks, adding ADA playscapes and swimming pools thereby making Austin's parks accessible to everyone.

- **PARD ADA Playscapes:**
 - PARD completed three playscape renovations in FY 2009-2010 and has identified nine additional sites for renovation.
 - To improve accessibility, PARD is moving forward with the use of fiber mulch as a surface for some playscapes.
- **PARD Aquatics Facilities:**
 - PARD has completed six conversions of wading pools to spraycapes.
 - All completed spraycapes are ADA compliant.
 - PARD has begun the design on three major pool renovations at Bartholomew, Deep Eddy, and West Austin Parks. The pools will include ADA accessibility and incorporate some of the new pool standards.
- **Mc Beth Center Updates:**
 - One vacant program specialist position for the summer program was filled.
 - PARD temps will serve all registrants including 200 participants with disabilities.
 - Expanded services with building addition from old Park's Police HQ will have ADA Bathrooms, a fitness room, adult ceramics and serve younger members in a fitness program.
- **Other PARD Updates FY 09-10:**
 - The Walnut Creek Trail project is an initiative to develop an extensive trail system along a major Austin creek. The 3.25 mile trail project extends from Balcones District Park to Walnut Creek Metropolitan Park. The project seeks to link neighborhoods, businesses and schools; it also preserves open space and water quality while providing safe access for cyclists and pedestrians. Ultimately, the plan is to develop a trail to the Colorado River.
 - An ADA redesign and relocation of the entrance increased accessibility at the Elisabeth Ney Museum. The museum's carriage drive was also restored; this drive will serve as the entry to building and ensures ADA code requirements for pathways. The project is in the construction phase.



Public Works

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) 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.



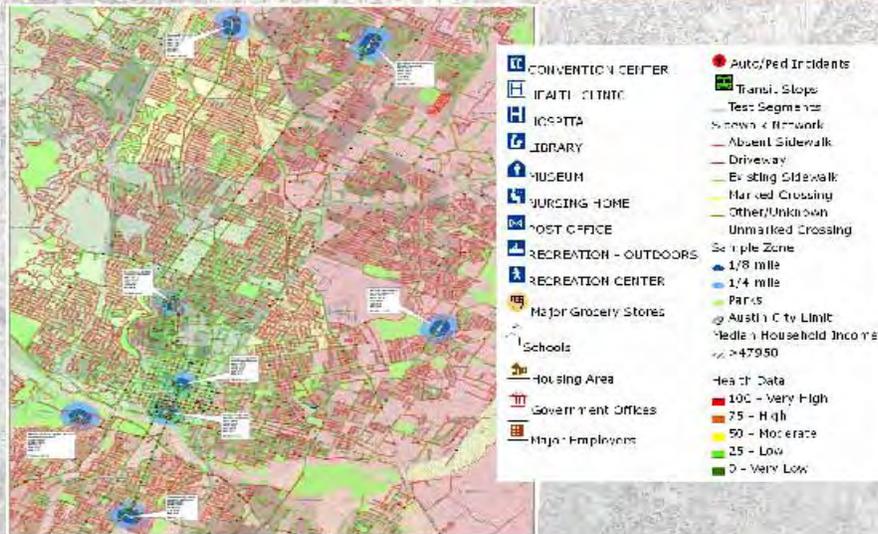
BACKGROUND

The City of Austin contracted in 2003 to complete Phase I of a Pedestrian Master Plan to include: meeting 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. Phase I covered 31% of the City’s area. In 2006, work was began on Phase II of the Pedestrian Master Plan, (later renamed Side Walk Master Plan), to incorporate the entire City limits and further develop the prioritization matrix. The Phase II Matrix is more sophisticated and was developed through an extensive public process. The Phase II Matrix also includes an emphasis on components and elements that will improve pedestrian mobility for the ADA community.

