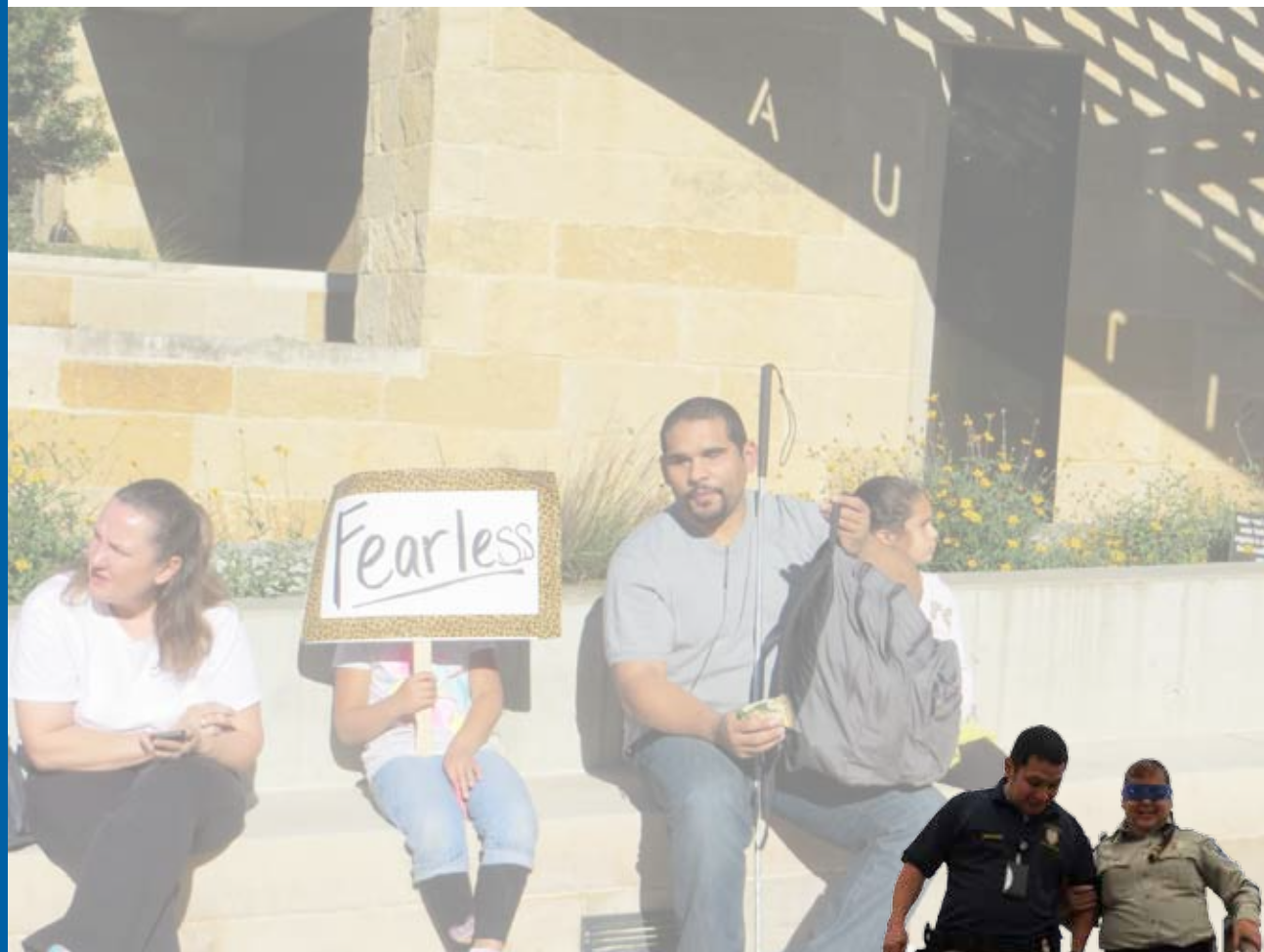


2015 ADA IMPLEMENTATION REPORT



City of Austin FY 2014-2015 ADA Implementation Report

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The Americans with Disabilities Act

On September 26, 1973, The U.S. Congress enacted The Rehabilitation Act of 1973, a comprehensive piece of federal legislation creating and extending civil rights to people with disabilities in education, employment and electronic information technology.

Although other, similar pieces of legislation were passed between 1973 and 1990, it was not until 1990 that Congress took the next step toward prohibiting all discrimination against people with disabilities.



On July 26, 2015 Americans celebrated the 25th Anniversary of the signing of The Americans with Disabilities Act (ADA), celebrating a quarter century of providing equal opportunities for People with Disabilities. The ADA, one of America's most sweeping pieces of civil rights legislation, is an extensive law, affecting almost every aspect of life for more than 57 million Americans by ensuring equal opportunity in the areas of employment, state and local government services, public accommodations, and telecommunications. Though the ADA was signed into law on July 26, 1990, it did not take effect until January 26, 1992. At that time, state and local governments were required to insure non-discrimination on the basis of disability in all public programs, services and activities. The "grace period" provided these entities with the time necessary to assemble and train staff, and to develop a plan to fully implement the law. The City of Austin; however, saw this as a priority and initiated the implementation of its compliance program in 1991, before the mandated date set for local governments. In January of 2015, the City entered its 26th year of implementation under the ADA. Briefly, the ADA offers protections under five separate titles or sections, covering a variety of areas, including: Title I – Employment; Title II - Public Services; Title III - Public Accommodations; Title IV – Telecommunications; and Title V – Prohibition against threatening or coercing people with disabilities or those who associate with them.

According to the law, a person must meet at least one of the following tests to qualify for protection: 1) Substantially impaired with respect to one or more major life activities; 2) Has a record of such an impairment; or 3) Is regarded as having such an impairment.



(top) President Obama delivers remarks in the East Room of the White House celebrating the 25th Anniversary of the Americans with Disabilities Act. July 20, 2015.

(Bottom) Haben Girma, the first Deafblind graduate of Harvard Law School, speaks with President Barack Obama at the White House Celebration of the 25th Anniversary of the Americans with Disabilities Act. July 20, 2015.

Haben works at the Berkeley-based nonprofit, Disability Rights Advocates. She helped achieve a legal victory in *National Federation of the Blind v. Scribd*, the second case to hold that the ADA applies to e-commerce. She received her J.D. in 2013 from Harvard.

The City of Austin ADA Office



Since the signing of the Americans with Disabilities Act, the purpose of the ADA Program Office has been to facilitate its implementation throughout the City of Austin as an organization. The ADA affects physical and programmatic public services, employment, communication, access to the internet, and evacuation of people with disabilities.

