



# **ADA TITLE II SELF-EVALUATION AND TRANSITION PLAN**

Draft of March 1, 2018

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DRAFT

## City of Beaverton ADA Self-Evaluation and Transition Plan

### Welcome and Overview of Review Process

Thank you for agreeing to review this first draft of the City of Beaverton's ADA Self-Evaluation and Transition Plan! Please provide your comments to George Fetzer in the way that is easiest to you.

1. **Email** your comments to George at [gfetzer@beavertonoregon.gov](mailto:gfetzer@beavertonoregon.gov).
2. **Mail** your comments to George's attention at City Hall, P.O. Box 4755, Beaverton, OR 97076.
3. **Call** George direct at (503) 526-2271.

Please submit your comments by March 31, 2018. Your feedback will be helpful to us as we develop a final Transition Plan.

We appreciate any level of feedback that you can provide on the Plan. Here are a couple of questions to help guide your review:

1. **Content:** Are there major gaps in any of the subject areas? Do any of the sections of the Transition Plan need more information? Do any sections contain too much information?
2. **Clarity:** Was the document readable? Are the sentences too long? Did we use clear and simple language? Did we provide enough background information to make technical topics easy to understand?
3. **Relevance:** What do you think of the proposed recommendations? Do they respond to community needs? Do they address accessibility problems that you have observed?
4. **Anything else?** Did anything stick out as you read the Transition Plan?

Thank you again for taking the time to review our draft Transition Plan. We look forward to receiving your comments. We also look forward to working with the Beaverton community to build a strong Transition Plan that will shape the City's efforts to improve access in the future.

THANK YOU!!

**Jenny Marston**, ADA Coordinator, City of Beaverton  
PO Box 4755  
Beaverton, OR 97076-4755  
(503) 526-2215 TTY users: dial 711 for relay



## 1 INTRODUCTION

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To assist you in your review, we have provided a roadmap of the draft Plan:

### **BACKGROUND AND OVERVIEW**

Chapter 2 provides background information on Beaverton's demographic and regional context. It also outlines the purpose and major provisions of the ADA, and the requirements for ADA Self-Evaluations and Transition Plans.

### **BEAVERTON'S PAST AND PRESENT COMPLIANCE EFFORTS**

Chapter 3 describes the City's past efforts to comply with the ADA.

### **ACCESSIBILITY AND EFFECTIVE COMMUNICATIONS**

Chapter 4 contains the results of the City's evaluation of the general accessibility of important City functions. It also discusses Beaverton's efforts to provide effective communications, including through the City website and with social media.

### **GOVERNANCE: CITY COUNCIL, BOARDS AND COMMISSIONS**

Chapter 5 reviews the accessibility of the City's policy-making bodies and advisory groups, such as boards and commissions.

### **CITY LAWS, REGULATIONS AND POLICIES**

Chapter 6 summarizes the City's laws, regulations and policies, including licensing and permitting services.

### **DEPARTMENTS AND PROGRAMS**

Chapter 7 provides the results of detailed reviews of significant departments and programs of the City. Each section follows the same general format:

- **ADA Requirements:** the basic legal requirements for compliance with this element of the ADA.
- **Self-Evaluation:** describes the content and findings of the self-evaluation process.
- **Areas for Further Evaluation:** items or issues that may require further study or assessment.
- **Recommendations:** action recommendations based on what is known now or on best practices from other cities.

## **GENERAL RECOMMENDATIONS**

Chapter 8 highlights a few general recommendations identified as themes during the process of compiling the self-evaluation and transition plan. These recommendations apply across the entire organization.

## **CITY FACILITIES TRANSITION PLAN**

Chapter 9 contains the City Facilities Transition Plan. It describes the process of identifying barriers to program accessibility in City facilities, and current efforts at mitigating or addressing these barriers. (Exhibit K contains a schedule for barrier removal.)

## **PUBLIC RIGHTS-OF-WAY**

Chapter 10 evaluates the accessibility of the public rights-of-way in the City. It defines the process for assessing sidewalk and curb ramp accessibility throughout the City, and describes current barrier mitigation efforts. It also recommends plans for future barrier removal. (Exhibits I and K provide more information on City's current and future plans to improve ADA curb ramps.)

## **EXHIBITS**

Chapter 11 contains exhibits that provide more detailed information and examples cited within the Plan.

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## 2 BACKGROUND AND OVERVIEW

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### 2.1 BEAVERTON BACKGROUND

Beaverton's population is 95,385, making it the sixth largest City in Oregon, and the second largest City in Washington County. Washington County is the state's second largest county, with an estimated population of 570,510. The population of both Beaverton and Washington County increased steadily in recent years. Between 2005 and 2014 Beaverton grew by 11%. Washington County grew by 13%.

The City of Beaverton was incorporated in 1893 and operates under its own charter with a Mayor-Council form of government. The Mayor is the chief executive of the City. The Mayor appoints department directors and other employees of the City. The Mayor also chairs City Council meetings. The City Council is made up of five elected members. The City Council is the legislative branch of the City government and makes policy decisions.

Beaverton is the "*Best of Oregon*," known for its low crime rate, high quality of schools, diverse population, and access to arts and leisure. It is close to some of the best places to work in the country, including both the ocean and the mountains for recreation. Beaverton has an excellent park system and many places to shop, including the famous Beaverton Farmers Market.

Beaverton stands out because of its diversity. Almost one in four people in Beaverton were born outside of the US. Twenty-eight percent of residents speak a language other than English. Over ninety different languages are spoken in the homes of students in the Beaverton School District.

The people who live in Beaverton are better off financially and better educated than average. Residents report a lower number of disabilities than the national average. Only 10.3% of Beaverton's residents report one or more disabilities, compared to 12.4% in Oregon and 12.3% in the US overall. However, 35% of residents over the age of 65 report having some type of disability. Many have more than one disability. <sup>1</sup>

### 2.2 OVERVIEW OF THE ADA

President George H. W. Bush signed the Americans with Disabilities Act (ADA) into law on July 26, 1990. The ADA was based on civil rights protections that require recipients of federal funding to make their programs and services accessible to people with disabilities.<sup>2</sup> The ADA extended these requirements to all businesses serving the public,

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<sup>1</sup> Source: Oregon Office on Disability and Health. (2013). *Disability in Oregon: 2013 Annual Report on the Health of Oregonians with Disabilities*. Portland, OR: Institute on Development & Disability, Oregon Health & Science University.

<sup>2</sup> Section 508 of the Rehabilitation Act

and to all state and local governments. The ADA also protected people with disabilities from discrimination in employment.

## 2.3 GLOSSARY OF TERMS

Here are some brief definition of terms used throughout the Plan:

**ADA Accessibility Guidelines (ADAAG).** Public facilities constructed or renovated after 1992 must meet ADAAG standards. Specific requirements depend on the date of construction or renovation. Standards were updated in 2010 and regulatory guidance has been issued or revised several times for some items like curb ramps. Facilities that pre-date the ADA may need to be modified to the extent necessary to ensure that all programs and services are accessible when viewed in their entirety.

