

# City Council Meeting

Item No. 5, RTC 24-73  
Study Session – Americans with Disabilities Act Self-Evaluation and Transition Plan

April 9, 2024

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## Agenda

- Project Background/Overview
- Workplan and Progress to Date
- Outreach Efforts
- Self Evaluation and Transition Plan Overview
- Next Steps
- Questions and Answers

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## Americans with Disabilities Act (ADA)

- Title I – Employment
- **Title II – Public transportation, state and local government services**
- Title III – Places of public accommodations
- Title IV – Telecommunications
- Title V – Miscellaneous provisions

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## Project Background/Overview

- 1993 ADA Self-Evaluation and Transition Plan
- Per Title II, the City shall:
  - Evaluate services, policies and practices
  - Identify barriers to access
  - Create a transition plan
  - Implement
- Agreement with Moore Iacofano Goltsman (MIG)
  - Perform ADA Self-Evaluation
  - Prepare ADA Transition Plan

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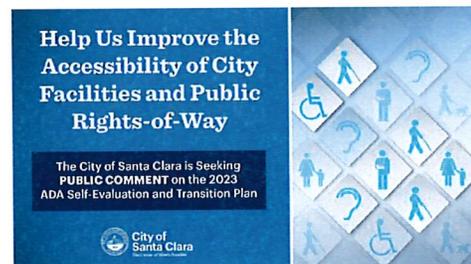
## Workplan and Progress to Date

- **Project Initiation** – Finalized scope and facility lists
- **Public Involvement** – Completed public outreach, involvement, and review
- **Self Evaluation** – Reviewed policies, programs and services
- **Physical Barriers** – Evaluated City facilities and Public Right-of-Way (PROW)
- **Prioritization** – Prioritized implementation approach



## Outreach Efforts

- Two Community Outreach Workshops
- Three ADA Committee Meetings
- Bicycle and Pedestrian Advisory Committee and Senior Advisory Commission Meetings
- Outreach to various organizations and interested individuals
- Project-specific webpage
- City Website, City Hall News, Facebook, Instagram, X, Nextdoor



October 2023 Invitation



## Self-Evaluation

- Reviewed the City's policies, procedures, services
- Reviewed City Code, administrative rules, public documents, and the City's programmatic offerings
- Administered questionnaire to City staff in all service areas

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## Self-Evaluation (Continued)

Findings and recommendations in several areas, for example:

- Customer Service Practices
- Staff Training
- Contracting
- Adaptive Aids
- Printed Materials
- Public Meetings
- Emergency Procedures
- Grievance Procedures

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## Physical Barrier Evaluations

- Completed physical evaluations at:
  - **Facilities:** Public Buildings and Parks
    - General government sites, Convention Center, Libraries, Parks, Historic Buildings, Cemeteries, Police and Fire Stations
  - **Public Rights-of-Way:** Citywide
    - Pedestrian ways including curb ramps, sidewalks, crosswalks, railroad crossings, and pedestrian signals

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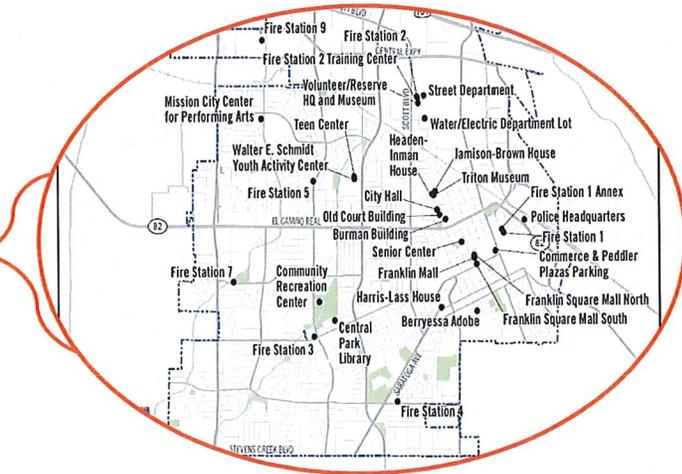
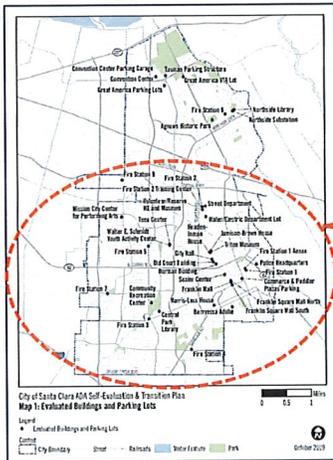
## City Facilities

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# Facility Evaluation Locations



# Facilities - Categories

- Main Accessible Routes (*parking, walks, entrance doors, etc.*)
- Program Use Areas (*counters, restrooms, public areas, etc.*)
- Amenities (*drinking fountains, site furnishings, etc.*)
- Not Required to be Modified (*no public programs, duplicate features*)
- Within Historic Sites (*may not be required to fully comply*)



## Facilities - Transition Plan

**Where a physical barrier limits program accessibility, the City may comply with the requirements by choosing to:**

- Provide the same service in another accessible location
- Provide auxiliary aides or services to assist the individual
- Make alterations to the facility