Although the appointment of a City-wide ADA Coordinator was mandated under the ADA Federal Guidelines, The City of Austin went a step farther requiring each department to designate an ADA Departmental Coordinator. In fact, some of the larger departments have designated multiple representatives, who as a team, address employment and facility issues, and coordinate the dissemination of information in alternative formats upon request. Together with the City-wide ADA Program staff, this network of ADA departmental coordinators has efficiently expedited the implementation of the ADA in the City of Austin.



City of Austin ADA/504
Program Manager David
Ondich.



City of Austin ADA/504
Asst. Coordinator
Lee Nguyen



City of Austin Convention Center Department employees
participate in a sighted guide exercise during a training on
disability etiquette August 27, 2015

Duties

To help facilitate discussion and foster ongoing communication, the ADA Office invites and encourages ADA Departmental Coordinators to attend training sessions and events sponsored by The ADA Program Office and the Mayor's Committee for People with Disabilities. As a result of these efforts, the ADA Office has created friendlier approaches to assist Departmental ADA Coordinators accomplish their compliance goals. Another function of the ADA Program Office is to visit all departments on an annual basis, to evaluate facilities, programs and activities for accessibility. Utilizing a survey tool that identifies accessibility and design standards, on-site visits produce information that is valuable to both the City and to the departments, providing a standard for comparison and a foundation for analysis.

The most important responsibility of the City-wide ADA Program staff is to monitor all city facilities, programs, and activities, for compliance with the law. Without a well-trained network of departmental ADA staff monitoring the compliance in their respective departments, accurate assessment and ongoing improvement would not be possible.



COMPLIANCE

In addition to working with the network of departmental ADA coordinators, ADA Office staff serve as Staff Liaisons to the Austin Mayor's Committee for People with Disabilities, provide the City with a wide-range of training and awareness workshops, and provide consultation on ADA compliance and reasonable accommodation issues. This year the ADA Office conducted 18 trainings and disability awareness sessions.

ADA Onsites

In an effort to obtain relevant information necessary to analyze implementation and compliance activities, the ADA Office conducts annual on-site visits with each department. This on-site visit provides the department coordinator with an opportunity to discuss specific ADA requirements, implementation issues and training needs. It is also an opportunity to discuss resources, changes in processes, and changes in accessible technology. The On-site visit offers a great medium to discuss current ADA trends, precedents, and the legal ramifications of various litigated issues. A formal survey tool was developed for use during the onsite visit and results are submitted in summary form to the departmental coordinator and a copy is kept on file in the ADA Program Office. The survey assessment tool is made available to Departmental ADA Coordinators ahead of the meeting time upon request. Additionally, Departmental ADA Coordinators may choose to invite other pertinent staff to the onsite meeting, insuring that more than one person is aware of the department's ADA responsibilities. The ADA Office conducted 42 On-site Visits during FY2015.

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.

The law required each local entity to produce a transition plan and conduct ongoing, periodic self-evaluations. Briefly, the transition plan identifies structural changes necessary to allow equal access to all city-sponsored programs. The self-evaluation provides a review of the covered entity's programs, services, facilities, and policies. The evaluation aides in the identification of potential areas for discrimination.

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



ADA 25th Anniversary Texas Trail Blazers Past, Present and Future



On March 3, 2015 Texas Disability Advocates celebrated the upcoming 25th Anniversary of the ADA by hosting ADA 25th Anniversary Texas Trail Blazers Past, Present and Future, honoring ADA advocates that have made a positive impact on the lives of Texans with Disabilities. The event hosted at the Bob Bullock Texas History Museum included a Keynote Address from Lex Frieden. Mr. Frieden, a Texan, and former Executive Director of the National Council on Disabilities (NCD), was one of the chief authors of the ADA. Another key feature of the event was a rare photography exhibit of the disability rights movement by photographer Tom Olin.

The Mayor's Committee for People with Disabilities (MCPD), Vice Chair Tanya Winters and retired City ADA Coordinator Dolores Gonzalez read a proclamation from Mayor Steve Adler and some Trail Blazer honorees included present and former members of the MCPD. The event culminated the ADA Legacy Tour Stop in Austin.

The "Road to Freedom" ADA Bus was the centerpiece of the ADA Legacy Tour offering displays on the history of self-advocacy, courtesy of The Museum of disABILITY History. Displays on The ADA Legacy Tour in its effort to preserve disability history, celebrate disability history milestones, and educate future generations of disability advocates, was displayed at the Bob Bullock Texas History Museum.



Department of Assistive and Rehabilitative Services Commissioner Veronda L Durden and Criss Cole Rehabilitation Center Director Rosanne DeMoss pose in front of the ADA Legacy Tour Bus March 2, 2015 Criss Cole Rehabilitation Center.



Photographer's Tom Olin: Special collection on the Disability Rights Movement in the United States, displayed during the ADA Texas Trail Blazers Event at the Bob Bullock Museum on March 3, 2015.



The Centerpiece of the ADA Legacy Tour the ADA Tour Bus, with special panels displaying the history of self-advocacy, courtesy of the Museum of disABILITY History; during its stop at the Criss Cole Rehabilitation Center on March 2, 2015.



MCPD Vice Chair Tanya Winters and retired ADA City of Austin ADA Coordinator Dolores Gonzalez reads the City Proclamation from Mayor Steve Adler at the Texas Trail Blazers Event at the Bob Bullock Museum on March 3, 2015.



Left to Right: MCPD Community Partner, Boone Blocker poses with MCPD Commissioners, Ron Lucey and Kathy Keller along with retired City of Austin ADA Coordinator, Dolores Gonzalez during the Texas Trail Blazers Event at the Bob Bullock Museum on March 3, 2015.



Left to Right: Lex Frieden former Executive Director on the National Council on Disabilities poses with City of Austin Assistant ADA Coordinator Lee Nguyen and ADAPT of Texas Co-Founder Bob Kafka during the Texas Trail Blazers Event at The Bob Bullock Museum on March 3, 2015. Both Lex and Bob are considered primary architects of the Americans with Disabilities Act and were leaders in the Disability Rights Movement to help pass the law.



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 disabilities.

Exterior:

The Austin Convention Center Department has completed our multi-year project in partnership with the Public Works Sidewalks and Special Projects Division. This project transformed our current walkways into WIDER, more accessible, more aesthetically pleasing concrete sidewalks.



Left to right: Before and after photos of Convention Center Southside drive by Caesar Chavez illustrating improvements made to accessibility.



Interior:

The Security & Safety Division is completing a project to increase the availability of information to all attendees including people with disabilities by installing a kiosk in the pre-function area. This kiosk will provide information and security services during large events.

Services:

Last year ACCD contracted with Scooter Bug Inc. to provide a fleet of rental scooters for convention clients and attendees. The program provided 135 individuals with mobility scooter rentals. This provided a needed service that had not been available to mobility impaired guest in previous years. Based on positive feedback regarding the availability of these scooters, ACCD is considering expanding this service to the Palmer Events Center.