**Disability:** A disability is a “physical or mental impairment that substantially limits one or more major life activity.”

**Fundamental Alteration:** “A change that is so significant that it alters the essential nature of the goods, services, facilities, privileges, advantages or accommodation offered.” A Title II entity is not required to change its programs, services or activities where it would result in a fundamental alteration.

**Public Right-of-Way:** Title II also covers public transportation and the public right-of-way, such as sidewalks, curb ramps, and pedestrian paths of travel. It applies to public transit agencies as well as to cities, counties, and other forms of local government. Maintaining an accessible pedestrian network and coordinating with transit providers is part of a City’s obligation under Title II.

**Title I of the ADA** prohibits discrimination in employment. It requires employers to provide reasonable accommodation for a qualified individual with a disability, such as altering work environment or adjusting the hiring process. The US Equal Employment Opportunities Commission (EEOC) enforces Title I’s requirements.

**Title II of the ADA** covers state and local governments. It prohibits discrimination and requires that all programs, services, and activities be accessible to qualified individuals with disabilities. If a program, service or activity is not acceptable, the entity must make reasonable modifications unless an exception applies.

Public entities must also provide effective communication. Entities must also provide auxiliary aids and services such as sign language interpreters or materials in Braille or large format upon request.

Public entities must ensure that policies and eligibility criteria do not screen out individuals with disabilities. Public entities must provide access and meet relevant standards unless it can demonstrate an undue financial or administrative burden. The US Departments of Justice (DOJ), Transportation (DOT), Education (ED) and other agencies develop regulations and enforce Title II.

**Title III of the ADA** covers public accommodations, which includes businesses open to the public, private schools, and online businesses. It prohibits discrimination on the basis of disability. It requires businesses and other covered entities to make reasonable modifications to policies, practices, and procedures. Public accommodations must also provide auxiliary aids and services as necessary to ensure access and effective communication for people with disabilities.

**Title IV of the ADA** established nationwide telecommunications relay services to enable hearing- or speech-disabled persons to communicate with users of standard voice telephones. Relay services can now be reached in any state at any time by dialing 711.

City employees must be aware of the difference between Title II and Title III of the ADA. Residents and business owners often ask the City for help with accessibility issues on private property inside the City limits. These contacts are opportunities for the City to educate businesses and residents about the ADA and provide resources to encourage compliance.

**Undue Burden:** A modification would result in significant difficulty or expense. A Title II entity is not required to make modifications that would create an undue burden for the entity.

## **2.4 ADA SELF-EVALUATION AND TRANSITION PLAN REQUIREMENTS**

A self-evaluation is a City's assessment of its current policies and practices for policies and practices that violate the ADA. As part of a self-evaluation, the City is required to:

- Identify all of the City's programs, activities, and services.
- Inspect facilities for physical barriers to public meeting places which prevent individuals with disabilities from participating.
- Review policies and practices to see if they exclude or limit the participation of people with disabilities. The self-evaluation should provide justification for any City policy that creates a barrier for people with disabilities that will not be modified.

- Check if communications with people with disabilities are as effective as communications with others.
- Make sure that responses to requests for accommodations are handled quickly.
- Review employment practices to see if they comply with Section 504 of the Rehabilitation Act and the ADA regulations issued by the Department of Justice.
- Review building and construction policies to make sure that changes to City buildings comply with the latest design standards for accessibility.

Once the City has completed its self-evaluation, the City should make changes to eliminate barriers and provide full access. Structural modifications that are required for program accessibility should be made as soon as possible.

Since it may not be possible to make every desired change immediately, the Transition Plan will identify future actions, their costs, and the timeframe for doing them. The City's transition plan should, at a minimum, include:

- A list of physical barriers in the City's facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities.
- An outline of how to remove these barriers to make the facilities more accessible.
- The schedule for taking the necessary steps to achieve compliance with Title II.
- The official responsible for the plan's implementation.

The City is required to provide an opportunity to interested persons, including individuals with disabilities or organizations that represent them, to participate in the development of the Transition Plan by submitting comments.<sup>3</sup> A copy of the Transition Plan must be made available for the public to review.

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<sup>3</sup> 28 CFR 35.150 (d) (1)

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## **3 BEAVERTON'S PAST & PRESENT COMPLIANCE EFFORTS**

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### **3.1 HISTORY OF COMPLIANCE**

The City of Beaverton has a longstanding commitment to providing full access to all its programs, services and activities. Beginning in 1982, under Mayor Jack Nelson, the City evaluated its facilities and programs for nondiscrimination under the Federal Revenue Sharing Act. The City's Personnel Director established a nondiscrimination policy and grievance procedure. Its Purchasing Manager included a nondiscrimination clause in all vendor contracts, and its Building Official checked the accessibility of all City facilities.

In 1992, under Mayor Rob Drake, the Personnel Director was the ADA Coordinator. The Personnel Department provided ADA awareness training for all supervisors in February 1992. Personnel Department provided additional training on recruitment and selection procedures for hiring managers in March 1992.

Also in March 1992, TDDs were installed at the reception desks of City Hall, the Library, Public Works, Police Records, and the Personnel Office.

The City completed a self-evaluation of programs and services in 1992. City Council adopted a transition plan on September 28, 1992. It identified dozens of barrier removals and changes to make the City's programs and services more accessible. The target date for completing all changes was January of 1995.

In 2016, during Mayor Doyle's tenure, the City began the process to further increase its ADA compliance. The City wrote a formal ADA policy statement titled "Notice under Americans with Disabilities Act" and published it on a new "ADA Accessibility" web page. In addition, a written procedure for requesting reasonable accommodations, a written ADA complaint procedure, grievance procedure, and accompanying forms were posted on the web page. (More information about the City's current ADA policies is in section 3.3).

### **3.2 CONTEMPORARY COMPLIANCE REVIEW**

#### **3.2.1 ADA Coordinator**

All public entities with more than fifty employees must designate an ADA Coordinator, but it is not required to be a full-time position. The ADA Coordinator is responsible for promoting and monitoring compliance with Title II and investigating any ADA complaints or grievances filed against the City. The City of Beaverton's ADA Coordinator is Assistant City Attorney Jenny Marston.

### 3.2.2 Preliminary Evaluation

In early 2017, all department heads were interviewed to check on the current level of ADA compliance in all programs and services. At the same time, the City checked its facilities to evaluate the need to remove barriers. The results indicated three needs:

1. ADA awareness training for employees in all departments who have regular contact with the public.
2. Specialized web-accessibility training for the Web Team.
3. More thorough facility evaluations.

To address the need for training, the City contacted the Northwest ADA Center (NWADA) for help. Key front line employees received ADA awareness training on April 18, 2017. Seventy employees participated in a three-hour training session.

Kinetic Technology Solutions, a training firm, developed and delivered web-accessibility training for the Web Team in June and October of 2017. The training addressed accessible web design. Kinetic now offers this training as a regular course.

