



Austin-Bergstrom  
International Airport

AUSTIN  
CONVENTION CENTER  
DEPARTMENT

Austin/Travis County  
Health and Human Services Department



AUSTIN PUBLIC  
LIBRARY

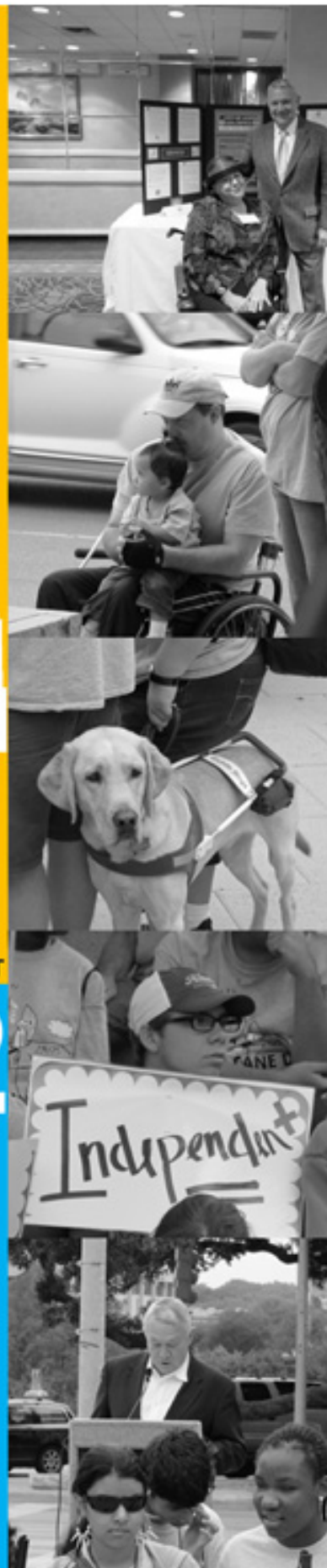


City of Austin  
ADA Office

Working for a Barrier Free City

# ADA IMPLEMENTATION REPORT 2012

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





# Table of Contents

## City of Austin FY 2011-2012 ADA Implementation Report

### Introduction Page#

ADA History	3
Duties and Responsibilities	4
Onsites and Ongoing Development	5-6
Activity Highlights for FY 2010-2011	6-7
FY 2010-2011 Departmental Evaluations	8

### Departmental Submissions FY 2011-2012

Austin Convention Center Department	08
Austin Aviation Department	09
Austin Travis County Health and Human Svcs. Department	10
Austin Public Library	11
Neighborhood Housing and Community Development	12-13
Austin Parks and Recreation Department	14
Austin Public Works Department	15-17

### AMCPD FY 2011-2012

Introduction	18
FY 2011-2012 Committee Accomplishments	19-21

### Conclusion, Recommendation Summary 22-25

### Attachments FY 2011-2012

Budget	26
Training Log	27
Sign Language Interpreting Services	28
Service Engagement Tracking	29
Volunteer Parking Enforcement Program	30

# 2012 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, 2012 the Americans with Disabilities Act (ADA) celebrated the 22nd Anniversary of its signing. The ADA, the most sweeping piece of civil rights legislation, is an extensive law, which affects every aspect of life for over 57 million Americans by ensuring equal opportunity in the areas of employment, state and local government services, public accommodations and telecommunications. Although the ADA was signed into law in 1990, it did not become effective until January 26, 1992. At this time, state and local governments were required to insure non-discrimination on the basis of disability in all public programs, services and activities. This grace period allowed these entities to assemble the necessary staff and develop a plan for its full implementation. The City of Austin, however, saw this as a priority and initiated implementation of its compliance program in 1991, before the mandated date set for local governments. In January of 2012, the City entered its twenty-second year of implementation under the ADA.

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



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



**President Barack Obama** signs an executive order to increase federal employment of people with disabilities on 20<sup>th</sup> anniversary of the ADA.