Employees:

During an event this year, it was necessary to evacuate the building due to smoke in an elevator room. A staff member was requested to provide assistance to a person with a mobility disability who needed assistance with the evacuation. This staff person assisted the individual in evacuating and returning to the facility. The staff person was recently recognized at a Department wide meeting for providing outstanding Customer Service and received a PRIDE award for Public Service and Engagement.

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





Austin Aviation Department



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

Austin Bergstrom International Airport (ABIA) wins Federal Aviation Administration (FAA) Office of Civil Rights (OCR), Airport Disability Compliance Program Accessibility Award.

This award recognizes ABIA for the airport's outstanding achievements in furthering the objectives of Title II of Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973. ABIA Operations Manager Stephanie Tucker went to Washington DC to accept the award from the FAA Airport Compliance Program on August 11, 2015 during the FAA Sixth annual National Civil Rights Training Conference for Airports.

New Projects

- Hearing Loop System – a hearing loop system, which enhances hearing in designated areas, has been added into the renovated large conference space inside the planning and engineering building.
- As part of the continued research toward enhancing airport wayfinding for the elderly and persons with disabilities, in June of 2015, ABIA hosted Members from Georgia Tech's Center for Assistive Technology and Environmental Access (CATEA), IBM, Open Doors, and Gresham, Smith and Partners to conduct onsite utility testing for the mobile navigation application being developed for people with disabilities.
- Approximately 20 volunteers with a variety of disabilities participated in the testing including, people with Mobility, Vision, and Hearing disabilities. Testing procedures and evaluations included, but were not limited to, Arriving and Departing Passengers, domestic and international, as well as Advanced Planning & Communication (Route Planning).



Hearing
Loop
Signage.

Upgrades to Existing Facilities:

- The Terminal East Infill Project completed in late 2015, added one large set of restrooms that meet current TAS/ADA standards on the Baggage Level/Bag Claim Area and another set of bathrooms on the Apron Level for Customs/International Arrivals.
- One set of the large existing public restrooms on the Baggage Level/Bag Claim area was renovated/updated to meet current ADA standards; the renovations were completed in September 2015. There are plans to renovate the remaining existing restrooms at ABIA in the near future to meet current accessibility standards.





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.

Health Promotion Disease Prevention (HPDP) unit:

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

- Saturday, September 19th Wilhelmina Delco Center
4601 Pecan Brook Drive 78724
- Saturday, October 10th South Austin Neighborhood Center 2508
Durwood Street 78704
- Wednesday, September 30th Rosewood-Zaragosa Neighborhood
Center 2800 Webberville Road 78702





During Fiscal Year 2014-2015, the Austin Public Library (APL) continued its efforts to improve services for library customers with disabilities, focusing on the following projects:

Facility Improvement and Repair

In FY2015 the Millwood Branch Library located at 12500 Amherst Drive just South of Parmer Lane has been under renovation. The renovations in 2015 will provide a new interior space plan featuring self-check-outs, new computer stations and a variety of reading areas. Accessible route improvements were completed in 2015 as part of a collaborative effort between APL and the Public Works Department. The public restrooms are currently under construction to meet the 2012 ADAAG as a part of the full renovations project.



From Left to Right: Completed accessible route from Millwood includes slope improvement and compliant curb ramp. The Electric Vehicle Charging stations has been improved to provide greater access as well.

Bookmobile

The Library Department has also acquired a new fully accessible bookmobile, “The Mobile Library”. It is fully outfitted with all delights of a mini library but, best of all; it is an accessible mobile library. It is schedule to make its debut in March of 2016.



From Left to Right: The Mobile Library has a fully ADA compliant wheel chair lift seen in the center photo and incorporates a tv at an ADA compliant height.

New Central Library

Diverse and multiple building activities are underway at the New Central Library with between 250 and 300 workers representing all construction trades employed at the site every day. Gypsum board walls and ceilings are rapidly being installed throughout the building as the ceramic tile installation is completed in the accessible restrooms. Likewise, the raised access floors are nearly finished on all six levels of the library, allowing modular underfloor wiring to proceed. Rough-in and installation work continues for plumbing, electrical and mechanical equipment. On the exteriors of the building, the stone veneer is still being installed. The New Central Library is scheduled to open in November of 2016 and incorporate access, modern design, and efficiency throughout.



From Left to Right: Construction on floor 3, the walkway bridge on floor 5 under construction, outdoor roofing and siding work, view of the cafe patio under construction.



A view from Caesar Chavez of the new Central Library as it nears its final stage of construction taken in January 2016.



Lee Nguyen City of Austin Assistant ADA Coordinator during the August 04, 2015 On-site construction visit. The photo was taken on the 6th floor of the library which will serve as a roof garden.

Little Walnut Creek Branch

In 2015, the Library Department initiated the Little Walnut Creek Branch Library ADA Ramp Improvements Project to redesign and rebuild the ramp, stairs and entrance landing of the Little Walnut Creek Branch Library (835 W. Rundberg Ln.) to achieve compliance with Texas Accessibility Standards (TAS) and International Building Code (IBC) requirements. By the end of 2015, the Library had reviewed and returned the consultants' Professional Engineering Report (PER) with comments. The ramp may be reconstructed in such a way that the ramp is included within the secure envelope of the building. Effectively, such a change would place the ramp and stairs within the library vestibule – the space between the inner and outer doors to the building. In addition to providing a fully accessible entrance to the library, this solution would resolve concerns with public safety in the library entry as well as eliminating present problems with the automatic doors.



City of Austin Neighborhood Housing and Community Development



During FY 2014-2015, 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 2014-15, \$234,798 was allocated for Tenants' Rights Assistance which assisted 524 individuals.

The Tenants' Rights Assistance program:

- Facilitates mediation serves 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 2014-15, \$170,374 was expended to the ABR-Rental program, which served 13 renters and \$1,575,155 was expended to the ABR-Owner program, which served 100 homeowners.
- The ABR program modifies or retrofits the living quarters of eligible, low-income elderly and severely disabled renters and homeowners to make their homes more accessible. The program provides the following types of assistance to clients: ramps, bathroom modifications, shower wands and bars, lever handles, and handrails.



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.



Bluebonnet Studios: Scheduled for completion in 2016, Bluebonnet Studios will include 107 affordable housing units located at 2301 S. Lamar Boulevard. Twelve units will be accessible for persons with mobility disabilities, and at least three units will be accessible for persons with hearing and sight disabilities. The community will also feature amenity areas and supportive services for tenants.

Outreach



Information about NHCD's programs and services is available in alternative formats in their offices and by request. One NHCD staff member is 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 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.