NWADA also trained key city staff on how to conduct facilities evaluations in a training session on April 19, 2017. Fifteen employees participated in this hand-on training session.

### 3.2.3 Formation of ADA Coordinating Committee

City employees have a good general awareness of the ADA, but the ADA Coordinator recognized the need for additional data and a deeper level of analysis to drive future recommendations. To help in that process, the ADA Coordinating Committee was established in June 2017. The committee consists of one or more representatives from each department and meets regularly. The responsibilities of committee members include:

- Assist with the self-evaluation of their department's programs, service, and activities to ensure that they meet the ADA's accessibility requirements.
- Assist, as needed, with the inspection of facilities open to the public.
- Be the department's contact person on the City's ADA policies and procedures. This includes how to request an accommodation/modifications to existing policies and procedures, and the ADA grievance procedure.
- Be the City's eyes and ears in the field, and look for opportunities to improve accessibility when dealing with the public.
- Help implement accessibility solutions.



### 3.2.4 2017 Self-Evaluation and Public Comment Process

The ADA Coordinator developed an ADA Nondiscrimination Checklist to gather information about policies and procedures from each department. (See Exhibit B.) The checklist screened for the possibility of discrimination against people with disabilities. Changes were recommended back to departments as appropriate. To the extent that the recommended changes were implemented, they are not included in this Plan. Items that remain outstanding are called out in the Plan as either a recommendation or an area of further evaluation.

For the current self-evaluation, the City prepared a contact list of interested persons and organizations. This list was used to ask for public comments on the Plan. A public Open House was scheduled for March 8, 2018, and city staff were available to hear comments and answer questions. The City promoted the open house, along with the availability of the Transition Plan for public review and comment, through an extensive public outreach effort.

## 3.3 CITY'S CURRENT ADA POLICIES

### 3.3.1 City's ADA Policy

The City of Beaverton is committed to making sure that all City programs, services, benefits, activities, and facilities operated or funded by the City are fully accessible to, and useable by, people with disabilities. The City's ADA policy is attached as Exhibit E.

The City encourages people with disabilities to request accommodations or ask for help from any City employee as well as from the ADA Coordinator. The City encourages residents to notify the City of any access problems they discover, even if it does not pose a barrier to them personally. The City makes every effort to respond quickly, and it appreciates the opportunity to correct access problems as soon as possible.

### 3.3.2 Accommodation Requests

Accommodation requests can be made by any means convenient to the requestor: in person, over the telephone, by letter or email, or through the form posted on the City of Beaverton website. (See Exhibit F.)

Employees at the City Hall front desk and main phone line can refer requests and questions to the appropriate person immediately, and are usually able to find someone who can assist, even if the first contact is out of the office or unavailable. The accessibility page on the City website has an online form to request accommodations or to notify the City of a problem, as well as a link to email the ADA Coordinator directly. The accessibility request page is: <http://www.beavertonoregon.gov/1689/ADA-Accessibility>.

### 3.3.3 Complaints and Grievances

All public entities with fifty or more employees must establish and publicize a procedure for resolving complaints and grievances under Title II of the ADA. Information about the complaint procedure and links to the City's ADA Complaint Form and Grievance Procedures are on the ADA page of the City website <http://www.beavertonoregon.gov/1689/ADA-Accessibility> and attached as Exhibits G and H.

The City of Beaverton takes its ADA responsibilities seriously and attempts to resolve problems or complaints quickly and correctly. If anyone feels that a request or complaint has not been handled the right way, he or she may file a formal complaint about discriminatory treatment or failure to accommodate.

Formal complaints regarding accessibility issues or discrimination on the basis of disability must be addressed in writing to the City of Beaverton's ADA Coordinator. The complaint must be filed within 60 days of the alleged occurrence. Written complaints do not have to be in a specific format, but it should include the name, address, and contact information of the complainant; the date of the incident; and the reason for the complaint. The City's complaint form is attached as Exhibit G.

### 3.3.4 Public Notices of Nondiscrimination

The City of Beaverton's commitment to equity, access, inclusion, and opportunity should be reflected in all its communications with the public. This is a key message about the City's identity. Disability access is an integral part of the conversation around diversity. The ADA requirement to inform the public of the rights and protections afforded by the ADA for access to public programs, services, and activities is in line with these larger goals.

The City uses a number of methods to notify residents about ADA compliance. ADA notices are posted prominently in public areas of all City-owned buildings. These notices are also translated into seven languages: Spanish, Chinese, Vietnamese, Arabic, Korean, Japanese, and Russian.

The City website has an accessibility link on the home page, with a statement that accommodations are available, along with links to the accessibility request form and complaint procedure, and contact information for the ADA Coordinator. These notices are also translated into seven languages.

Departments and programs include accessibility notices on their meeting notices, brochures, and newsletters. In addition, the City created an ADA infographic for all departments to use on documents and web pages:



### 3.3.5 City's Web Accessibility Policy

In 2017, the City also adopted a new web accessibility policy, which provides:

We're always trying to improve our website and we can use your help to make it better. Of course, we're most interested in fixing critical website features that are inaccessible, so if you encounter an accessibility problem on our website, please tell us about it so we can try to fix it.

1. The best reporting method is to use our online form:  
[apps.beavertonoregon.gov/secure/feedback.aspx](https://apps.beavertonoregon.gov/secure/feedback.aspx). Please include the web address or URL of the page you are having trouble with along with a detailed description of the problems you encountered. Messages in the online form always gets through and you will get an automated response confirming that we got your message.
2. Email [webmanager@BeavertonOregon.gov](mailto:webmanager@BeavertonOregon.gov) Please include the web address or URL of the page you are having trouble with along with a detailed description of the problems you encountered. We have robust spams filters, so emails don't always get through. If you don't hear back from us, try #1 above or #3 below.
3. Write a letter to:  
Web Manager  
City of Beaverton  
PO Box 4755  
Beaverton, OR 97076-4755

In your letter, please include the web address or URL along with a detailed description of the problems you encountered.

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## **4 ACCESSIBILITY AND EFFECTIVE COMMUNICATIONS**

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### **4.1 EFFECTIVE COMMUNICATIONS**

#### **4.1.1 ADA Requirements:**

The City must ensure that its communications with individuals with disabilities are as effective as communications with non-disabled people. It must provide auxiliary aids and services, alternate formats, or modifications to policies and practices as necessary to achieve effective communications.

#### **4.1.2 Self-Evaluation:**

Departmental survey results indicate that nearly all employees are aware that they may need to make reasonable modifications to programs, services, or policies in order to serve people with disabilities. The City's strong focus on customer service and a high standard of responsiveness continues to guide employees' interactions with the public. This frequently results in employees proactively seeking solutions and assistance with accessibility issues.

Unfortunately, the willingness to help is not always matched by knowledge and resources for providing effective communication through alternate formats or auxiliary aids and services. For example, a very small minority of survey responses indicated the presence of print materials in alternate formats or awareness of how to make them available.