## City of Austin ADA Office

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

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



From Left to Right  
City of Austin ADA/504  
Coordinator

**Dolores Gonzalez with  
Mayor Lee Leffingwell**

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

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

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 23 trainings and disability awareness sessions.

### 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 resources, such as the continuation of the ADA Roundtable. The ADA Roundtable is a formatted meeting specifically aimed at ADA Coordinators, bringing topics of interest on a semi-monthly basis, in addition to facilitating networking with area ADA Coordinators. In order to formalize the visit, a survey tool was developed and the results are submitted in summary form to the coordinator and kept on file. Upon request, the survey assessment tool is shared with the Departmental ADA Coordinator ahead of the meeting time. Additionally, the Departmental ADA Coordinator may choose to invite other pertinent staff, thereby ensuring that more than one person is aware of their department's ADA responsibilities. This year the ADA Office conducted 22 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. Highlights of 2012 activities are described below.

Mr. Nguyen consulted with the Parks and Recreation Department on the accessibility of bathrooms at the Dougherty Arts Center. He also consulted with the Real Estate Office on the accessibility requirements of a facility being considered for leasing by the Small Business Development Program under the Economic Growth Redevelopment Services Department.

Additionally, Mr. Nguyen created all marketing materials including the branding for the flyer, lunch ticket and name badge for the Fair Housing Seminar-Fair Housing: *It not an option; it is the law*, a partnership between the ADA Office and Equal Employment Fair Housing Office. He has worked extensively with the City of Austin Human Resources Department staff, to design and publish presentations for the following initiatives: Diversity, Youth & Family, HR Professional Day, Take Your Children to Work Day, City of Austin Pride Day and

the City of Austin Veterans Program. All of these projects were created using his newly acquired Adobe Suite Professional Software purchased in FY 12. Some of Mr. Nguyen's work is highlighted below.



**Design Work** (from left to right) Flyer for EEFHO Fair Housing Seminar, Commission for Women Induction Ceremony Badge, HR Professional Day Logo and HR Bring Child to work day logo.

## ADA Office partners with PARD Inclusion Unit to train PARD employees



**Simulations** (from left to right) PARD Employees from the Northwest District simulate how to guide a blind person. A PARD employee attempts to trace a star by only looking at a mirror. This exercise helps employees understand hidden disabilities.

In FY 2012 the City of Austin ADA Office partnered with the Parks and Recreation Department on a training designed specifically for PARD Employees. This effort was conducted through the PARD Inclusion Unit. The unit was created through the approval of Director, Sara Hensley to address PARD needs in serving people with disabilities. The unit offers services such as Sign Language interpreter scheduling, participant assessments for programs, consultations, and future planning.

The training included an interactive game based on Jeopardy that highlighted disability etiquette, famous people with disabilities, accessibility symbols and ADA employment requirements. Also included were hands-on simulations; one that helped employees understand how to guide a person who is blind and another one about hidden disabilities. In FY 2012, the ADA Office trained 250 employees in seven ADA Inclusion Training sessions. Evaluations were very positive. The office plans to continue these trainings in FY 13.

## FY 2011-2012 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 departmental coordinators work to ensure the City complies with the legislation in the programs it administers and the services it provides.

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

The City's strategy was to produce a self-evaluation and transition plan for each department. 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:



# Departmental Reports

## Austin Convention Center Department



### Update from the Department

The Austin Convention Center Department (ACCD) in FY 2011-2012 continued progress to support the ADA services provided to our employees, clients and the general public.

In support of the City of Austin's Vision to be the most livable city in the country and mission to be the best managed city in the country the Austin Convention Center continues to support our commitment to all members of our disability community.

The department's focus this past year has been on ensuring all attendees, visitors and employees have the access, tools and information to interact with the Convention Center staff, enjoy the events, and have a safe memorable stay in our community.