ADA Self-Assessment and Transition Plan

- PARD continues to provide staff training and has selected Altura Solutions to assist with a system-wide ADA Self-Assessment and Transition Plan to be completed in 2016. The self-assessment and transition plan development process involves small group meetings that include community ADA advocacy groups, citizens, and PARD staff who provide inclusion opportunities across the department. The end product of the process will be a comprehensive report that identifies and highlights existing facilities that are non-compliant as defined in the Architectural Barriers Act. The department will then prioritize, fund, and implement improvements under a long-term accessibility enhancement program. Additionally, programs offered to the public through the department will be included in the plan. When necessary, modifications and improvements will be made to insure more opportunities for those with special needs. The Parks and Recreation Department (PARD) remains committed to improving accessibility to all programs, services, and facilities. During fiscal year 2015, PARD completed a number of projects which incorporated ADA accessibility guidelines as an integral component of the improvement plans. The Parks and Recreation Department (PARD) remains committed to improving accessibility for all of program services and facilities. During fiscal year 2015, PARD completed a number of projects which incorporated ADA accessibility as an integral component of the improvements:

Parks

- **Master Plan for Holly Shores / Edward Rendon Sr. Metropolitan Park at Festival Beach** completed by PARD. This master plan encompasses nearly 100 acres of parkland along the north shore of Lady Bird Lake and recommends a variety of improvements over a long-range redevelopment program. Community input places accessibility improvements at the top of the priority list. The project is now in Design Phase 1 for improvements that will add ADA amenities along the North Shore of Lady Bird Lake including trail improvements, Restroom upgrades, sidewalk connection to the RBJ Building, as well as Picnic areas.
- **Little Stacy Neighborhood Park and Ricky Guerrero Pocket Park** Design for two major General Park Improvement projects began at both parks. Both projects will include improvements to the site for accessibility as well as improvements to the Playscapes, parking and walkways connecting amenities within each park boundary. Restrooms will be renovated to meet current ADA Standards at both sites.
- **Republic Square** – Improvements project is finalizing a design that will provide renovation to one of three historic squares. The improvements will include pedestrian improvements plaza areas, multi-purpose recreation spaces, concession and restroom facilities, and landscape enhancements that are intended to revitalize this iconic space that is a part of Austin's grand history as the Capital City of Texas.
- **Wooldridge Square** - Landscape Renovation Phase 2, In 2013 PARD completed modest renovations to one of the four historic downtown squares to include stump grinding, light soil amendment, minimal grading, new irrigation system, and new turf and tree plantings. This is the first phase of improvements. The park has since undergone a master planning process and is moving into the second phase design. Construction of Phase two is currently scheduled to begin in the fourth quarter of 2016. The work is expected to include revitalization of the landscape and improve the historic amenities utilized for park programming, including improved access to the historic bandstand.
- **Walsh Boat Landing** - Site Improvements are currently in design and will include ADA Access, facility upgrades, and shoreline improvements. Funding for these improvement will include a grant from Texas Parks and Wildlife Department under the State Boating Access Grant Program to leverage with City funds.

Parks Continued

- **Town Lake Metro Park** - Auditorium Shores completed two projects in 2015, General grounds improvements consisting of new irrigation system, re-grading of event lawn, trail re-route, and a new off-leash area. This work was coordinated through a Public-Private Partnership with C3 Presents and Austin Parks Foundation. The Auditorium Shores Trailhead restoration project includes the development of a new trailhead near Auditorium Shores utilizing a grant-match through Texas Parks and Wildlife Department. Improvements include a deck overlook, new restrooms, added parking and circulation upgrades to improve accessibility throughout this iconic event area.



- **Rosewood Neighborhood Park** - Preliminary Design of Phase 1 Improvements are nearing completion. The design is consistent with the recently completed Conditions Assessment of the recreation center and park. The project will include enhanced access to restrooms in the pool area. Additionally the plan includes improvements to the historic recreation center, parking/pedestrian circulation, general landscape, site furnishings and signage, as well as lighting, infrastructure/utilities, the sports field, and children's play area.



Vic Mathias Auditorium Shores after improvements view from air and new bathrooms.

- **Zilker Metro Park, Caretakers Residence** - Renovation were completed to the Zilker Caretaker residence to include a new roof, asbestos abatement, interior design work to bring restrooms into compliance with ADA Accessible Design Standards, interior finishes, exterior accessibility features, phone, network, an electrical fit-out, and HVAC renovation.
- **Waller Creek District, Rainey Street Pocket Park Development** - This joint project between Public Works, Watershed protection and PARD, has recently completed permitting and is being scheduled for construction. The project includes a new pocket park along the Town Lake Metro Park corridor that will include basic park amenities and a new playscape. Public Works will assist with Sidewalk connectivity from the new area of development to insure an accessible connection to the park upon completion.
- **Duncan Neighborhood Park - General Park Improvements**- This project is currently under design, following a successful Public Engagement Process that concluded in October 2015. The general park improvements will include a playscape, site access and other site amenities. Construction is scheduled for September 2017.

Trails

- **Roy and Anne Butler Hike and Bike Trail** - PARD is working in conjunction with the Trail Foundation to Design improvements to a trail bridge along the North Bank of Lady Bird Lake on the Roy and Anne Butler Hike and Bike trail at 1st Street. The bridge will improve accessibility and includes an accessible viewing space that can be used to view the 1st street bats depart each night. This viewing is becoming a popular visitor's draw to Austin. Additional work being designed is improved stabilization systems along the trail to reduce slope failures above and below the trail and better control draining from slopes above the trail which will improve accessibility by reducing potholing and rutting caused by rain and slumps.
- **Shoal Creek Greenbelt Improvements/4th St Gap** - This project will provide an ADA-compliant trail that will close a gap between the bank on west side of Shoal Creek and the existing trail.

Playscapes

- **Kendra Page Neighborhood Park** - Playscape Improvements were completed and included New equipment that is more inclusive, provides more play value, and encourages more physical activity for users. Engineered wood fiber was used to provide ADA accessibility throughout the playscape while reducing the risk of injury from falls.
-



Left to Right: Kendra Park Accessible ADA Playscape and accessible playscape future.

- **Pillow Elementary playscape** - PARD completed improvements to Pillow Elementary playscape, including new equipment and ADA access to the site.
- **Garrison District Park and Stoney Ridge Neighborhood Park Playscape and Playground Safety Surface Improvement** - These projects are a continuation of a larger Department effort to improve accessibility to playscapes. The goal is to remove all existing non-compliant poured and pea gravel safety surfaces and replace them with new playground compliant material consisting of poured-in-place material & Engineered Wood Fiber.
- **The Dove Springs District Park Playscape** - was designed as a nature-themed play environment for families and kids of all ages. Of primary importance was the extent to which play structures and landscape elements were designed and constructed to be accessible to all. Play features such as a large viewing hill capped with a 'birds-nest' observation point and a large tree form play structure accessed by a stone-lined ramp, all contribute to the overall success of this innovative project.