### **4.2 ALTERNATE FORMATS FOR WRITTEN MATERIALS**

"Alternate formats" refers to providing material or content in a format that is more usable for a person with a disability. For written or printed materials, this will most often be an electronic version so the user can manipulate the text or images. PDFs and image-based files require specific accessibility features that can usually be generated with standard office software. Large print versions of printed materials are another common alternate format, with Braille or audio versions less common and more difficult to produce.

Employee awareness about the availability of alternate formats for print and written materials is minimal. No employees report being asked by customers or partner organizations to provide flyers or event announcements in alternative formats. Many printed or electronically distributed documents produced by the City do not have a notice that they are available in alternate formats upon request.

#### 4.2.1 Areas for Further Evaluation:

- Evaluate whether members of the public are sufficiently informed by the existing signage or notifications to know that they can ask for materials in alternate formats.
- Review current guidelines on producing large print and accessible PDFs for ease of use and effectiveness in producing accessible communications.

#### 4.2.2 Recommendations:

- Improve utilization rate for including accessibility notices or the infographic in printed documents indicating that they are available in alternate formats, allowing for wording variations in different types of documents.
- Identify staff or other resources to assist in developing expertise in producing alternate formats.

### 4.3 TELECOMMUNICATIONS: TDDS AND RELAY SERVICES

#### 4.3.1 ADA Requirements:

Telephone communications must be equally accessible to individuals with disabilities, and employees must be able to communicate effectively with deaf and hearing- or speech-disabled people using TDDs or the telecommunications relay service.

#### 4.3.2 Self-Evaluation:

Current observations indicate that many employees are unfamiliar with the 711 relay service and unaware of how to handle incoming calls from customers using the relay. The City does not use TDDs, and relies almost entirely on stating, "Use 711 for relay service" on public notices rather than listing a TDD number. No TDD numbers are currently in use or published.

#### 4.3.3 Areas for Further Evaluation:

- Gather input from hearing and speech-impaired community members on their needs and preferences when communicating with the City. Is there a decreased need for TDDs now that email, text, mobile TDD, 711 relay, and online information are more widely available? Or do community members have a preference for using TDDs?

#### 4.3.4 Recommendations:

- Offer regular training to employees about using relay services and TDDs so that employees can handle relay calls or TDD calls the same as any other call.
- Ensure that all listings of City telephone numbers contain a note about using 711 for the relay service.

## **4.4 ASSISTIVE LISTENING SYSTEMS**

### **4.4.1 ADA Requirements:**

The City must provide auxiliary aids and services when required to ensure effective communication or access to its programs and services. Assistive listening systems can provide increased audio access for people with a wide range of hearing impairments.

### **4.4.2 Self-Evaluation:**

The City of Beaverton's most-used meeting space is the City Council Chambers room in the Beaverton Building. This room has a permanently installed assistive listening system that is available for all meetings. Receivers and headsets are available so anyone can use the system to hear well. The City also has a portable FM assistive listening system that employees can check out to use for meetings at different locations.

### **4.4.3 Areas for Further Evaluation:**

- Assess the level of employee training needed to effectively publicize the availability of assistive listening systems and help attendees at events to use them.

### **4.4.4 Recommendations:**

- Gather public input to determine community priorities for additional spaces and locations where assistive listening technology would be desirable.

## **4.5 INTERPRETERS AND CAPTIONING**

### **4.5.1 ADA Requirements:**

The City must provide auxiliary aids and services when necessary for effective communication, unless it can demonstrate that it causes an undue burden to do so. Primary consideration should be given to the preference of the individual requesting the accommodation, but the City does not have to provide the exact requested accommodation as long as what is provided is effective. For example, providing sign language interpreters for a hearing-impaired person who does not sign is not effective.

### **4.5.2 Self-Evaluation:**

Current observations indicate that most City departments are aware that providing interpreters is an accommodation and will seek information on how to do so when requested. The City has developed a resource list of contractors who can provide a variety of services, including CART and sign language interpreting, captioning, translating, Braille transcription, and more. These services are accessed through the centralized PIC project work order system that is posted on the City Intranet available to all employees.

#### 4.5.3 Areas for Further Evaluation:

- Assess what further information or training is needed to make all public contact employees aware of resources for interpreting, real-time captioning, and other communication access services.

#### 4.5.4 Recommendations:

- Evaluate equipment and telecommunications requirements for providing remote interpreting or CART at public meetings, and consider acquiring or installing additional equipment or services as needed to provide access in the most frequently-used spaces.
- Confer with events staff about including checkboxes or prompts about providing communication access in all internal forms and guidelines related to putting on public events or meetings.

## 4.6 ACCESSIBLE MEETINGS AND EVENTS

### 4.6.1 ADA Requirements:

When the City holds meetings or public events, they must be in an accessible facility and provide effective communication for people with disabilities. The event sponsor should include a notice that accommodations are available, with contact information and a date for requesting accommodations before the event. Materials distributed or shown should be accessible upon request: alternate formats for documents, captioning and/or audio description for videos, and interpretation or real-time captioning for speakers or presentations. Assistive listening systems should be available in all facilities and should be offered whenever amplification is used. Service animals must be permitted at meetings.

### 4.6.2 Self-Evaluation:

Nearly all departments indicated that they sponsor at least some public meetings or events. Current observations indicate that publicity for some public events includes an accommodation notice, but that the language is not always included and not always standardized. Most City events and programs are published in the “Your City” newsletter, which is published quarterly. The “Your City” newsletter includes information regarding how to request alternate formats or other accommodations.

When requested, most departments will provide interpreters or other accommodations, but few employees consider proactively providing access services in the absence of a request. This is a reasonable approach to avoid unnecessary expense, but it could mean that people with communication-related disabilities effectively cannot participate in drop-in events such as open houses, neighborhood forums, or appearances by

elected officials. Employees in many departments indicate a desire for guidance and resources on planning accessible meetings.

#### 4.6.3 Areas for Further Evaluation:

- Assess employees' knowledge of planning accessible meetings to gauge the level of information and training needed.
- Evaluate through public feedback, whether the “accessibility information” contained in the “Your City” newsletter lets the public know how to request accommodation for any city event.

#### 4.6.4 Recommendations:

- Provide guidelines for planning accessible meetings on the City Intranet site.
- Provide employee training on accessible meetings.
- Confer with city staff about whether to integrate accessibility prompts or checklists into room reservation forms, sound equipment checkout procedures, and other routine documentation related to planning and staging events.
- Ensure that built-in and portable assistive listening systems are maintained in good working order and available for use anytime the facility is open.

## 4.7 CITY WEBSITE AND ONLINE SERVICES

### 4.7.1 ADA Requirements:

The City is required to make its website and online services equally accessible to people with disabilities, and to ensure that all features and services available through the website are accessible.

### 4.7.2 Self-Evaluation:

The City of Beaverton's current website receives about 12,000 page visits per day. It is one of the major tools that the City uses to communicate with residents and deliver programs and services to the public. The City also maintains an IntraWeb site for employees and contractors to use.