To support this effort, ACCD continued to train department staff, develop policies and procedures and research best practices from other public assembly facilities throughout the country.

ACCD works with clients, service providers and others to provide people with disabilities the services they need while in the department's facilities. ACCD will continue to research, plan, and budget for improvements inside and outside of our facility to strive to improve our commitment to the entire City of Austin community.



**Austin Convention Center receives LEEDS Gold rating certification:** The US Building Green Building Council rated the facility based on ten categories including sustainability, walkability and transportation connection encouraging access.

### 2013 Goals:

- Security and Safety Division has plans to purchase an additional mobility scooter to service the Palmer Events Center, providing our mobility impaired clients additional resources.
- ACCD plans to continue training of staff in evacuating procedures for individuals with disabilities.
- Install automated door openers on doors leading to new 3rd floor skyway from show office elevators.
- Research additional hands-free/motion light sensors in restrooms.

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

### Upgrades to Existing Facilities

- A Terminal Improvements (in construction) – accessible restrooms, business centers, and work counters
- Campus Signage (in construction) – throughout campus to include enhance way-finding and accessible digital directories



**Rendering:**  
New business center and work counters in terminal area.

### New Projects:

- New garage (in design)- to include ADA parking and accessible paths to Terminal.
- Spirit of Austin Lane (in construction)- new road to include accessible paths (as part of an overall master planned path system) and enhanced access to facilities.



**Rendering**  
New ABIA parking garage design rendering

### The Austin Animal Center:

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

### Disease Prevention Health Promotion Division:

- The Communicable Disease Unit, of the Disease Prevention Health Promotion Division, located at RBJ Health Center had the following ADA improvements in FY 2011-2012:
  - Handrails were installed in the lobby restrooms for those with disabilities
  - Signs to label rooms within the clinic area were installed and included braille to assist sight impaired clients

### 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.
- A Drive Through Clinic was held at the Travis County Expo Center on October 10, 2012



#### Austin Animal Center:

HHSD opened the new Animal Center in November 2011 to deal with space issues at the Town lake Animal Clinic at the HHSD Campus 7201 Levander Loop. Accessibility was fully addressed.



#### Drive through Flu Clinic:

HHSD drive through flu clinics offer people with disabilities, a convenient way to get a flu shot without visiting an HHSD facility.

**Renovated facilities and planned improvements:**

During Fiscal Year 2011-2012, the Austin Public Library (APL) continued its ongoing efforts to improve services for library customers with disabilities, focusing on the following:

- Constructed in 1975 at 14,500 square feet, the Manchaca Road Branch Library (5500 Manchaca Road) has long served as one of Austin's most important community libraries. Working in partnership with the Public Works Department in Fiscal Year 2011-2012, the Austin Public Library succeeded in having an ADA-compliant sidewalk designed and constructed to provide an accessible route from the nearest bus stop to the front entrance of the facility.



**Manchaca Road Branch ADA Accessible Walkway:** This photo shows the new path from the library entrance.



**ADA Walkway to bus stop:** The above two photos show the new ADA Walkway from the new crosswalk all the way to the Capital Metro Bus Stop.



During FY 2011-2012, the Neighborhood Housing and Community Development Department (NHCD) continued its commitment to serving the needs of the disabled 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 and mediations.
- In FY 2011-12, \$288,729 was allocated for Renter's Rights Assistance.

### **Architectural Barrier Removal (ABR):**

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 2011-12, \$1,569,936 was allocated to the ABR program, which served 16 renters and 57 homeowners. The ABR program provided 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 ground-level single-family, duplex, and triplex construction are required to be visitable.

- At least 10 percent of the multi-family units are accessible
- At least 25 percent of the multi-family units are adaptable.

Since the inception of the S.M.A.R.T. Housing™ over 6,000 single family dwellings and 9,000 multi-family units have been created through the program.



