

ADA Compliance of Pedestrian Facilities

Public Meeting Sept. 15 – Displays and Handouts

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PUBLIC MEETING DISPLAYS

Each display is numbered and has a page number for those who are using the complimentary braille booklets. If you would like a braille booklet of the displays please ask any of the staff members.

Welcome

(Display 1 & 2; Braille booklet pages 2-3)

Welcome to the ADA Compliance of Pedestrian Facilities Public Meeting

Public Works is completing a study on its ADA compliance of pedestrian facilities and is looking to you to help identify and prioritize what barriers should be removed first. Together we can make communities more accessible.

We invite you to:

- View exhibits and ask questions
- Attend a short presentation at 5:45 p.m. and/or 6:45 p.m.
- Provide feedback by taking our survey
- Sign up to participate in a focus group
- Become a long-term partner of the ADA Compliance Program
- Join the Public Works ADA citizen advisory committee

Enjoy the refreshments!

Staff

(Display 3; Braille booklet pages 4-5)

If you have any questions, please feel free to ask one of us.

- Ryan Peterson, Engineer / Program Manager for the ADA Compliance Program
- Jim Bloodgood, County Traffic Engineer / Traffic Operations Manager / ADA Coordinator for Pedestrian Facilities in the Public Right-of-Way
- Nadeem Mohammad, Engineer
- Matt Feeley, Engineer
- Gina Hortillosa, Interim Engineering Manager, Transportation and Environmental Services
- Allison Tabiando, Communications Specialist
- Meghan Jordan, Communications Specialist
- Fay Lim, Communications Supervisor
- George Basioli, ADAPROW Citizen Advisory Committee Co-Chair

Consultants:

- Jeanne Acutanza, TranspoGroup
- Katherine Schomer, PRR
- Michael Richardson, Northwest ADA Center

Please Sign-In

(Display 21; Not in the braille booklet)

Your contact information is optional.

Assisted listening devices, CART, and ASL interpreters are available for tonight's meeting.

Restrooms

(Display 23; Not in the braille booklet)

Restrooms are located outside of the room to the right and around the corner.

- When exiting the entrance of the Weyerhaeuser Room, walk straight out of the room across the hall to the wall with the elevators. Turn right and follow the wall until you can turn left and make that turn. The restrooms are on the left side of this hall with the ladies room first and the men's room second.

Dot Map / Show Us Where You Live

(Display 4; Braille booklet page 6)

This is a map of Snohomish County. Attendees can place a sticker on the area where they live. If you would like assistance, please let one of the staff members know.

Handouts

(Display 22; Not in the braille booklet)

- Requirements and Barriers Overview
- FAQ

Have a Smart Phone?

We can email you a link to our handouts and displays during this meeting if you provide us with your email address.

Wi-Fi is available.

Braille copies of handouts and displays are available to use during the meeting.

Americans with Disabilities Act (ADA)

(Display 5; Braille booklet pages 7-8)

In 1990, President George H. Bush signed into law the Americans with Disabilities Act (ADA), protecting the rights of citizens with disabilities.

Title II of the ADA mandates that state and local governments must make their programs, services, and activities accessible to everyone. Public Works focused its self-evaluation on Title II of the ADA, specifically, requirements that relate to the county's pedestrian facility program.

This includes:

- Sidewalks
- Curb ramps
- Pedestrian crossings
- Pedestrian signals and beacons
- Alternate pedestrian facilities in work zones
- Bus stops

Compliance with the other aspects of Title II and other titles of the ADA are the responsibility of other county departments.

Self-Evaluation

(Display 6; Braille booklet page 9)

In 2010, Public Works undertook an extensive self-evaluation of its pedestrian facilities. It focused on identifying:

- Physical barriers to pedestrian facilities
- Common practices and policies that are based in the culture, custom, or habits of the organization – unwritten rules – that increase the likelihood of barriers being created, even unintentionally

Public Works acknowledges that there is a lot of work to achieve ADA compliance in the public right-of-way. With the knowledge gained from its self-evaluation, it is now working to correct barriers and connect neighborhoods.

It is important to keep in mind while reviewing this information and/or reading the draft self-evaluation study that this represents a snap-shot in time. Public Works did not wait to complete the self-evaluation before addressing non-compliance issues that were identified as it was underway.