The City of Beaverton has won several web awards in the past few years. Based on the National Policy Research Council, Beaverton's website received the highest rating (grade of A+) and was listed under the top eGovernment sites. In addition, The City of Beaverton's website received an A+ grade and a Sunny Award by the Virginia-based Sunshine Review for having one of the most transparent government websites in the nation and proactively disclosing information to taxpayers.

The City recently acquired the Web Content Management System (WCMS) and went through a major upgrade to a new, more accessible and open platform. WCMS allows the City to continue maintaining the websites and offers new features without needing a



higher level of expertise and training among Web Team members. WCMS also provides improved consistency and scalability, as well as making it easier to perform rebranding of the entire website. We also use SiteImprove diagnostic tools for quality assurance, accessibility, and web analytics purposes.

A variety of services are used to confirm the accessibility and compliance of public facing portals. The main services are SiteImprove, WebAIM, and Access2Online. These services are used by Federal Agencies as well as several Fortune 100 companies to ensure they are delivering 508 compliant sites that meet accessibility guidelines.

#### 4.7.3 Areas for Further Evaluation:

- Does the City of Beaverton Web portal meets federal government standards for making web content and applications usable for persons with disabilities and fulfill the mandate of Section 508 of the Rehabilitation Act Amendments of 1998?

#### 4.7.4 Recommendations:

- Continue to incorporate diversity and accessibility recommendations into content management guidelines and website governance policies as they are developed and implemented.
- Adopt accessibility standards for the web portal to provide text for all graphic elements, have transcripts or a presentation versions for streaming video files, and design web pages so that all information conveyed with color is also available without color.
- Design and test all web pages for compatibility with major Web browsers.
- Develop policies and procedures to work with vendors of linked sites that provide City services to correct accessibility problems and ensure that future versions are fully accessible.
- Include specific accessibility requirements in ISD contracts and procurement criteria.
- Implement best practices that incorporate captions and audio description into all videos.
- Develop budgeting and policy plan for increasing the access of all City videos on the website.

## 4.8 ONLINE TRANSACTIONS

### 4.8.1 ADA Requirements:

Online forms, transactions, and interactive systems must be equally accessible to people with disabilities and must not pose barriers to those using screen readers or assistive technology. Where barriers exist, they must be mitigated by providing access to the relevant programs, services, or activities by other means. However, these should be only temporary measures while barriers are being removed.

### 4.8.2 Self-Evaluation:

Most online interactions with the public take place on the City of Beaverton website. It is unknown whether there are any significant accessibility issues with the current forms, interactive portals, bill payment systems, registration and document retrieval systems that the City of Beaverton uses to fulfill various customer-service functions on its website. Many of these use third-party software or systems that may not have been rigorously tested against accessibility standards.

### 4.8.3 Areas for Further Evaluation:

- Conduct an accessibility review of all customer-service and third-party systems and applications used or linked through the City of Beaverton website, or used to conduct City business. Identify barriers and work to address them.
- Identify programmatic means of providing access for any identified technology barriers, and ensure that potential customers/residents with disabilities are informed of these means.

### 4.8.4 Recommendations:

- Develop a robust accessibility review and testing process to use as a standard part of software development and acquisition. The process should include live user-interface testing by individuals or companies with expertise in assistive technology and access issues, rather than relying solely on automated testing methods.
- Consider using the W3C World Wide Web Consortium Web Content Accessibility Guidelines 2.0, Level A and Level AA Success Criteria and other Conformance Requirements, commonly referred to as WCAG 2.0 AA.<sup>4</sup>

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<sup>4</sup> The most current version is always available at <http://www.w3.org/TR/WCAG20/>.

## 4.9 USE OF SOCIAL MEDIA

### 4.9.1 ADA Requirements:

The City is required to ensure that all programs, services, and activities are accessible when viewed in their entirety. Generally, access to video programming requires providing captioning and audio description.

The Web Content Accessibility Guidelines (WCAG 2.0) are not ADA standards, but it is recommended that state and local governments meet Conformance Level AA to comply with the program access requirements of the ADA. Some state and local governments also meet portions of Level AAA.

### 4.9.2 Self-Evaluation:

Beaverton's use of social media began in 2014 to provide the public with quality local government programming. Social media feeds provide information to the community about their municipal government, including information about important programs, services, and opportunities provided by the City. All City Council meetings are broadcast live, and are then posted on the City's website for streaming by Granicus.

Beaverton does not provide captioning or audio description on all of its programming. In addition to the cost of the captioning services (\$2.50 – \$3 a minute from the current vendor), there are other resource and technical constraints. For pre-recorded video, there are employees' time requirements necessary to integrate the transcription into the video. To integrate live transcription into video, there are additional software and hardware requirements as well.

### 4.9.3 Areas for Further Evaluation:

- Assess the ability to turn on YouTube's automatic caption generation function for all programming presented online.

### 4.9.4 Recommendations:

- Determine best practices in other cities and gather information on cost and technology requirements.
- Seek input from the disability community to determine priorities for what types of programming should get captioned or audio-described first.
- Develop guidelines on the use of automatic caption generation software versus more accurate but costly human-generated captions for different types of video programming.

- Develop a timeline to ramp up the quantity of captioning and audio description available, and develop budget proposals for funding.

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## **5 GOVERNANCE: CITY COUNCIL, BOARDS AND COMMISSIONS**

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### **5.1 ADA REQUIREMENTS:**

Beaverton's commitment to being an inclusive and welcoming community fits well with the ADA requirements of providing equal access to City governance so that people with disabilities can be informed, engaged participants in civic life.

The City must reasonably modify its policies, practices, and procedures to provide access to all programs, services, activities, and benefits of governance. Effective communication must be provided for meetings and interactions with the public, and eligibility requirements and criteria must not have the effect of excluding people with disabilities.

### **5.2 SELF-EVALUATION:**

#### **5.2.1 City Council**

The work of Beaverton's elected City Council sets the vision and tone for the City. The Council members make policy and fiscal decisions that impact residents of Beaverton and the region. Full participation in civic life requires that the workings of government be transparent and accessible to all.

Members of the public interact with the City Council by attending meetings, providing oral or written communication, reading Council agenda packets, or watching the City Council meetings online. Council members frequently interact with the public at community events, meetings, and celebrations.

#### **5.2.2 Boards and Commissions**

The City Council appoints volunteers to seventeen boards, commissions, and committees that provide detailed study and recommendations on important policy matters. Without the assistance of these dedicated volunteers, many complex and significant matters would receive only limited review.

There are two major accessibility areas to consider: access to the proceedings and work of the City's governing bodies, and access to serving and participating in City government.

#### **5.2.3 Access to Proceedings**

The City does a good job of providing access to meetings and deliberations. Employees generally respond quickly and appropriately to requests for communication access such as interpreters or captioning. An assistive listening system is available in the Council

chambers where most meetings are held. Agendas and other materials are generally available in accessible electronic formats.