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



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

## Outreach

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

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

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

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

During fiscal year 2012, PARD completed a number of projects which incorporated ADA accessibility as an integral component of the improvements:

### Playscapes

- PARD completed two safety surface renovations at existing playscapes replacing non-compliant surface materials for ADA accessibility.
- PARD completed a large, ramp accessible playscape at Roy G. Guerrero Colorado River Metropolitan Park. Park is scheduled to open spring of 2013.
- PARD completed major renovation of playscapes at Palm Neighborhood Park, Little Zilker Neighborhood Park and Pickfair Pocket Park with emphasis on ADA accessibility, including many elevated, ramp accessible play features.
- PARD is entering the design phase on nature based, all-inclusive playscapes that are consistent with the recommendations of the Urban Park Taskforce at the following sites: Rainey Street Pocket Park, Battle Bend Neighborhood Park and Little Stacy Neighborhood Park.
- PARD is entering design phase on park improvements to include playscape renovations at Dove Springs District Park and Dick Nichols District Park.
- PARD completed design of ADA accessible playscape at Latta Branch Tyhurst; construction scheduled for spring 2013.

### Recreation Facilities

- PARD completed the following major facility renovations/development projects during FY 2012, which included full ADA accessibility: North Austin Recreation Center / YMCA, McBeth Recreation Center and Pickfair Recreation Center.
- PARD is under construction for renovations to Conley-Guerrero Senior Activity Center, Montopolis Recreation Center and the Morris Williams Pro Shop.

### Aquatic Facilities

- PARD completed construction of the Deep Eddy Pool this fiscal year, including ADA upgrades with ramped pool entry.
- PARD hired the consultant to perform the department-wide Aquatic Facilities Assessment, to include ADA accessibility at aging facilities.

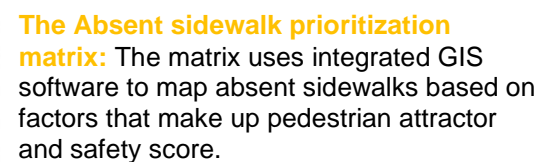
### Other PARD Updates

- PARD is currently under construction on Southern Walnut Creek Trail and will be awarding the construction contract for Northern Walnut Creek Trail Phase 1 this month. These trails serve as fully-accessible, multi-modal transportation corridors.
- PARD completed, in partnership with Public Works and Watershed Protection, the Waller Creek Boathouse which features fully accessible public boat rental, restrooms and special event facilities

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.

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 began on Phase II of the Pedestrian Master Plan, (later renamed Sidewalk 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 disability community.

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.



### Absent-Sidewalk Prioritization Matrix

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 499 curb ramps and 66,575 linear feet of sidewalk in FY 12.



#### From Left to Right:

A PW employee checks the slope of a new curb ramp,

PW employees laying down concrete to construct additional linear sidewalk and,

A newly constructed sidewalk ramp with safety rails.

## PWD SIDEWALK IMPROVEMENT PROJECTS FY 2012

The Neighborhood Connectivity Division expended over \$7.3 Million in funding for ADA sidewalk improvements throughout the City of Austin in Fiscal Year FY 12. 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:

- E. 6<sup>th</sup>, I35 to Calles
- Slaughter, Brodie to Wolftrap
- Ann Arbor, Rundell Place to South Holland
- 8<sup>th</sup>, Red River to I35
- 12<sup>th</sup>, Red River to Sabine

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

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

- TxDOT and Travis County – FM 1826 Pedestrian Improvements Phase 2
- Austin Energy – In FY 12 the Public Works department continued a contract with Austin Energy in the amount of \$100,000 per year to assess utility poles affecting accessibility in the Right of Way.
- Capital Metro – ADA Bus Stop Improvements City Wide in the amount of \$10M over the next six years

## 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. Passage of the 2012 Bond provided a total of 25 Million to be utilized over the next three years.