Federal and State Oversight Agencies

(Display 7; Braille booklet pages 10-11)

Public Works evaluated its pedestrian facility program using as many of the applicable federal, state, and local requirements as it could identify. This includes policies and regulations from:

- U.S. Department of Justice
- U.S. Department of Transportation, Federal Highway Administration
- Washington State Department of Transportation (WSDOT)
- Snohomish County

ADA Compliance Matters

(Display 12; Braille booklet page 20)

Becoming compliant with the ADA does not only effect individuals with disabilities, but the entire county.

- To meet the requirements of the ADA, it's going to take Snohomish County decades and more than \$1 billion to correct
- It's a civil right and the right thing to do for all of Snohomish County residents
- It's a legal requirement with financial ramifications if not addressed

Infographics: Snohomish County by the Numbers

(Display 20; Not in the braille booklet)

Infographic title: Snohomish County ADA by the Numbers

Why?

Title II: Americans with Disabilities Act – Prohibits discrimination on the basis of disabilities

Who will benefit?

Everyone! Particularly those with mobility challenges.

- 20.4% are less than 16 years old
- 18.2% are 60 years old or older
- 11.2% are disabled

What did we find?

Unincorporated Snohomish County has many non-compliant pedestrian facilities

- 93% non-compliant – 10,718 curb ramp locations
- 60% non-compliant – 484 pedestrian pushbuttons
- 62% non-compliant – 460 miles of sidewalk
- 90% non-compliant – 221 bus stops

How can we fix it?

The required fixes include:

- Sidewalk improvements
- Curb ramp construction and
- Signal equipment upgrades

It will cost over \$1 billion to become compliant and will take decades to complete all the necessary projects.

Administrative Requirements

(Display 8; Braille booklet pages 12-13)

Requirements

There are 63 administrative requirements identified in the Department of Justice's (DOJ) Code of Federal Regulations (CFR).

Example administrative requirements:

- Notification of rights and responsibilities
- Designation of a responsible employee and adoption of grievance procedures
- General prohibitions against discrimination
- Maintenance of accessible features
- Compliance of existing facilities
- Compliance of newly constructed or altered facilities
- General communications requirements

Analysis

Public Works conducted a thorough examination of its policies, practices, and procedures and the way that it administers its pedestrian facility program. This included a self-created questionnaire that documented how well it is complying with the ADA.

Administrative Barriers

(Display 9; Braille booklet pages 14-15)

Administrative barriers are customary or unwritten policies, procedures, or practices.

44 administrative barriers were identified during the self-evaluation process.

Example Barriers

- Inadequate public notification of citizen rights and Public Works' responsibilities under the law
- Lack of a review process, policy, or procedure for maximum extent feasible designs for reconstruction of existing facilities
- Inability to effectively communicate with individuals with sensory, communication, or cognitive disabilities
- No designated ADA coordinator or adoption of grievance procedures
 - As soon as the requirement was identified, an ADA coordinator was appointed to oversee development of the self-evaluation and transition plan.

Root Causes

- Lack of awareness
- Lack of suitable policies and/or procedures and guidance
- Inadequate technology
- Insufficient training

Physical Requirements

(Display 10; Braille booklet pages 16-17)

Requirements

There are **more than 250 physical requirements** for pedestrian facilities in Public Works' public right-of-way.

These requirements were identified in:

- The U.S. Access Board's 2005 Public Rights-of-Way Accessibility Guidelines (2005 PROWAG)
- The Federal Highway Administration's 2009 edition of the Manual on Uniform Traffic Control Devices (2009 MUTCD)
- The State of Washington's Revised Code of Washington (RCW)

- Snohomish County's 2012 version on its Engineering Design and Development Standards (2012 EDDS)

Analysis

From 2011 through 2015 Public Works staff conducted an extensive inventory and evaluation of pedestrian facility barriers within the public right-of-way. Staff utilized a variety of technology and tools, and also created measurement forms for each facility and its specific requirements.

Physical Barriers

(Display 11; Braille booklet pages 18-19)

Inventory

Public Works' self-evaluation included an assessment and field measurements of:

- 10,718 curb ramp locations
- 484 pedestrian pushbuttons
- 460 miles of sidewalk
- More than 3,000 pedestrian crossings
- 221 bus stops

Barriers

Based on the inventory and analysis, the following were found to be non-compliant / barriers:

- 93 percent of curb ramps
- 62 percent of sidewalks
- 60 percent of pushbuttons
- 90 percent of bus stops

Root Causes

- Expectations are not clearly set / lack of training
- Standards have not been clearly defined
- No follow-up to determine if standards have been met
- No accountability to address non-compliant facilities or handle exceptions

Pictorial: Self-Evaluation Measurement Forms

(Display 16; Not in the braille booklet)

Collage of the measurement forms used during the self-evaluation inventory and assessment.