Left to Right to bottom: Dove Springs Accessible playscapes and park accessible path improvements including traile and ADA Accessible ramping



Recreation Facilities

- **Conley-Guerrero Senior Activity Center** - Renovations to the existing senior center which included updating of the fire and security system, ADA improvements to the Parking, site work to improve connectivity from parking to building entrance, restroom improvements, and roof replacement.
- **The Young Men's Business League Zilker Park Sunshine Camp** - The Young Men's Business League has been a partner with the city and PARD for decades, they completed a full renovation of their Zilker Park Sunshine Camp in 2015 that meets current ADA Standards and will allow them and the city to continue to serve your men for decades to come.
- **The Zilker Lofts Pocket Park** - Was developed as part of the PLD ordinance in 2015 and will provide a compliant Pocket park that serves the Barton Springs Neighborhood today and the future.

Aquatic Facilities

- **Govalle Neighborhood Park** - Pool Renovation design is underway. The project will provide a renovated facility that includes, gender specific restroom facilities, lap pool, activity pool, expansive deck space inclusive of the plumbing and mechanical systems. Scope may include the refurbishment of the existing asphalt parking lot and improvements to the internal circulation of the immediately\ adjacent park grounds.
- **Shipe Neighborhood Park** - Pool Renovation will provide a renovated facility that includes, gender specific restroom facilities, lap pool, activity pool, expansive deck space inclusive of the plumbing and mechanical systems and additional amenities associated with Neighborhood Pools..
- **Murchinson Pool Improvements** - Design for shade improvements with ADA access within the grounds of the pool were completed in 2015. The construction is scheduled to begin this fiscal year and will be a major upgrade to the facility.

Other Initiatives

- **Trail Foundation Partnership** - In partnership with The Trail Foundation PARD completed 2 projects that improved ADA accessibility along the 10.1 mile Anne and Roy Butler Trail. The Heron Creek Trail Restroom provides an accessible restroom facility for trail users West of Lamar Blvd. The Peace Point Pedestrian Bridge will correct an accessibility issue that has been identified for several years which required continuous maintenance to maintain accessibility along the trail. This project should reduce maintenance cost for years to come.



Left to Right: Heron Creek Trail Restroom Project Completion photo. Ribbon cutting ceremony on February 21, 2015 for the Heron Creek Trail Bathroom. The bathroom was designed by Mell Lawrence Architects. The firm bases their designs on a space for the rituals and the physicality of each structure's use. The firm has a passion for merging the realities of everyday life with the architectural principles of light, art, sustainability and accessibility.



PURPOSE



The ADA Sidewalk and Curb Ramp Program (Sidewalk program) under the Public Works Department (PWD) manages all 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. Together, they assist in providing recommendations and input, as well as site specific suggestions per the ADA Program's general protocols.

BACKGROUND

In 2008, Austin City Council 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, based on a pre-determined set of criteria, to identify and rank absent sidewalks, as well as to provide a plan to execute improvements. An update to the master plan is in progress and is scheduled to be presented to Council in Spring 2016.



Prioritization Matrix

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



The Absent sidewalk prioritization matrix relies on assessment of the existing sidewalk left, to gather fact based data for analysis.

Right: workers renovate a bus stop for accessibility. Transit Stops are considered in the pedestrian attractor score of a sidewalk section.

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; number of 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 in the 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 that are included in the City's safe route to school program. Points are discretionary and must be approved by the Director of Public Works up to 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 **835 curb ramps and 114,513 linear feet of sidewalk in FY 15.**



PWD SIDEWALK IMPROVEMENT PROJECTS FY 2015

The Sidewalk and Special Projects Division expended over \$12.04 Million in funding for ADA sidewalk improvements throughout the City of Austin in Fiscal Year FY 15. 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:

- Wansley/Gessner/Georgian/ Sidewalks;
- Sanchez St. from Martin Luther King-14th Street;
- N. Lamar Blvd. Sidewalk Improvements Triangle-Airport;
- Powell Ln from I-35-N. Lamar Blvd.;
- Annie St/Woodlawn Ave I-35-S. Congress;



Left and Right: Improvements to Right of Way (ROW) on North Lamar Blvd. Improvement underway along Annie St.

The photos above show the before and after photos of improvements along Powell Ln.

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

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

- TxDOT Grant – Completing plans for grant funded sidewalks on N. Lamar Blvd.
- Austin Energy – For the sixth (6th) year the Public Works department contracted with Austin Energy in the amount of \$100,000 per year to assess utility poles affecting accessibility in the Right of Way.
- Capital Metro – Construction of ADA Bus Stop Improvements City Wide for the 4th year



PLANS FOR FUTURE PROJECTS

Complete the update to the Sidewalk Master Plan with emphasis on the following:

- more stringent requirements for other entities to include ADA sidewalks in any new or rehabilitation project
- an update to the ADA Transition Plan
- Maintenance of sidewalks and ramps
- Align the plan with "Imagine Austin"
- \$25 million has been appropriated in 2012 Bonds to be completed over the next 4 to 5 years;
- Wellington/Pecan Springs /51st St Sidewalks.



MAYOR'S COMMITTEE FOR PEOPLE WITH DISABILITIES

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

The MCPD was established in 1987 by City Ordinance 870319-J, with the stated purpose "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."

The MCPD operates within the geographic city limits of Austin in cooperation with the Governor's Committee for People with Disabilities (GCPD). The committee's membership is made up of eleven local residents appointed by the Mayor and Council, for 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 MCPD goals.

In July 2015, as a result of the change to a 10-1 Council, the MCPD had new commissioners appointed from all ten council districts. The new committee's current and past members are:

Chair Brian Owens, Nominated by Ellen Troxclair District 8 Council Member
Vice Chair Tanya Winters Nominated by Leslie Pool District 7 Council Member
Previous Vice Chair Commissioner Robin Orlowski Mayor Steve Adler's appointee
Commissioner Deborah Trejo Nominated by Kathie Tovo District 9 Council Member
Commissioner Diane Kearns-Osterweil Nominated by Sheri Gallo District 10 Council Member
Commissioner Danny Saenz Nominated by Ann Kitchen District 5 Council Member
Commissioner Marshall Mitchell Nominated by Greg Casar District 4 Council Member
Commissioner Chris Masey Nominated by Delia Garza District 2 Council Member

Former members of current committee

Commissioner Dolores Gonzalez Nominated by Delia Garza District 2 Council Member
Commissioner Rick Hair District 6 Nominated by Don Zimmerman District 6 Council Member
Commissioner Andrew Harris Nominated by Sabino "pio" Renteria District 3 Council Member
Commissioner Ronnie Miller Nominated by Ora Houston, District 1 Council Member

Members of the Former MCPD who presided on the Committee through June 2015 and planned the committee's transition to 10-1: Chair Jesus Lardizabal, Vice Chair Tanya Winters, Commissioners: Chip Howe, Kathy Keller, Norman Kieke, Ron Lucey, and Katie Navine who replaced former Commissioner Adam Slosberg on the committee.