All Council and Planning Commission meetings can be viewed live online. Videos of Council and Planning Commission meetings are accessible to hearing impaired individuals through captioning, but there is limited access for visually impaired individuals because there is no audio description to note which person is speaking or to convey information on slides presented at the meeting.

#### **5.2.4 Access to Service and Participation**

Part of Beaverton's commitment to diversity is to increase representation within City government. While there are no eligibility criteria for appointed or elected office that appear to screen out individuals with disabilities, historic underrepresentation persists, something that is not easily changed.

The BOLD program, a leadership development program organized by the Cultural Inclusion Program of the Mayor's Office, serves as an onramp to civic participation. Residents attend a nine-week course with presentations from every City department and many community organizations, for an in-depth introduction to how City government functions. The City has actively recruited a more diverse group, including people with disabilities, and has seen several graduates each year go on to City appointments, elective office, and other community leadership positions.

### **5.3 AREAS FOR FURTHER EVALUATION:**

- Investigate options for adding audio descriptions to note which person is speaking and to convey information on slides presented at meetings so that meeting videos are more accessible for sight-impaired people.

### **5.4 RECOMMENDATIONS:**

- Actively recruit people with disabilities for boards, committees, and commissions.
- Provide training on a regular recurring basis to members of the City Council, boards, and commissions on ADA responsibilities for City governments.

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## 6 CITY LAWS, REGULATIONS AND POLICIES

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### 6.1 ADA REQUIREMENTS:

The City is required to review all its laws, regulations, and policies to prevent discrimination on the basis of disability. The ADA requires the City to make reasonable modifications to these laws, regulations, and policies if they intentionally or unintentionally discriminate against or adversely affect people with disabilities. Further, the City must ensure that its contractors do not discriminate on the basis of disability when providing City services, and must comply with a variety of federal, state, and local contracting and procurement laws that contain equal opportunity and ADA-related requirements.

### 6.2 SELF-EVALUATION:

The major laws governing the City of Beaverton are contained in the City Charter, the Municipal Code, and the Development Code. The Comprehensive Plan is the major policy document governing land use. The Engineering Design Manual is the major policy document governing work in the public right-of-way. The City also has a variety of internal policy documents that govern the internal operations of the organization, such as the Employee Handbook, the Purchasing Procedures Manual, and the Accounts Payable and Purchase Order Procedures Manual.

#### 6.2.1 City Charter

The City Charter is the foundational document enacted to establish the City's home rule authority under the Oregon Constitution. It established the form of government with the City Council as the legislative body, with the Mayor as the Chief Executive. The Charter also established the offices of the Municipal Court Judge, City Attorney and Auditor.

#### 6.2.2 Municipal Code

The Municipal Code is the collection of the ordinances of the City of Beaverton. As new ordinances are passed by the City Council, the City Attorney is responsible for integrating them into the code.

The Building Code is the most significant chapter of the Municipal Code with respect to the ADA. Beaverton adopted the 2012 edition of the International Building Code (IBC) as its building code in June 2013. The IBC includes provisions to make sure that public facilities are accessible to, and usable by, people with disabilities.

The Municipal Code also provides for safe sidewalks in the public right-of-way. Subject to a few exceptions, the Municipal Code places responsibility for maintaining safe sidewalks upon adjoining property owners. Complaints of unsafe sidewalks are referred to the City's Code Compliance Program for investigation and resolution. The City has also provided a grant funding program to assist homeowners with the cost of repairing

sidewalks that have been damaged by the roots of protected street trees. The grant pays up to half the cost of eligible repairs.

### 6.2.3 Comprehensive Plan

The Comprehensive Plan is the document that describes the City's long-range land use goals and policies. The plan outlines what Beaverton will look like in the years to come and provides a framework to get there. The Comprehensive Plan provides the basis for all land use decisions in the community and guides public infrastructure investments. It is built on a foundation that acknowledges the community's aspirations and values. It takes those into account in establishing land use goals and policies.

The Comprehensive Plan encourages density and transit-oriented development, which will tend to increase pedestrian accessibility. This is because increased density decreases the distances that people must travel between their homes, jobs, shopping, recreation, and public transit. Because new construction must meet ADA codes, the development of significant new mixed-use centers, as well as increased development downtown, will improve Beaverton's overall livability and accessibility. Designing for people of all ages and abilities is listed as a key goal and success criteria in the Comprehensive Plan's Urban Design element.

### 6.2.4 Development Code

The Development Code is the principal way that the Comprehensive Plan is implemented. The Development Code regulates the division of land. It classifies the location and use of buildings, structures and land for residential, commercial, industrial, or other uses in appropriate places. It divides the City into districts to encourage the most appropriate use of lands to conserve and preserve natural resources. It helps to conserve and stabilize the value of property. It provides adequate open spaces for light and air and prevention of fires. It prevents undue concentrations of population. It facilitates urban services such as fire, water, sewer, streets, and storm drains. It facilitates urban services such as police, transit, schools, parks, libraries and other public service requirements. It promote the public health, safety and general welfare.

### 6.2.5 The Engineering Design Manual

The Engineering Design Manual is the major policy document governing construction work in the public right-of-way. It describes the technical engineering standards that implement the City's Site Development Ordinance. It provides the standards and specifications for streets, storm drains, sewers, traffic control devices, and the public water system. It references other standards, including the Americans with Disabilities Act and its implementing rules and regulations. As such, it is an essential tool that the City uses to ensure the accessibility of new construction in the public right-of-way.

### 6.2.6 Employee Handbook

The Employee Handbook is important because it describes many terms and conditions of employment. The Employee Handbook contains the City's policies on Equal Employment Opportunity; Non-Discrimination; Harassment, Respectful Workplace; and Disability Accommodation. These policies are intended to ensure that the work



environment is free from unlawful discrimination and harassment and provide procedures for reporting, investigating, and resolving complaints.

### 6.2.7 Contracting and Procurement

The City of Beaverton is subject to a complex set of legal requirements for contracting and purchasing. Most of these have equity, nondiscrimination, and equal employment clauses that relate to ADA compliance. The City has contracts with several state agencies that have associated regulations and codes. In addition, the City has its own procurement and contracting policies and procedures. The Purchasing Procedures Manual, and the Accounts Payable and Purchase Order Procedures Manual, are the most significant internal policies and procedures that govern the City's contracting and procurement activities.

## 6.3 LICENSING AND PERMITTING

### 6.3.1 ADA Requirements:

The City must ensure that its licensing and permitting procedures are accessible and do not discriminate against individuals with disabilities or have the effect of doing so. Eligibility requirements must be directly related to the subject matter and not have the effect of excluding individuals on the basis of disability.

### 6.3.2 Self-Evaluation:

The City of Beaverton issues licenses and permits for businesses, construction, occupancy, and a variety of other matters. Most of the City's permitting work is construction-related, with construction and building permits issued for residential, commercial, and public right-of-way projects. Inspections are required before projects are complete. The Community Development Department collaborates with the Fire and Public Works departments to manage the overall permitting, inspection, and review processes.