- Snohomish County Alternate PAR Measurement Form (Work Zones)

- Snohomish County Curb Ramp Measurement Form
- Snohomish County Bus Stop Measurement Form
- Snohomish County Signal/Beacon Measurement Form
- Snohomish County Sidewalk Measurement Form

Pictorial: Sidewalk Obstructions

(Display 17; Not in the braille booklet)

Pictures of sidewalk obstructions including:

- Portable basketball hoops covering the entire sidewalk
- Mailbox clusters that take up a majority of the sidewalk
- Utility poles
- Sidewalk gaps / discontinuities

Pictorial: Curb Ramps

(Display 18; Not in the braille booklet)

Pictures of non-compliant curb ramps versus compliant curb ramps.

Non-compliant curb ramps include:

- Curb ramps to nowhere – example: when there is a curb ramp on one side of the street, but not the other
- Curb ramps that have steep slopes

Compliant curb ramps include:

- Curb ramps on all sides of an intersection
- Curb ramps with the correct slope including parallel ramps

Pictorial: Work Zones and APS Buttons

(Display 19; Not in the braille booklet)

Pictures of non-compliant work zones versus compliant work zone. Also includes pictures of non-compliant versus compliant Accessible Pedestrian Signal (APS) buttons.

- Non-compliant work zones may include a lack of an alternate route
- Compliant work zones should include pedestrian protection
- Non-compliant APS pushbutton
- Compliant APS pushbutton with braille

What's Being Done

(Display 13; Braille booklet pages 21-22)

Public Works did not wait to complete its self-evaluation before addressing non-compliance issues. Since beginning the self-evaluation process, Public Works has:

- Formed a citizen advisory committee to advise staff conducting the self-evaluation
- Designated an ADA coordinator
- Developed and provided an extensive amount of training
- Developed guidance documents

Since 2013, the following were constructed or reconstructed to full ADA compliance:

- Hundreds of curb ramps and pedestrian crossings
- Dozens of pushbuttons
- Many miles of sidewalk

What's Next

(Display 14; Braille booklet pages 23-24)

The results of the self-evaluation were not what Public Works expected – the organization anticipated higher compliance rates. With the ADA self-evaluation almost complete, Public Works is energized to create a plan to transition to compliance.

The self-evaluation includes a list of all the barriers that were identified and follow-up / action items (FAIs).

- A checklist of 60 FAIs can be found in Appendix J of the draft document
- All barriers have specific FAIs that address the contributing factors and root causes of non-compliance

Once the self-evaluation is complete, Public Works will draft its transition plan. This will include:

- Methods that will be used to make facilities accessible
- Schedules, milestones, and progress dates for compliance
- An estimated budget
- Resources to be allocated to complete the plan

Get Involved

(Display 15; Braille booklet pages 25-26)

Thank you for attending!

Feedback and Participation

Share your input by completing the questionnaire here or at www.SnoCoADA.org. This includes a sign-up to:

- Participate in a focus group
- Join the Public Works ADA citizen advisory committee (ADAPROW)
- Become a long-term partner of the ADA Compliance Program

Read the Draft Self-Evaluation

You can read the draft self-evaluation study online by visiting www.SnoCoADA.org and selecting “Resources.”

Stay Up-to-Date

If you would like to be contacted in the future regarding the self-evaluation document and transition plan, sign-up to receive email or text message updates.

Sign-Up for Email Updates

(Display 24; Not in the braille booklet)

Interested in receiving email when information is updated on our program webpage? Sign-up for one or more topics:

- ADA Self-evaluation and transition plan
- Citizen advisory committee (ADAPROW)
- Design and inspection standards and guidelines

Survey

(Display 25; Not in the braille booklet)

Your feedback can help identify and prioritize what barriers are removed first.

Please take the survey:

1. Hard copies are available – Please place completed surveys in the Comment Box
2. Take the survey online – Ask to borrow a tablet

Would you like assistance taking the survey? We’d be more than happy to help.

Need time to think?

You can take the survey at your convenience by visiting www.SnoCoADA.org and selecting “Take the Survey” in the top right corner. The survey will close on Monday, October 3, 2016.