Table 1 Pedestrian Master Plan Timeline	
Year	Action
2000	Resolution No. 001130-12 adopts the Pedestrian/Sidewalk Master Plan Timeline
2003	Transportation, Planning and Sustainability Department initiates updates to 2000 plan
2005	Phase I of updated 2000 plan is completed
2006	Phase II of updated 2000 plan initiated
2007	Public process for Phase II plan conducted
2008	Phase II of 2000 plan completed



Absent Sidewalk Score Sampling



Aerial view for mapping absent sidewalks based on factors, (in key), that make up pedestrian attractor and safety score.

ACCOMPLISHMENTS

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 matrix is divided into five parts as follows:



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 120 curb ramps and 25,000 linear feet of sidewalk in FY 09-10. Below is a list of some of the projects completed by PWD:



PWD SIDEWALK IMPROVEMENT PROJECTS FY 2009-2010

The Neighborhood Connectivity Division expended over \$4.7 Million in funding for ADA sidewalk improvements throughout the City of Austin in Fiscal Year FY 09-10. 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:

- Anderson Lane, Shoal Creek to South Lamar
- Metric and 183 to Howard Lane, East side
- North Lamar, 5th to Sandra Muraida both sides
- W 6th, Baylor to Blanco, North side
- 1826/Slaughter Lane, pedestrian improvements, partnered with Travis County and Texas Department of Transportation.

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. A partial listing of these requests includes the following departments with the descriptions for services provided in FY 2009-2010 below:

1. ADA Coordinator –citizen consultation for ADA & TAS standards in sidewalks
2. Signals and Markings - ADA & TAS standards
3. Engineering Services Division - ADA and TAS standards, site reviews
4. Planning & Development Review – ADA and TAS standards in sidewalks
5. Street and Bridge – ADA and TAS standards for curb ramps and sidewalks
6. Project Management - ADA and TAS standards, site reviews
7. Capital Metro - Coordination on Projects
8. Transportation Engineering - ADA and TAS standards
9. Neighborhood Planning and Zoning - ADA and TAS standards
10. Inspection Division - ADA and TAS standards
11. Economic Growth and Development - ADA and TAS standards
12. ESD Standards and Details - ADA and TAS standards, site reviews
13. Austin Contractors and Engineers Association - ADA subcommittee
14. Code Enforcement - ADA complaint resolution
15. Urban Planning Commission, Transportation Subcommittee - ADA and TAS sidewalk reviews
16. Austin Water Utility – on site reviews of projects for ADA and TAS standards
17. AISD – ADA and TAS standards, site reviews
18. ACC – ADA and TAS standards, curb ramps
19. Austin Transportation Department - ADA and TAS standards



PLANS FOR FUTURE PROJECTS

Phase II of the Pedestrian Master Plan also included an update to the City's Title II ADA Transition Plan with a field condition assessment for approximately 300 miles of existing sidewalk (13% of existing infrastructure). It is estimated that the City will require \$120 million to improve existing sidewalk infrastructure for ADA compliance including the city-wide evaluation of sidewalks. The Transition Plan includes a recommended example schedule for implementing improvements to existing infrastructure. An example of an aggressive schedule to make the repairs in 15 years includes spending \$5 million for 2009 and 2010 and \$10 million for each subsequent year.

In FY 2009-2010 the Public Works department contracted with Austin Energy in the amount of \$100,000.00 to assess utility poles affecting accessibility in the Right of Way. Two hundred evaluations have been completed; assessments are ongoing and will continue.

Conclusions and Recommendations/Actions: 2010

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.

Recommendation/Actions:

Continue following up at the annual On Site Visits with Departmental ADA Coordinators to ensure that good quality posters are always on display in all public lobbies. Make available and/or deliver posters as needed. This system appears to be working; the office regularly gets requests for posters. This year we provided new posters to Parks and Recreation Department, Neighborhood Housing and Community Development, EMS, Small Minority Business Resources Department, Austin Police Department, Austin Water Utility and City Clerk's Office.



Need:

There was 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) continues to work effectively, although not meeting officially this year. Along-side city staff, the citizen representative group members have assisted in prioritizing projects.