Accomplishments FY2015



White Cane Day Oct 15, 2014 Republic Square Park; Over 500 attendees White Cane Day Oct 15, 2014 Republic Square Park; Over 500 attendees. Council member Chris Riley presented the proclamation in an event at City Hall Plaza. Starting with a march down Congress Avenue and ending with a day of festivities including music, food, and a rock climbing wall at Republic Square Park, this event highlights the independence of persons who are blind or visually impaired. The 2014 White Cane Day celebration had the largest attendance of any previous Austin celebration with 578 attendees.

Disability Mentoring Day (DMD) Oct 22, 2014 at Asian American Resource Center ADA Coordinator, Dolores Gonzalez presented this year's DMD proclamation at the Asian American Resource Center during the celebratory luncheon. This year DMD celebrated its 12th anniversary by drawing almost 88 student participants. A panel of employers, who have a record of hiring persons with disabilities, provided insight to mentees on how to be successful employees. The event offered career exploration opportunities to youth with disabilities in high school and college, by providing options to job shadow with professionals in a career they wish to pursue.



Retired HRD Organizational and Development Manager Mike Hockmuller talking with a DMD participant during OpenMike



Left to Right: Representatives from Wheatville CO-OP, Holiday Inn and H-E-B take questions during the employment panel.



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

Employment Awards & Recognition - October 28, 2014



Former Austin City Council Member Mike Martinez reads the proclamation.

The Mayor's Committee for People with Disabilities hosted the 35th Annual Austin Employment Awards at the Wyndham Garden Austin Hotel, drawing over 150 attendees. Attendees were honored with keynote speaker Denise Sonleitner, Board Member, Texas Parent to Parent. Council member Mike Martinez presented a Disability Employment proclamation on behalf of Mayor Leffingwell. The Awards Program was an exciting evening for all attendees. The award winners included: Keith Turner- Entrepreneurship, Opal Devine's Penn Field – Small Employer, Walmart Super Center #5317 – Medium Employer, Holiday Inn Town Lake – Large Employer, and Gene and Dave Show – Media Award, and Alison Behringer and Brandon Colvin won the Distinguished Service Award. Dolores Gonzalez took home the night's

highest honor, being the recipient of the Martha Arbuckle Meritorious Award. The Employee of the Year Award went to Winford Haynes from Department of Assistive and Rehabilitative Services Criss Cole Rehabilitation Center. It was an exciting night.

Accomplishments-Continued.



Austin Access Awards October 28, 2014 Presented at the Employment Awards Program.

The purpose of The Austin Access Award is to recognize Austin businesses for their welcoming attitudes toward customers with disabilities and compliance with the Americans with Disabilities Act. This year there were six winners and

two honorable mentions, out of a total of ten nominated businesses. The Awards were presented at the MCPD Employment Awards Program.

The Business of Work Job Readiness Seminar April 08, 2014 hosted 78 participants

and was held at the Criss Cole Rehabilitation Center. Seminar Partners included: Workforce Solutions – Capital Area, Texas Department of Assistive and Rehabilitative Services, Goodwill Industries of Central Texas, Mary Lee Foundation, and the Social Security Administration. The seminar was geared toward providing job readiness training to job seekers with disabilities, preparing them for the City of Austin Career Fair, in partnership with Goodwill Industries, and subsequent employment. The Austin MCPD's Business of Work Seminar was awarded the Martha Arbuckle Award by the Texas Governor's Committee on People with Disabilities for innovative program.

Transportation



During several presentations to the MCPD by Capital Metro, the Committee offered feedback on the transportation provider's 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 recommend improvements.

Imagine Austin

Committee members attended Imagine Austin, a comprehensive initiative to shape Austin's growth until 2030. The committee represented the interests of the disability community, concentrating in the areas of planning for housing and transportation.



ADA Access and Sidewalk Taskforce

Committee members participated in community meetings of The ADA Access and Sidewalk Taskforce to discuss and make recommendations about the built environment and projects targeting accessibility improvements in the Public Works Department. Committee members recommended sidewalk and curb ramp locations to continue the process of updating the list of priority intersections on the Priority Matrix.

Recommendations

The Committee submitted recommendations to City Council as follows:

- Urban Trails Master Plan
- Seton Aerial Walkwalk
- Complete Streets Policy
- Vision Zero – Pedestrian Advisory Council
- Working with the Commission on seniors

Conclusions and Recommendations/Actions: 2015

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



Need:

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

Recommendation/Actions:

The ADA Program Office will continue to follow up at the annual On Site Visits with Departmental ADA Coordinators, to ensure that posters are always on display in all public lobbies. At this point, new posters have been distributed to all departments. The ADA Office will make available and/or deliver posters as needed. The office regularly gets requests for posters and this methodology has worked well in the past.



Need:

There is a need for continued coordination of the Sidewalk and Special Projects Division in the Public Works Department with City of Austin staff and community members. ADAPT and MCPD lead the community in working with staff in furthering this effort. This partnership has resulted in a very productive and successful collaboration. This year, staff reached out to ADA Task Force

members for recommendations of sidewalk and curb ramp locations, in order to update the Sidewalk Master Plan and ADA Transition Plan. Various advocacy and government agencies submitted recommendations to update the Plan.

Recommendation/Actions:

The ADA Access and Sidewalk Task Force (the ADA Task Force) continued with regular meetings throughout 2015. Actions included monitoring the inter-local agreement with Capital Metro. This inter-local agreement coordinates work to improve access to bus stops. Along-side city staff, the citizen representative members have assisted in prioritizing projects. Additionally, some individual Task Force members continue to meet with staff at site locations to provide input and recommendations on specific projects. The ADA Task Force's partnership with city staff has proven to be very useful. Current participants include, members of MCPD, ADAPT, Capital Metro, Department of Assistive and Rehabilitative Services DARS- Criss Cole Rehabilitation Center, Austin Energy, Development Services, H.R. Gray, Texas Department of Transportation, City of Austin Public Works, Austin 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 have yielded positive evaluations. Also, departments continue to schedule individual training sessions for their staff such as the Austin Resource Recovery, PARD and Austin Convention Center Department. The re-designed Jeopardy Game continues to be very popular as reflected in participant evaluations. **(For complete information, see the Training Report on page 26)**

The ADA Employment Training based on the popular “Who wants to be a millionaire” game show has become a favorite. Participant Evaluations reflected that this training, not only met the needs, but employees were fully engaged and experienced new learning. In addition to trainings, the office staff participates in disability awareness and ADA fairs primarily during the month of October, National Disability Employment Awareness Month.

This year’s activities included the City of Austin Safety Fair. The ADA Office also participates annually in the Austin Resource Recovery Department Annual Employee Education Fair.



Recommendation/Actions:

The majority of ADA tude trainings have resulted in requests for training by 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, providing training to 393 additional employees.