**Imagine Austin:** Is a comprehensive 21<sup>st</sup> century plan on how the City of Austin will be shaped. It includes plans for a large transportation system, with improvements for many major thoroughfares.

# 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

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

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

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

## 2012 Accomplishments

### **Employment Awards & Recognition October 29, 2012**

The Committee hosted the 33<sup>rd</sup> Austin Employment Awards at the Crowne Plaza Austin, drawing over 150 attendees. Attendees were honored with Keynote speaker Assistant Commissioner Jim Hanophy from the Texas Department of Assistive and Rehabilitative Services. The award winners included: Wayne Sibson, Micro Assist, HEB, and Jordan Smith of the Austin Chronicle and Melissa Graves from the DoubleTree Austin. Celia Hughes, director of VSA Texas received the Martha Arbuckle Meritorious Award. Plus, there was a tie for Employee of the Year with UT Coach Beverly Kearney and Ethel McHorse. It was an exciting night!

### **Business of Work Job Readiness Seminar April 30, 2012 75 participants**

The event was held at the Goodwill Community Center. Partners included: Workforce Solutions – Capital Area, Texas Department Assistive Rehabilitative Services, Goodwill Industries of Central Texas, Easter Seals Central Texas, and Criss Cole Rehab Center. The seminar is geared towards providing job readiness training to job seekers with disabilities preparing them for the Goodwill Community Career Expo and subsequent employment.

### **Access Awards August 02, 2012 Presented by Mayor Lee Leffingwell**

The purpose of this award is to recognize Austin businesses for their welcoming attitude and compliance with the Americans with Disabilities Act. This year there were seven winners, out of a total 11 nominated businesses. Commissioner Tanya Winters made the presentations with Mayor Leffingwell.

### **White Cane Day Oct 16, 2012 Republic Square Park; Over 460 attendees**

Mayor Lee Leffingwell 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.

### **Disability Mentoring Day (DMD) Oct 17, 2012 at the Mexican American**

**Cultural Center** Council Member Chris Riley presented this year's DMD proclamation at the MACC during the celebratory luncheon. This year DMD celebrated its 10<sup>th</sup> anniversary by drawing a record 95 student participants. This event offers 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.



**DMD Proclamation:**  
Council Member Chris  
Riley giving the  
proclamation.



**From Left to Right:**  
Council Member Riley  
having lunch with DMD  
participants.

Elizabeth Soto and  
Denise Sonleitner  
announcing they will  
co-chair next year's  
DMD.

### Barton Springs Pool ADA Improvements

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

### ADA Accessible Pier

Committee members continue to provide support to CORE Health and the Parks Dept. working on an accessible pier at Lady Bird Lake.

### Imagine Austin

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



### Imagine Austin:

Is the City's comprehensive plan that will develop a vision and framework to shape Austin Growth until 2030.

The plan calls for focus on sustainable growth, a connected transportation system, and improving opportunity and paths to prosperity to all residents.

### ADA Roundtables

In 2012, Committee members participated in planning and coordinating ADA Roundtables with the Texas Governor's Committee on People with Disabilities. The ADA Roundtables are an effort to deliver free training programs about the Americans with Disabilities Act to state and local ADA Coordinators, HR personnel and to the public.

### ADA Access and Sidewalk Task Force

Committee members participated in these community meetings to discuss and make recommendations about the built environment and projects targeting accessibility improvements.

### Emergency Preparedness

AMCPD Commissioner, Ron Lucey was appointed to the State Task Force on Emergency Management; he will be reporting progress and results to the Committee.

### Transportation

During several presentations by Capital Metro, the Committee offered feedback on their Metro Access service. The result was a policy change to services provided to Austin area public schools. Following several requests by the Committee, the 2002 policy handbook was finally updated. The Committee continues to work together with Capital Metro to make improvements.

### Election Study Group

Committee member, Ron Lucey, participated in reviewing plans for new voting centers, voicing concerns of importance to the disability community. Additionally, the group reviewed a proposal for the new accessible voting system.