Additionally, some individual Task Force members continue to meet staff at site locations to get input and recommendations on specific projects. The Task Force partnership with staff has proven to be a very useful tool. There is also a recent stated need for the Task Force to start meeting on a regular basis; this will occur in the coming year. Current and past participants include members of AMCPD, ADAPT, Capital Metro, Department of Assistive and Rehabilitative Services DARS- Criss Cole Rehabilitation Center, Austin Energy, Watershed Protection, Development and Review, Travis County, Texas Department of Transportation, Public Works & Transportation, and several interested citizens of the community at large.



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 Austin Water Utility, Austin Convention Center Department, Purchasing Department and the Austin Police Department. The revamped Jeopardy Game continues to be very popular and attendance reflects this. This year we received some external training requests from the U S Department of Veterans Affairs and UT Division of Housing and Food Services Wellness Program. **(For complete information, see attachment- Training Log)**

The ADA Employment Training is nearly finished based the popular “Who wants to be a millionaire” game show. The practice case scenarios component of the training is the final piece.

Last year, we developed a display presentation and successfully used it for exhibits, but also at training sessions marketing upcoming sessions and an accompanying Power Point detailing the services and activities of the ADA Office. A regular annual event where we use the presentation display is at the Solid Waste Services Education Fair.

Recommendation/Actions:

The majority of ADA tude trainings have been met with requests for individual departments. Staff is finalizing a similar revamp of Title I - Employment training in the game show style. The office will conduct a pilot with veteran Departmental ADA Coordinators, develop a media plan to advertise this new training to all departments, encouraging participation for supervisors, managers and interested employees.



Need:

Last year, in response to customer evaluations and requests, City ADA Coordinator in partnership with VSA Arts of Texas converted trainings for Arts Contractors into an online course with accompanying quiz. We used the course developed by the U S Dept of Justice and we created the quiz with relevant case scenarios. It is required that all Arts Contractors attend an annual training for every year they receive funding from the City and to submit an annual ADA Assessment. This year the training was successfully conducted electronically. Many contractors commented positively about this change, how much better this worked for them while still learning useful information.

Recommendations/Actions:

ADA Trainings will continue to be a regular component of the Arts Contractor Application Process. We have used the online training for two years and are considering a regular training for this coming year. Staff has recently met with staff from VSA Texas and will be working together on the new training. 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.



Need:

Over the past several years, it has become clear and necessary to address the issue of a City of Austin Disability Handbook. The handbook will address such issues as service animals, Sign Language Interpreters; outstanding issues relating to reasonable accommodations, particularly how the accommodation gets expensed. Other areas include accessible parking, adaptive technology and maybe a “frequently asked questions” section.

Recommendation/Actions:

It has been a difficult process to comply with this goal due to the magnitude of the entire project, limited staff and the inability to dedicate the necessary time. Over this past year, individual policies relating to service animals, Sign Language Interpreters and accessible parking were drafted. They have been submitted to one of the City Attorneys for a preliminary approval. It is also planned to unveil the policies to a group of veteran departmental ADA Coordinators to get their ideas and recommendations. The approved policies can later be compiled into the City of Austin Disability Handbook.



Summary

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

The City should continue proactively including individuals with disabilities in the planning process to utilize its limited resources to yield the maximum level of accessibility. Citizen request programs, advisory committees, and citizen led 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.¹

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. 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.ci.austin.tx.us/ada/>