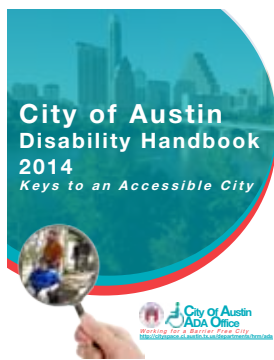


Need:

The ADA Program Office in partnership with VSA Texas provided online training for Arts Contractors, to review the 2010 ADA Standards and to assess the impact on their operations. For the online materials, we used the course developed by the Department of Justice, “Reaching Out to Customers with Disabilities.” As a supplement, we developed a quiz with relevant case scenarios. Arts contractors must submit the answers to the quiz for training credit. It is required that all Arts Contractors participate in annual training for every funding cycle from which they receive city support and to submit a companion ADA Assessment. ADA Program Staff routinely follow up with contractors on how to comply and provide them with requested resources.

Recommendations/Actions:

ADA Trainings will continue to be a regular component of the Arts Contractor application process. We will continue to use the online training, as Contractors find it easy to manage while still acquiring useful information. It will continue to be mandatory that all contractors have an assessment on file, as a requirement for the 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. In 2015, the ADA Assessment was converted into an online fillable form to allow for ease of submission and filing. The adaption has been well received by contractors.



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 and a section on Alternative Formats, Effective communication for people with disabilities. The City of Austin is committed to communicating effectively with applicants, participants and members of the general public, in all programs, services, and activities.

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. With the transition in leadership

to a new ADA Program Manager, a final vetting process will need to take place before the Disabilities Handbook is rolled out City-Wide.

Summary

This report identifies positive actions taken by the City, but full ADA compliance is an ongoing process. The City ADA Program staff continues to offer consultation to other cities, counties and state agencies on their current progress toward ADA implementation. The Austin ADA Program Office is part of the ADA National Symposium and communicates with various cities throughout the symposium network for benchmarking. 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 The Mayor and City Council, The City Manager, The Executive Team and the Director of Human Resources.

The City should continue to proactively include 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 on task forces are an effective means of gathering this information. Readily achievable goals paired with fiscal responsibility will allow the City to far exceed the minimum standards of accessibility and provide 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, designed 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.



City of Austin ADA Office FY2015 Total Expenditures



Equipment Total

\$1,695.33

Sign Language Total

\$13,426.69

Office Expenditures Total

\$16,577.98

Total Expenditures

\$31,700.00

Equipment Expenditures

Sit and Stand Work Station
Hearing Loop System
Polycom conference phone

Department

APD
CMO
HRD

Sign Language Interpretation:

2014 Employment Awards Ceremony
2015 Meetings and Events
Austin Youth Council Meetings
2015 Black History Program at Palmer Event Center
2015 Zilker Theater Performances
2015 State of the City Address
Solar Contractor Monthly Meetings
Workshop, Trainings, and Classes
Town Lake Animal Center Volunteer Training
2015 City of Austin Career and Service Expo
Rebate Austin at Will Hampton Branch Library
Dittmar Recreation Center Seasonal Sports games and practices
October Flood Buyout Process

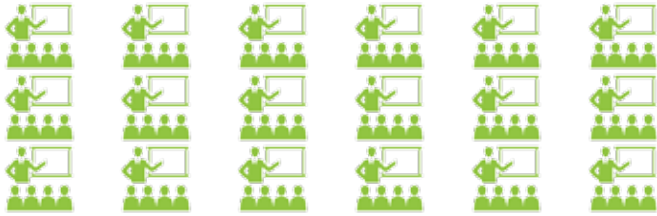
ADA/MCPD
ADA/MCPD
ADA/MCPD
City-wide
City-wide
City-Wide
AE
EDD/SBP
HHSD
HRD/City-wide
APL
PARD
WPD/Real Estate Services

Office Expenditures:

MCPD Annual Awards Expenditures
Encumbered 2014 AMCPD Awards Hotel Expenditures
2015 Staff Mileage Expenditures
Misc. MCPD Expenditures
ADA Office expenditures for training
Coalition for Texans with Disabilities membership renewal
Training Staff Expenditures
Captioning Access Real Time Translation for City Meetings

ADA/MCPD
ADA/MCPD
ADA
ADA/MCPD
ADA
ADA/MCPD
ADA
ADA

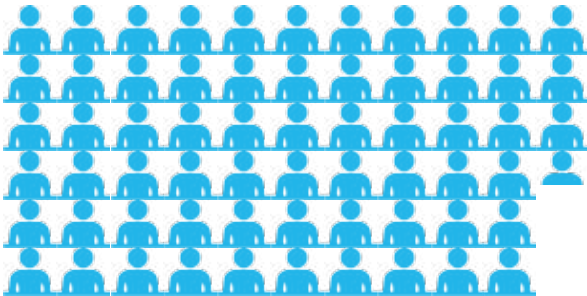
City of Austin ADA Office FY2015 Trainings Report



18 Trainings Held



42 ADA Onsites Conducted



635 Employees Trained

Employees

In FY2015, the ADA Office, in a partnership with PARD provided a series of ADA Inclusion Trainings that trained a total of 216 PARD employees. A training initiative launched with Austin Resource Recovery Trained 393 employees. Below are all departments who participated in ADA training for FY2015.



Trainings

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

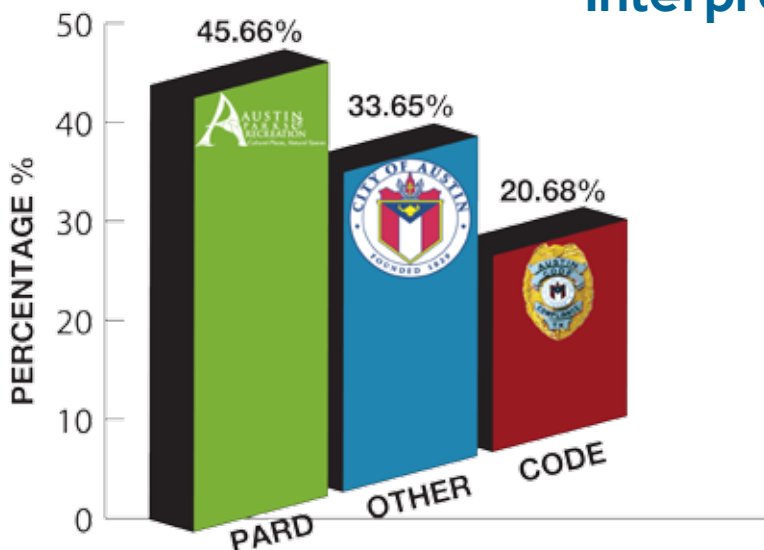
Employment - This training uses an interactive game and scenarios to introduce managers to ADA employment law and the accommodation process.

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.