### Work base Learning Program

The Committee continued support and monitoring of this program providing summer employment for youth with disabilities.



#### Travis County Work Base Youth Summer Employment Program:

Provides a variety of work-based learning opportunities to youth throughout the City of Austin and Travis County to include recruitment, training, placement (750 youth in 2012), including youth with disabilities.

# Conclusions and Recommendations/Actions: 2012

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:

After years of using the same design on the poster, this year we plan to unveil a new modern design that will be not only in color, but will noticeably display the department logo. We will continue following up at the annual On Site Visits with Departmental ADA Coordinators to ensure that posters are always on display in all public lobbies. The office staff will make available and/or deliver posters as needed. This system appears to be working; the office regularly gets requests for posters. Actual roll-out of the new posters to Parks and Recreation Department, Austin Police Department, Austin Water Utility, Austin Resource Recovery, Aviation Department, Austin Convention Center and all other departments will happen in 2013.

## Need:

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

## Recommendation/Actions:

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

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

Department of Transportation, Public Works & Transportation, and several interested citizens of the community at large.

### Need:

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

The ADA Employment Training based the popular “Who wants to be a millionaire” game show is quickly becoming a favorite. Evaluations reflected that this training, not only met the needs, but employees were fully engaged.

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

### Recommendation/Actions:

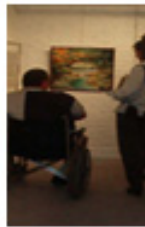
The majority of ADAtude trainings have been met with requests for individual departments. The office staff continues to advertise the employment training to all departments, encouraging participation for supervisors, managers and interested employees. Also, the PARD Inclusion training is well underway. This year we trained over 250 employees. We will continue this training in 2013 until all employees have gone through it. Additionally, Public Works included an ADA segment into their mandatory Safety Training. It was a brief Employment training; approximately 300 employees received this information.



**ADAtude:** Is a citywide training that combines an interactive game with hands on disability simulations, helping city employees learn disability awareness and sensitivity.

### Need:

The City ADA Coordinator in partnership with VSA Arts of Texas provides training for Arts Contractors, in part to go over the new 2010 ADA Standards and how they apply to them. The idea is to present in-person training, in addition to the online course. We used the course developed by the U S Dept of Justice - Reaching Out to Customers with Disabilities and developed a quiz with new 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 a companion ADA Assessment. This year the training was primarily provided electronically. Contractors commented positively about having choices on how to comply.



**VSA Texas:** is a state organization on arts and disability, it is a 501(c)(3) not for profit organization that works to create a society where people with disabilities learn through, participate in, and enjoy the arts.

### Recommendations/Actions:

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

### Need:

Over the past several years, it has become clear and necessary to address the issue of developing 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. ADA office staff have held meetings with veteran departmental ADA Coordinators to review the Service Animal, Sign Language Interpreter and Accessible Parking policies; these proved very positive with good feedback. 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 citizens participating in taskforces are an effective means of gathering this information.

When readily achievable and fiscally responsible, the City should exceed the minimum standards of accessibility to allow greater opportunities for Austin citizens with disabilities to participate in the economic and social life of their community.<sup>1</sup>