Permitting and inspection play an important role in making the built environment in Beaverton more accessible. People applying for permits must comply with building codes and site designs that include ADA requirements. City code compliance officers, inspectors, and reviewers must be knowledgeable about the ADA as well as applicable fire, electrical, plumbing, and transportation codes and requirements.

The City policy requiring pedestrian access during construction includes instructions on providing a safe and accessible path of travel. The City also provides publications on construction and building code requirements, including a series of tip sheets that include information on ADA requirements for restrooms, doors, and parking spaces. Changes to walls, rooms, doors, and bathrooms in buildings are required to meet the accessibility code requirements from Chapter 11 of the State Building Code. In addition, Chapter 34 of the State Building Code requires any ADA barriers that exist elsewhere in the building

to be removed if the cost does not exceed 25 percent of the value of the overall project. For example, if a project has a cost of \$20,000 for the new work, up to an additional \$5,000 must be spent in removing ADA barriers, if any exist.

Code compliance, inspection, and permitting employees are often the first to hear about an access problem when a resident calls to complain, and have an excellent record of responding quickly and effectively. In many cases, employees are able to contact the property owner or contractor and have the matter resolved immediately when construction sites have blocked curb ramps, failed to provide adequate signage, or otherwise failed to provide accessible paths of travel. However, which employee is ultimately responsible for resolving these complaints is unclear, leading to confusion about who is ultimately in charge.

### 6.3.3 Areas for Further Evaluation:

- The Community Development Department employees need to recognize the dispersion of responsibility for responding to complaints about blockages of the public right-of-way and discuss the best approach to maximize customer service and improve efficiency.

### 6.3.4 Recommendations:

- The Community Development Department should develop a procedure to standardize employees' responses to citizen complaints about blockages of the public right-of-way caused by construction projects.

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## **7 DEPARTMENTS AND PROGRAMS**

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### **7.1 INTERNAL EMERGENCY AND EVACUATION PROCEDURES**

#### **7.1.1 ADA Requirements:**

The City must ensure that emergency and building evacuation plans, programs, and services are accessible to people with disabilities.

#### **7.1.2 Self-Evaluation:**

The City of Beaverton plans for the safety and security of its own employees during emergencies and disasters. City employees are subject to regional hazards of earthquakes, landslides, windstorms, and severe weather and the secondary hazards that may follow, such as power outages and disruption of transportation and infrastructure. Employees are also subject to localized and human-caused hazards such as building fires, hazardous materials spills, bomb threats, or an active shooter.

All City employees have periodic drills on emergency evacuation procedures and their department's designated assembly point outside each building. Each floor or office has Floor Monitors who will make sure everyone in their area is accounted for using employee lists.

All employees receive emergency Grab & Go bags with essential supplies to serve as reminders that they need to be prepared. Each City facility has emergency evacuation procedures, and facility employees and Safety Committee Members are responsible for evacuating employees as well as members of the public. As required by the ADA, all fire alarms have visual as well as audio alerts except for the Public Works Operations Buildings, which are primarily used only by City employees.

#### **7.1.3 Recommendations:**

- Supervisors should develop personal emergency egress plans for individual employees with disabilities and train employees needed on procedures to assist.

### **7.2 EMERGENCY MANAGEMENT POLICIES AND PROCEDURES**

#### **7.2.1 ADA Requirements:**

All of the City's programs and services must be accessible to people with disabilities, including the City's Emergency Management Program. The City's Emergency Operations Plan (EOP) must address people with access and functional needs. Community members with disabilities should be involved in the planning process. Emergency preparedness and disaster response programs must include specific provisions to ensure the safety of people with disabilities and other vulnerable populations.

### 7.2.2 Self-Evaluation:

Planning for—and with—people with disabilities and others with access and functional needs, shortened to PWD/AFN or DAFN, is an important component in the development and execution of emergency management plans, policies, and procedures. A regional project is currently underway to improve the accessibility of emergency management programs.

The Regional Disaster Preparedness Organization (RDPO) evaluated how its partners, including Washington County and the City of Beaverton, are meeting the needs of PWD/AFN with their existing emergency management programs. The results of that evaluation were published in a report titled “Disabilities, Access, and Functional Needs Inclusive Planning: Summary of Findings for the City of Portland and Clackamas, Washington, Multnomah, and Clark Counties,” which was published in December 2016.

The findings and recommendations of that report serve as the basis for planned improvements to the City’s program. Future work on corrective actions is part of a region-wide effort and may be dependent upon the availability of grant funding. This may also be done as part of a county-wide effort through the Washington County Emergency Management Co-operative.

Beaverton’s CERT program was reviewed using the Nondiscrimination Checklist.

### 7.2.3 Areas for Further Evaluation:

- Participate in the regional and county-wide process to evaluate providers of emergency shelter services such as the American Red Cross, Salvation Army, and local church/service groups prior to a disaster to ensure that shelters are accessible and have procedures to make reasonable accommodations for people with disabilities.
  - Make sure people who use service animals are not separated from their service animals when sheltering during an emergency, even if pets are normally prohibited in shelters.
  - Make sure that people who use mobility assistance devices such as wheelchairs are not separated from their devices. This may require designated sleep areas with power sources for people with mobility devices that need to be charged.
- Make sure there are adequate resources for individuals with disabilities at shelters. Resources for shelters that will house people with disabilities should include refrigeration or ice chests for medication; power source for running life-sustaining medical equipment; power source for recharging medical equipment, including motorized chairs/scooters; supplies for service animals;

cots for people who cannot get down to, or back up from, mattresses on the floor, including bariatric cots for people who are significantly overweight. As resources permit, provide alternate food options for people with allergies or other dietary restrictions. Due to the large number of dietary restrictions and food allergies, initial planning should focus on the more major ones like gluten, nuts, dairy, and meat.

- Evaluate local radio and television stations that provide warnings. If there are no provisions to support both audio and visual alerts, then the City must take steps to create a program that supports such methods. Examples include TTY, open captioning, and sign language interpreters.
- Evaluate how well evacuation plans help people who have mobility disabilities, are blind or have low vision, are deaf or hard of hearing, have cognitive disabilities, mental illness, or other disabilities, to safely evacuate.

#### 7.2.4 Recommendations:

- Continue to participate in county and regional efforts to incorporate people with access and functional needs in emergency preparedness and planning.
- Follow up on the findings from the access and functional needs assessment to include people with access and functional needs into the emergency management planning and preparedness program.
- Build relationships with disability community organizations to solicit input and engagement on emergency planning for Beaverton and the region.
- Develop procedures to solicit, receive, and use input from people with a variety of disabilities in emergency management plans.

### 7.3 POLICE DEPARTMENT

The police department's vision statement is: "The Beaverton Police Department will provide a safe City, serving citizens with compassion and respect. We are fully invested in leading our profession with integrity, building and retaining a highly trained, well equipped, progressive, motivated, and cohesive team. We will strive to be recognized and respected as a leading agency in the law enforcement community."