CITY OF AUSTIN ADA/504 DIVISION -DEPARTMENT OF CORPORATE HUMAN RESOURCES

Working for a Barrier Free City

hr Human Resources
Department



ADA OFFICE BUDGET FY 2009-2010

Items	Department
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<p>Equipment and Training: Austin Air Purifier with VOC</p>	<p>\$271.95 CMO</p>
<p>Sign Language Interpretation: Job Interview appointment Employment Awards Ceremony Meetings and Events 2010 Black History Program at Palmer Event Center City Council Inauguration Ceremony City Manager Town Hall Meetings Fire Chief Stakeholder Meeting New Police Monitor public input meeting Zilker Theatre Production Events Inputs meeting for city web redesign Workshop, Trainings, and Classes Town Lake Animal Center Training Employee Staff Quarterly Meetings and Trainings Stakeholders meeting for disc golf POW WOW Dougherty Arts Center Art Studio Camp Zilker Tree Lighting Residential, Zoning, Permitting Consultation Director Meet and Greet</p>	<p>\$24,972.50 Aviation ADA/AMCPD ADA/AMCPD City-wide City-wide City-wide City-wide City-wide City-wide City-wide City-wide CTM EGRSO HHSD HRD PARD PARD PARD PARD PDR SWS</p>
<p>Subscriptions: New Mobility Magazine annual renewal I</p>	<p>\$69.90 ADA /AMCPD</p>
<p>Office Expenditures: AMCPD Annual Awards Expenditures Goodwill Industries Program Advertisement 2010 Staff Mileage Expenditures Meeting the Challenge Video Purchase Misc. AMCPD Expenditures ADA Office ADAude training expenditures ADA Office Mailing and Shipping expenditures Coalition for Texans with Disabilities Program Advertisement</p>	<p>\$6,455.55 ADA/AMCPD ADA/AMCPD ADA ADA ADA/AMCPD ADA ADA ADA/AMCPD</p>
<p>Total Expenditures:</p>	<p>\$31,700.00</p>



City of Austin ADA Office 2009-2010 FY Training Log



Black
Regular ADAude
Training

Blue
Special
Scheduled
Training

Red
Onsite with
department
Coordinator



Department	Date	Type
APD	01-Oct-09	Employment
OTC-Citywide	04-Nov-09	ADAude
AFD	18-Nov-09	Onsite
Transportation	24-Nov-09	Onsite
APD	10-Dec-09	Employment
OTC-Citywide	24-Mar-10	ADAude
ACCD	31-Mar-10	ADAude
Aviation	13-May-10	Onsite
AE	20-May-10	Onsite
City Clerk's Office	20-May-10	Onsite
APD	26-May-10	Onsite
EMS	27-May-10	Onsite
NHCD	27-May-10	Onsite
HHSD	28-May-10	Onsite
Municipal Court	02-Jun-10	Onsite
APL Facilities	06-Jun-10	Onsite
SMBR	09-Jun-10	Onsite
PARD	10-Jun-10	ADAude
SWS	25-Jun-10	Onsite
APD	06-Jul-10	Onsite
Transportation	22-Jul-10	Onsite
AWU	28-Jul-10	Onsite
APL HR	04-Aug-10	Onsite
FASD	05-Aug-10	Onsite
ACCD	12-Aug-10	Onsite
ACCD	08-Sep-10	ADAude
PARD	15-Sep-10	Onsite
PDR	22-Sep-10	Onsite
PW	23-Sep-10	Onsite
Auditing	28-Sep-10	Onsite
University of Texas	29-Sep-10	ADAude

Sign Language Interpreting Services



Each year, the ADA Division provides funds for the use of Sign Language interpreting for various city departments. Below is a breakdown of interpreting expenses by department.

Departments highlighted in red are the departments that incurred the most expense for these services, use interpreters for a variety of occurrences including employee interviews, one on one consultation, employee training, etc.

Department	Total Cost for FY 09-10	% of City's Total
Aviation	\$280.00	0.65%
APD	\$4,880.00	11.26%
CTM	\$160.00	0.37%
EGRSO	\$935.00	2.16%
EMS	\$600.00	1.38%
FASD	\$280.00	0.65%
HHSD	\$2,540.00	5.86%
HRD	\$14,405.00	33.25%
HSEM	\$5,820.00	13.43%
NHCD	\$1,995.00	4.6%
PARD	\$8,717.50	20.12%
PDR	\$500.00	1.15%

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

The ADA Office is currently working on a city-wide Sign Language policy to ensure the provision of equal access to communications as stated in the ADA are standard throughout the organization.