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.austintexas.gov/ada>

**CITY OF AUSTIN ADA/504 DIVISION -DEPARTMENT OF CORPORATE HUMAN RESOURCES**  
*Working for a Barrier Free City*



*"WE TAKE PRIDE IN OUR WORK"*





## ADA OFFICE BUDGET FY 2011-2012

Items	Department
<b>Equipment and Training:</b>	<b>\$3,872.69</b>
Employee Office Chair	PARD
Evacuation Chair	Municipal Court
Adobe Creative Suite Pro	ADA
<b>Sign Language Interpretation:</b>	<b>\$9,680.20</b>
2012 Employment Awards Ceremony	ADA/AMCPD
2012 Meetings and Events	ADA/AMCPD
Austin Resource Recovery Composting Class	ARR
2012 Black History Program at Palmer Event Center	City-wide
2012 Zilker Theater Performances	City-wide
Share a story with Council Member Sheryl Cole	City-wide
Austin Regional Science Fair	City-wide
Workshop, Trainings, and Classes	EGRSO
Applicant Interview	FASD
Town Lake Animal Center Training	HHSD
Austin Animal Shelter Responsible Pet Ownership Class	HHSD
City of Austin Career and Service Expo	HRD/City-wide
City of Austin EE/FHO Investigation Interviews	HRD
LRC New Employee Orientation	HRD
City of Austin Arts Contractor Training	HRD
Windsor Branch Library Deaf Jam Film Screening	Library
Dittmar Recreation Center T-Ball and Volley Ball games	PARD
PARD East Austin Garden Fair	PARD
PARD Disc Golf Park Opening Ceremony	PARD
Zilker 2012 Tree Lighting	PARD
Residential, Zoning, Permitting Consultation	PDR
<b>Subscriptions:</b>	<b>\$29.95</b>
New Mobility Magazine annual renewal	ADA /AMCPD
<b>Office Expenditures:</b>	<b>\$14,248.78</b>
AMCPD Annual Awards Expenditures	ADA/AMCPD
2012 Staff Mileage Expenditures	ADA
Disability Mentoring Day Room Rental	ADA/AMCPD
Misc. AMCPD Expenditures	ADA/AMCPD
ADA Office expenditures for presentations	ADA
ADA Office Mailing and Shipping expenditures	ADA
Coalition for Texans with Disabilities membership renewal	ADA/AMCPD
<b>Total Expenditures:</b>	<b>\$27,831.62</b>

## City of Austin ADA Office 2011-2012 FY Training Log



### Key:

ADAtude  
Disability  
Awareness

Employment  
Title I Training

PARD  
Inclusion  
specialized  
training for  
PARD  
Employees

ADA Onsite  
Annual  
Monitoring  
Session

Presentations  
11  
presentations  
were also  
made to  
various City  
and private  
entities in FY  
2012

Department	Date	Type
Aviation	29-Feb-12	Employment
PARD	08-Mar-12	PARD Inclusion
Code Enforcement	26-Apr-12	ADAtude
PARD	01-May-12	PARD Inclusion
PARD	03-May-12	Onsite
PARD	04-May-12	PARD Inclusion
APL HR	09-May-12	Onsite
PW Connectivity	09-May-12	Onsite
APL Facilities	10-May-12	Onsite
PARD	10-May-12	PARD Inclusion
ARR	11-May-12	Onsite
EMS	15-May-12	Onsite
PW HR	16-May-12	Onsite
PARD	17-May-12	PARD Inclusion
NHCD	21-May-12	Onsite
PARD	22-May-12	PARD Inclusion
PARD	24-May-12	PARD Inclusion
ACCD	12-Jun-12	ADAtude
SMBR	27-Jun-12	Onsite
AWU	28-Jun-12	Onsite
HHSD	28-Jun-12	Onsite
PDR	07-Aug-12	Onsite
WPR	08-Aug-12	Onsite
Austin Energy	09-Aug-12	Onsite
Aviation	23-Aug-12	Onsite
Building Services	25-Oct-12	Onsite
APD	26-Oct-12	Onsite
ACCD	29-Oct-12	Onsite
APD Training	05-Nov-12	Onsite
Fleet Services	15-Nov-12	Onsite
PARD	04-Dec-12	PARD Inclusion
PARD	11-Dec-12	PARD Inclusion
AFD	13-Dec-12	Onsite
PARD	21-Dec-12	PARD Inclusion

## Sign Language Interpreting Services FY 2011-2012



Each year, the ADA Division provides funds for the use of Sign Language interpreters services by various city departments. Below is a breakdown of interpreting expenses by department. In FY 12 the City renegotiated it's contract with the service provider who in turn decreased their rates, this decreased total city Sign Language expenditures by nearly 50%.