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## Facilities - Implementation

- Interim Solutions or Maintenance Projects
- Project types
  - Small Capital Projects (costs <\$50,000)
  - Medium Capital Projects (costs >\$50,000)
  - Large Capital Projects (significant construction/replacement)
- Ranking for Small, Medium, Large Capital Projects
  - Priority 1, 2, 3 facilities

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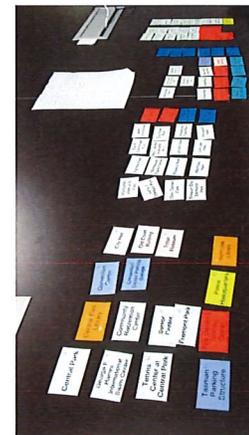
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## Prioritization Criteria

- Identified complaints or requests
- Level of use by the public
- Program uniqueness
- Citizen rights and responsibilities
- Geographic distribution
- Recognized user groups
- Planned obsolescence

*Prioritization Workshop*



## Summary of Findings (Facilities)

Category	# of Instances
1 – Main Accessible Routes (e.g. parking, walks, entrance doors, etc.)	1,390
2 – Program Use Areas (e.g. counters, restrooms, public areas, etc.)	5,530
3 – Amenities (e.g. drinking fountains, site furnishings, etc.)	440
4 – Not-Required to be Modified (e.g. no public programs, duplicate features)	160
5 – Within Historic Sites (May not be required to fully comply)	190



## Cost Estimate (Facilities)

Category	Estimated cost*
Buildings	\$6,420,000
Parks	\$6,950,000
<b>Total</b>	<b>\$13,370,000</b>

\* In 2024 dollars

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## Facilities - ADA Work Completed

- Continued to address accessibility during Plan preparation
- Notable projects that included ADA work:
  - Bowers & Machado Parks Playground Rehabilitation Project (2020)
  - Agnew and Fuller Parks Rehabilitation Project (2021)
  - Homeridge Park Playground Rehabilitation Project (2021)
  - Harris-Lass Museum Repairs Project (2022)
  - Montague Park Rehabilitation Project (Under Construction)

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## Examples of Work Completed



*Before*



*After*

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## Public Right-of-Way (PROW)

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## Public Right-of-Way - Categories

- Curb Ramps
- Pedestrian Routes
- Crosswalks
- Rail Crossings
- Pedestrian Signals

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## Prioritization Criteria (PROW)

- Location of access barrier to specific uses
  - Public facilities
  - Transportation
  - Employers
- Public Requests
- Current quality
  - damaged, not built per current City standards

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## Transition Plan (PROW)

- Identified specific approaches for each pedestrian element (e.g., curb ramps, sidewalks, signals)
- High priority barriers - Primary focus
- Medium/Low priority barriers - Address on a project-by-project basis
- On-going barrier removals
  - Tied to other construction/maintenance projects, public requests, funding opportunities



## Summary of Findings (PROW)

Category	# of Instances	# Addressed
1 – Curb Ramps	7,400	710
2 – Pedestrian Routes	88,000	1,420
3 – Crosswalks	630	360
4 – Rail Crossings	42	0
5 – Pedestrian Signals	950	152



## Cost Estimates (PROW)

Category	High*	Medium*	Low*	Total*
1 – Curb Ramps	\$17,090,000	\$55,280,000	\$34,120,000	\$106,490,000
2 – Pedestrian Routes	\$99,710,000	\$264,880,000	\$216,690,000	\$581,280,000
3 – Crosswalks	\$1,810,000	\$720,000	0	\$2,530,000
4 – Rail Crossings	\$150,000	0	0	\$150,000
5 – Pedestrian Signals	\$46,860,000	\$7,820,000	0	\$54,680,000
<b>Total</b>	<b>\$165,620,000</b>	\$328,700,000	\$250,810,000	\$745,130,000

\* In 2024 dollars



## PROW - ADA Work Completed

- ADA Settlement Agreement Phases 1, 2, 3
- Annual ADA Curb Ramps Project
- Annual Street Pavement Maintenance and Rehabilitation Project
- Uncontrolled Crosswalks Improvement Project
- Santa Clara School Access Improvements Project



## Examples of Work Completed



*Before*



*After*

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# ADA Coordinator & Grievance Procedure

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## **ADA Coordinator**

- Designated by City Manger
- Previously with Department of Public Works
- Coordinates implementation of the Plan
- Confirms City is communicating ADA rights/protections
- Stays current on ADA regulations/best practices
- Handles ADA complaints
- Requires additional budget/staffing/consultant

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## **ADA Grievance Procedure**

- Acknowledge and address ADA grievances using a consistent and uniform process
- Plan includes minor updates to existing procedures
- Updated procedure includes:
  - Intake and information required
  - Evaluating and responding, including timelines
  - An appeals process

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## Next Steps

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## Implementation

- Finalize Plan
- Council consideration in Summer 2024
- Construction Implementation
  - Implement recommendations based on prioritization and available funding
  - Pursue outside funding to assist with implementation
- Consultant support for updates to City programs, services, procedures, training etc.



ADA Self-Evaluation and Transition Plan  
City of Santa Clara

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# Questions

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