City of Austin FY2015 Sign Language Interpreting Expenditures



PARD 45.66%
\$16,653.38

Other 33.65%
\$12,274.00

CODE 20.68%
\$7,542.50

City Total Expenditures
\$36,469.88

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

Each year, the ADA Program Office 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 15. **(Note the following totals do not represent departments that have seperate Sign Language contracts.)**

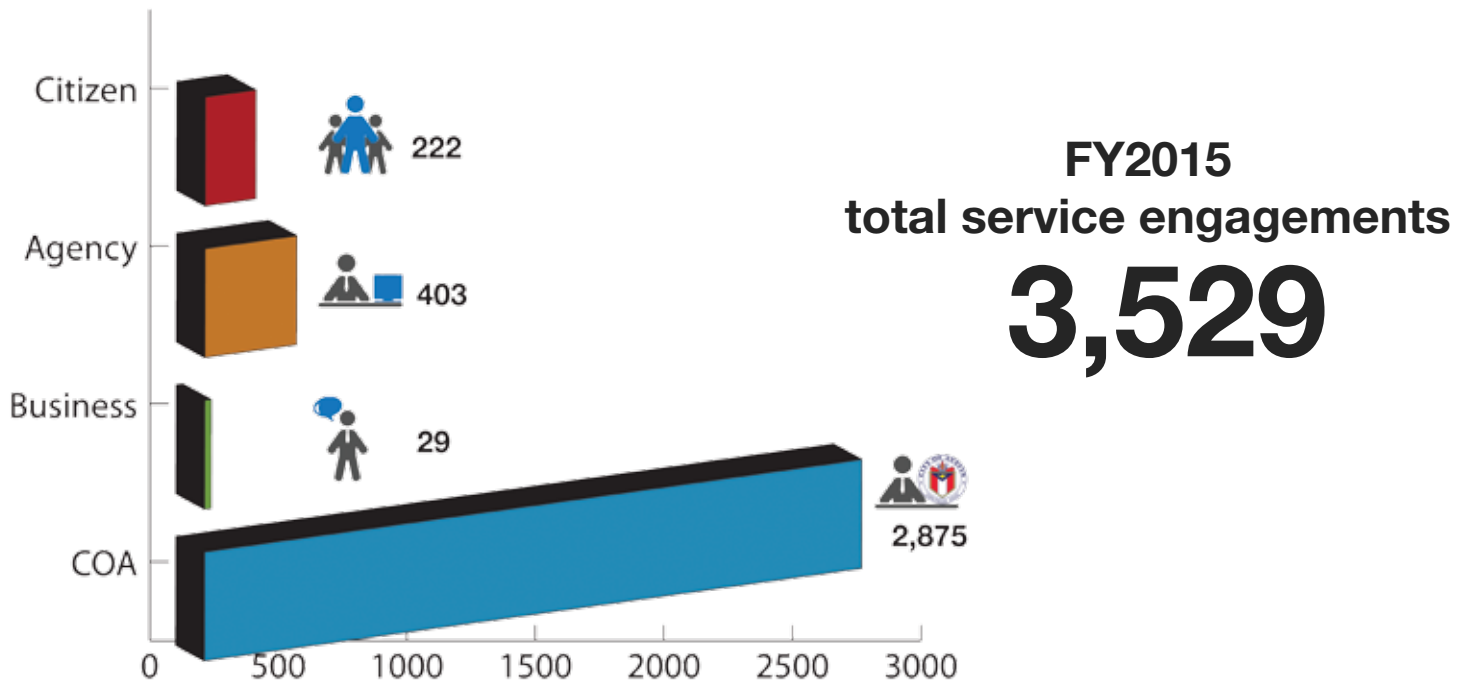
FY15 Sign Language Interpreting Cost Breakdown

Department	Number of requests made	avg cost per request	Cost incurred on CSD contract	Department contribution to City Total Cost	Total Expenditures
PARD	117	\$142.34	\$16,653.38	45.66%	\$36,469.88
CODE	39	\$193.40	\$7,542.50	20.68%	Total Number of Requests
HRD	27	\$207.37	\$5,599.00	15.35%	214
AE	14	\$199.46	\$2,792.50	7.66%	Paid by ADA Office
APL	7	\$272.61	\$1,908.25	5.23%	\$13,426.69
EDD	5	\$162.00	\$810.00	2.22%	Backcharge to departments
DSD	3	\$227.67	\$683.00	1.87%	\$23,043.19
HHSD	1	\$281.25	\$281.25	0.77%	Average cost per service
SMBR	1	\$200.00	\$200.00	0.55%	\$209.57

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.

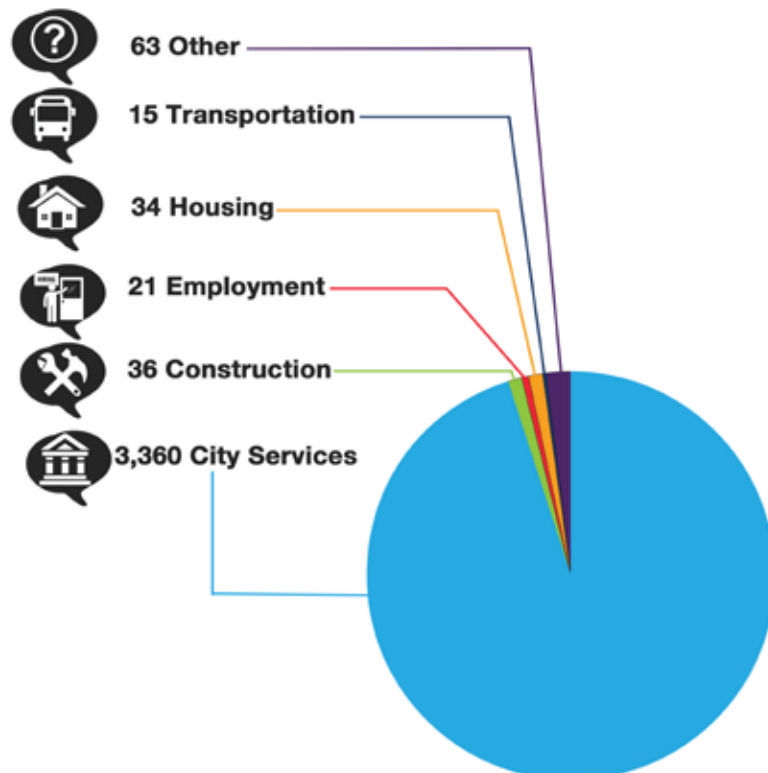
The ADA Program Office, after consulting with City departments, has completed a city-wide Sign Language guidance to ensure the provision of equal access to communications as stated in the ADA is standard throughout the

City of Austin ADA Office FY2015 Service Engagement Report



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 from 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 activities done on behalf of City staff members or the City



City of Austin ADA Office

Working for a Barrier Free City

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

VOICE 512-974-3256

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