ADA OFFICE Annual Service Engagement Tracking FY 2009-2010

What is a service engagement?



On a day to day basis, the City of Austin ADA Office provides consultations to many diverse groups, including city employees, businesses, and private citizens. These services include providing disability resources on employment, discrimination, housing, accessibility standards, consulting on various disability laws and conducting training on a range of topics. These services are recorded as “service engagements.”



What method is used to track service engagements?

In the past a paper tracking system was used to record engagements, but in an effort to streamline processes and make record keeping more efficient, an electronic spreadsheet was created to take over the paper system. The spreadsheet has made it much easier to track and search for specific engagements and provide effective and timely follow up when needed.

Summary: of Service Engagements for FY 09-10

Citizens private employees	583
ADA Officials Agencies	156
Employers Businesses	077
COA Staff	334
2009-2010 FY Total	1,150

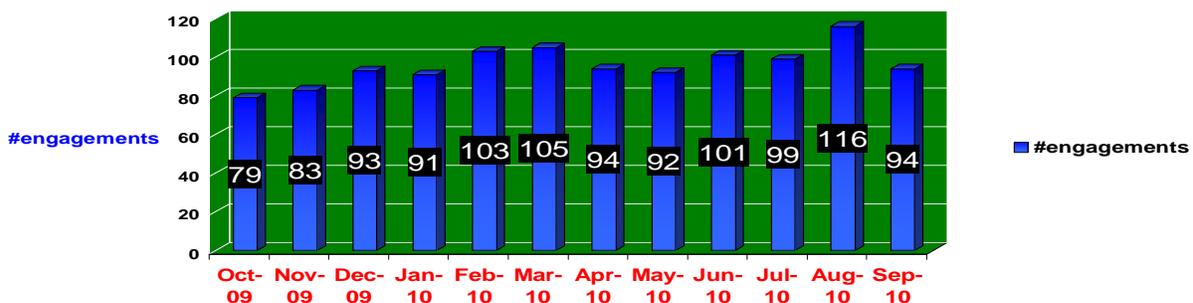
Efficiency: cost per engagement

Oct09	\$86.82
Nov09	\$101.65
Dec09	\$183.35
Jan10	\$157.10
Feb10	\$87.01
Mar10	\$141.77
Apr10	\$122.57
May10	\$103.71
Jun10	\$241.30
Jul10	\$134.94
Aug10	\$143.63
Sep10	\$459.99
FY 09-10	\$159.72

TYPES:

City Services	675
Complaints	17
Construction	60
Employment	136
Housing	62
Transportation/Parking	44
Other	156

ADA Office Service Engagements for FY 2010





Volunteer Disabled Parking Enforcement FY 2009-2010



Background of Volunteer Disabled Parking Enforcement Program

On October 7, 1993, the Austin City Council approved Ordinance No. 931007-C, (Sec. 16-2-3 of the Code of the City of Austin, 1992) authorizing the Director of the Department of Public Works and Transportation to appoint qualified and trained persons, acting under the title of disabled-parking enforcement volunteers, to enforce the disabled parking laws in Austin and to issue citations for violations of the law.

In 1994, the City of Austin deputized 28 volunteers to issue parking tickets, to assist the City of Austin Police and Parking Enforcement Officers. This established a core of volunteers responsible for issuing citations within the Austin city limits to vehicles parked illegally in spaces on public and private property, blocking ramps or any other access reserved for people with disabilities.

During a meeting with the City Manager in July 99, the members of AMCPD requested for the money generated through the program to be earmarked for use in the ADA Office. See attachment detailing uses for budget year FY 2009-2010.

Program Statistics-FY 2009-2010



Revenue generated by volunteers in FY 09-10	\$8,315.00
Total revenue generated from enforcement in FY 09-10	\$360,477.50
Number of citations written	68
Number of volunteer active parking enforcement officers	58

Volunteer Disabled Parking Enforcement Revenue FYs 2005-2010