Refreshments

(Display 26; Not in the braille booklet)

Please help yourself to refreshments:

- Cookies
- Brownies
- Water
- Coffee
- Tea

HANDOUT: REQUIREMENTS AND BARRIERS OVERVIEW

Snohomish County Public Works' Americans with Disabilities Act (ADA) self-evaluation study focused on curb ramps, pedestrian crossings, pedestrian signals and beacons, sidewalks, bus stops, and alternate pedestrian facilities in work zones. It not only looked at the physical requirements of these pedestrian facilities, but also the administrative requirements of the ADA.

Administrative Requirements

Administrative requirements are customary or unwritten policies, procedures, or practices. There are at least 63 administrative requirements identified in the Department of Justice's (DOJ) Code of Federal Regulations (CFR) that are applicable to Public Works.

General administrative requirements include:

- Self-evaluations.
- Notification of rights and responsibilities.
- Designation of a responsible employee and adoption of grievance procedures.
- General prohibitions against discrimination.
- Maintenance of accessible features.
- Prohibitions against retaliation or coercion.
- Policies for the use of mobility devices on pedestrian facilities in the public right-of-way.
- Compliance of existing facilities.
- Compliance of newly constructed or altered facilities.
- General communications requirements.
- Transition plans.

Analysis

Public Works conducted a thorough examination of its policies, practices, and procedures and the way that it administers its pedestrian facility program to the general requirements. This included a self-created questionnaire that documented how well it is complying with the ADA.

Administrative Barriers

44 administrative barriers were identified during the self-evaluation process. Example barriers include:

- Inadequate public notification of citizen rights and Public Works' responsibilities under the law.
- Lack of a review process, policy, or procedure for maximum extent feasible designs for reconstruction of existing facilities.

- Inability to effectively communicate with individuals with sensory, communication, or cognitive disabilities.
- No specific policies for the use of power-driven mobility devices on pedestrian facilities in the public right-of-way.
- No designated ADA coordinator or adoption of grievance procedures.
 - As soon as the requirement was identified, an ADA coordinator was appointed to oversee the development of the self-evaluation and transition plan.

Public Works identified four root causes for these barriers:

- Lack of awareness.
- Lack of suitable policies and/or procedures and guidance.
- Inadequate technology.
- Insufficient training.

Physical Requirements

There are more than 250 technical or physical requirements for pedestrian facilities in the public right-of-way. These requirements were identified in:

- The U.S. Access Board’s 2005 Public Rights-of-Way Accessibility Guidelines (2005 PROWAG).
- The Federal Highway Administration’s 2009 edition of the Manual on Uniform Traffic Control Devices (2009 MUTCD).
- The State of Washington’s Revised Code of Washington (RCW).
- Snohomish County’s 2012 version on its Engineering Design and Development Standards (2012 EDDS).

Analysis

Staff utilized a variety of technology and tools to complete its pedestrian facilities in the public right-of-way inventory. They also created measurement forms for each facility and its specific requirements that were relevant to Public Works’ work.

From 2011 through 2015, Public Works staff conducted an extensive inventory and evaluation of pedestrian facility barriers within the public right-of-way.

Inventory

Public Works’ self-evaluation included an assessment and field measurements of:

- 10,718 curb ramps locations including 8,568 existing curb ramps and 2,150 locations where one doesn’t current exist but should.
- 484 pedestrian pushbuttons.

- 460 miles of sidewalk.
- More than 3,000 pedestrian crossings.
- 221 bus stops.

Physical Barriers

Based on the inventory and analysis, the following were found to be non-compliant / barriers:

- 93 percent of curb ramps.
- 62 percent of sidewalks.
- 60 percent of pushbuttons.
- 90 percent of bus stops.

Of these barriers, Public Works identified four main factors for why non-compliance occurred:

- Expectations are not clearly set / lack of training.
- Standards have not been clearly defined.
- No follow-up to determine if standards have been met.
- No accountability to address non-compliant facilities or handle exceptions.

To the read the full draft self-evaluation study, visit www.SnoCoADA.org and select “Resources.”

HANDOUT: FREQUENTLY ASKED QUESTIONS

1. What is the ADA?

In 1990, President George H. Bush signed into the law the Americans with Disabilities Act (ADA), protecting the rights of citizens with disabilities. Title II of the ADA mandates that state and local governments must make their programs, services, and activities accessible to everyone. This requirement extends not only to physical access to sidewalks and curb ramps in the public right-of-way, but also to policies or procedures.

2. Why does Snohomish County Public Works need to do the self-evaluation plan and transition plan?

The federal government mandates Public Works to complete a self-evaluation of its pedestrian facilities in the public right-of-way in regards to its compliance with federal, state, and local requirements. This is followed by a transition plan describing how it will resolve all barriers identified during the self-evaluation. There are financial ramifications if Public Works does not complete these tasks and become ADA compliant.