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

Department	Total Cost for FY 11-12	% of City's Total
ARR	\$550.50	2.90%
AWU	\$124.00	0.65%
EGRSO	\$2,000.50	<b>10.56%</b>
HHSD	\$3,205.00	<b>16.91%</b>
HRD	\$6,194.00	<b>32.68%</b>
Library	\$618.75	3.26%
NHCD	\$450.00	1.02%
PARD	\$4,636.13	<b>24.46%</b>
PDR	\$532.00	2.81%
PIO	\$144.00	0.76%
Purchasing	\$948.00	<b>5.00%</b>

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

The ADA Office, after consulting with City departments, has completed a city-wide Sign Language policy to ensure the provision of equal access to communications as stated in the ADA, is standard throughout the organization. The policy has been submitted to the Law Department for final review.

## ADA OFFICE Service Engagement FY 2011-2012



### 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 staff, businesses, and private citizens. These services include providing resources on employment, 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 FY12 a day to day electronic spreadsheet was modified to track more electronic engagements, resulting in an increase of over 400 recorded engagements.

### Summary: of Service Engagements for FY 11-12

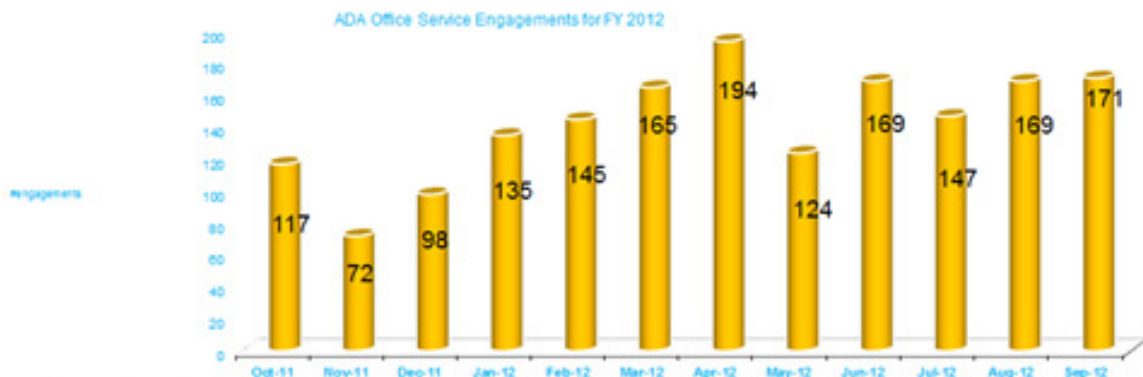
Citizens private employees	271
ADA Officials Agencies	167
Employers/ Businesses	038
COA Staff	1,114
2010-2011 FY Total	<b>1,590</b>

### Efficiency: cost per engagement

Oct11	\$123.80
Nov11	116.05
Dec11	474.15
Jan12	323.31
Feb12	198.41
Mar12	144.81
Apr12	141.65
May12	163.32
Jun12	120.01
Jul12	250.86
Aug12	614.06
Sep12	91.24
FY 11-12	<b>\$207.21</b>

### TYPES:

City Services	1151
Complaints	00
Construction	21
Employment	190
Housing	73
Transportation/Parking	57
Other	90



## Volunteer Disabled Parking Enforcement FY 2011-2012



### 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 2011-2012.

### Program Statistics-FY 2011-2012

Revenue generated by volunteers in FY 11-12	\$1,421.00
Total revenue generated from enforcement program	\$361,898.50
Number of citations written	16
Number of volunteer active parking enforcement officers	49





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

**VOICE 512-974-3256**

**TTY Relay Texas 711**