Public Works sees ADA compliance not only as a regulation, but as the right thing to do.

3. What types of facilities did Snohomish County Public Works evaluate?

Public Works is focused on Title II of the ADA, specifically, requirements that relate to the county's pedestrian facility program. Pedestrian facilities in the public right-of-way include:

- Curb ramps.
- Pedestrian crossings.
- Pedestrian signals and beacons.
- Sidewalks.
- Bus stops.
- Alternate pedestrian facilities in work zones.

Compliance with the other aspects of Title II and other titles of the ADA are the responsibility of other county departments.

4. Why is Snohomish County Public Works non-compliant?

The creation of almost all of the administrative barriers for Public Works can be traced to at least one of four main root causes:

- (1) Lack of awareness.

- (2) Lack of suitable policies and/or procedures and guidance.
- (3) Inadequate technology.
- (4) Insufficient training.

In most cases of physical barriers, non-compliant facilities have been constructed in the public right-of-way due to multiple contributing factors and several root causes. Public Works identified four main contributing factors for physical barriers:

- (1) Expectations are not clearly set / Lack of training.
- (2) Standards have not been clearly defined.
- (3) No follow-up to determine if standards have been met.
- (4) No accountability to address non-compliant facilities or handle exceptions.

5. How much is it going to cost for Snohomish County Public Works to become compliant?

To meet the requirements of the ADA, it's estimated to take Snohomish County more than \$1 billion to correct and remove all barriers.

6. How long is it going to take for Snohomish County Public Works to become compliant?

Depending on the resources available to Snohomish County Public Works' ADA Compliance Program, it's going to take Snohomish County decades to correct all of the ADA non-compliance issues.

Public Works is working to correct these barriers with dedicated resources that will include personnel / staff and funding.

7. What's been done so far to correct these errors / barriers?

Public Works did not wait to complete its self-evaluation before addressing non-compliance issues. Since beginning the self-evaluation process:

- A citizen advisory committee was formed to advise Public Works staff conducting the self-evaluation.
- An ADA coordinator was designated to lead the self-evaluation, investigate complaints of discrimination based on disability, and implement a grievance procedure to fairly adjudicate them.
- An extensive amount of training was developed and provided to staff, contractors, and utility franchise workers in the public and private sectors.

- Guidance documents were developed to answer frequently asked questions and provide help where the ADA is vague.
- Since 2013, hundreds of curb ramps and pedestrian crossings, dozens of pushbuttons, and miles of sidewalks have been constructed or reconstructed to full ADA compliance that otherwise would not have been if Public Works had not undertaken its ADA self-evaluation.

8. What is the county doing next in terms of the ADA Compliance Program?

The non-compliance results were not what Public Works expected – it anticipated higher compliance rates.

Based on the results of the self-evaluation, a list of all the barriers that were identified and follow-up / action items (FAIs) were drafted.

- A checklist of 60 FAIs can be found in Appendix J of the draft document. (Visit www.SnoCoADA.org and select “Resources”.)
- All barriers identified have very specific FAIs that address the contributing factors and root causes of non-compliance.

Once the self-evaluation is complete, Public Works will draft its transition plan. This will include:

- Methods that will be used to make facilities accessible.
- Schedules, milestones, and progress dates for compliance.
- An estimated budget.
- Resources to be allocated to complete the plan.

9. Where can I find more information about the ADA Compliance Program?

You can visit www.snohomishcountywa.gov/pwADA for more information.

If you have any further comments or questions about the self-evaluation, contact Ryan Peterson at 425-388-3488 ext. 2883 or by emailing Ryan.Peterson@snoco.org.

10. How can I become more involved in the ADA Compliance Program?

- To read the full draft self-evaluation study, visit www.SnoCoADA.org and select “Resources.”

- Note: This is only a draft. The final version will be completed and shared publically within in the next year.
- Share your input by completing the self-evaluation survey.
- Sign-up to participate in:
 - A focus group in mid-October.
 - The Public Works ADA citizen advisory committee (ADAPROW).
 - A long-term partnership with the ADA Compliance Program.

11. I know locations / barriers or if I see a barrier, who should I contact?

You should contact the ADA Coordinator for Pedestrian Facilities in the Public Right-of-Way, Jim Bloodgood, at 425-388-6449 or by emailing him at Jim.Bloodgood@snoco.org.