#### 7.3.1 ADA Requirements:

The ADA requires that City programs, services, and activities be accessible to individuals with disabilities when viewed in their entirety, and requires reasonable modifications to policies, practices, and procedures to achieve access. Communication with people with disabilities must be as effective as with others.

### 7.3.2 Self-Evaluation:

The Police Department reviewed accessibility considerations in law enforcement. This resulted in the development and adoption of Policy #332, "Communications with Persons with Disabilities," in the Police Policy Manual. The purpose of the policy is to provide guidance about communicating with those who are deaf or hard of hearing, have impaired speech or vision, or are blind. This policy states that officers should receive refresher training on the policy at least once every two years.

Programs that were reviewed using the Nondiscrimination Checklist include Cadet Program, Citizens Academy, Reserve Officer Program, Victim Services, and Volunteer Program.

### 7.3.3 Areas for Further Evaluation:

- Evaluate the implementation of, and adherence to, Policy #332.

## 7.4 MUNICIPAL COURT

The mission of the Beaverton Municipal Court is to ensure that each person accused of a violation, infraction, or crime be guaranteed and provided all the constitutional rights to a fair and speedy trial. This should be done in a way that preserves both the dignity and rights of the defendant, as well as the citizens of Beaverton.

### 7.4.1 ADA Requirements:

The justice system must ensure full participation and equal access for individuals with disabilities in all programs, services, and activities, and must ensure effective communication, including materials in alternate formats and/or providing auxiliary aids and services, if needed. Interpreters or caption writers must have the appropriate certification and training for legal interpreting.

### 7.4.2 Self-Evaluation:

- Programs that were evaluated using the Nondiscrimination checklist include B-SOBR Probation Program, City Attorney Diversion, Courtroom Proceedings, Distracted Driver Avoidance Class, DUII Diversion, Pedestrian Safety Program, Seatbelt Safety Program, Traffic School Program, Vehicle Compliance Program, Violations Bureau Order, and the Youth Offender Program.

### 7.4.3 Areas for Further Evaluation:

- Seek public input to further identify accessibility issues with the municipal court.

### 7.4.4 Recommendations:

- Collaborate with the Beaverton Police Department to investigate best practices on dealing with mental illness, substance abuse, and homelessness in law enforcement and courts, and identify possible strategies or improvements.

## **7.5 CITY ATTORNEY'S OFFICE**

The City Attorney's Office mission statement is: "To provide responsive, high-quality, cost-effective legal, risk and records management services to the mayor, city council, city employees, and all of the city's departments, agencies, boards, and commissions." Significant service areas include legal advice and counsel, prosecution of crimes, risk management, and records management services.

### **7.5.1 Self-Evaluation:**

- Programs that were reviewed using the Nondiscrimination Checklist include Discovery Process, Expungement, Public Records Requests, Tort Claims, Traffic Violation Video Requests, and Victims' Assistance.

### **7.5.2 Recommendations:**

- Establish a checklist in the City Attorney's Office to routinely review new City ordinances to identify provisions with ADA implications and recommend changes for improvement or better compliance.

## **7.6 COMMUNITY DEVELOPMENT DEPARTMENT**

The vision of Beaverton's Community Development Department (CDD) is to plan and facilitate a healthy, vibrant, and complete community. This means a community that is safe and connected, providing economic prosperity and quality housing for all. CDD guides development, growth, and change in our community. CDD provides economic development programs, community development block grant funding, redevelopment and public-private partnerships, urban renewal, land use and transportation planning, and building permit services.

### **7.6.1 Self-Evaluation:**

- Programs reviewed for nondiscrimination include Affordable Housing Tax Exemption Program, Building Board of Construction Appeals, CDBG Homeless Prevention, CDBG Housing, CDBG Public Services, Economic Development Business Assistance Program, Economic Development Brownfields Assessment Program, Economic Development IMPACT Beaverton, Enterprise Zone Program, Inspection Services, Main Street Program, Permit Center, Plan Review, Planning Division, Pre-Development Grant Program, Storefront and Tenant Improvement Grants, Vertical Housing Development Zone, and Workforce Training Assistance Program.

### 7.6.2 Recommendations:

The Community Development Department should designate a key employee to be the department's ADA Coordinator. This person will help find ways to include accessibility and Universal Design principles in land use planning and development regulations.

Some examples include:

- Code requirements or incentives for developers to provide accessible housing units, including accessible affordable units.
- Educate and support businesses on the requirements and benefits of making their businesses accessible to customers with disabilities. Communicate this as one of the City's priorities and highlight the availability of resources to support this goal.
- Ensure that policies to minimize the amount of impervious surfaces do not have the unintended effect of reducing accessibility in areas where builders have the choice to build paved versus unpaved pathways.

## 7.7 FINANCE DEPARTMENT

The Finance Department's mission is "To preserve and maintain the City's financial integrity and trustworthiness." This is achieved with the timeliness of financial information, the adequacy of internal accounting and budgetary controls, and the safeguarding of the City's assets. The Finance Department provides financial and administrative support to the City's operating departments. This facilitates efficient and effective municipal services.

### 7.7.1 Self-Evaluation:

- Programs evaluated for nondiscrimination include Business License, Downtown Parking Permits, Marijuana Facility Licenses, Purchasing MWESB, Purchasing Vendor Registration, and Utility Bills.

### 7.7.2 Areas for Further Evaluation:

- The laws and regulations related to contracting and procurement need to be reviewed to identify areas with access and ADA implications.

## 7.8 HUMAN RESOURCES DEPARTMENT

The goals of the Human Resources Department are:

- To help departments attract and retain qualified employees.
- To ensure compliance with laws, rules and regulations.
- To assess City needs for organization development and training to enhance performance and work group effectiveness.



- To measure the satisfaction of internal and external customers.
- To enhance employee effectiveness to increase the ability to achieve City Council goals.

Programs evaluated for nondiscrimination include Employees Events and Wellness, Recordkeeping, Recruitment & Selection, Requests for Accommodation, Training, Title I Compliance, and Vendor Programs.

## 7.8.1 Employment

### 7.8.1.1 ADA Requirements:

The ADA prohibits discrimination in all employment practices, including job application procedures, hiring, firing, advancement, compensation, training, and other terms, conditions, and privileges of employment.

### 7.8.1.2 Self-Evaluation:

Beaverton uses NeoGov, Insight Enterprise, and Governmentjobs.com for job postings and applications. Governmentjobs.com is built to accommodate applicants who use screen readers. Insight Enterprise is designed to meet and/or exceed system compliance for public sector and higher education recruitment processes.

As a web based solution, Insight inherits accessibility resources commonly found within standard web browsers like Internet Explorer, including display and readability features, sound and speech assistance, and more. Additionally, NEOGOV has adopted ADA compliance and WCAG guidelines into the development, testing, and quality assurance process to address ADA compliance issues. The system is currently used by more than 650 organizations nationwide and strives to adhere to the compliance requirements of each organization, including Level 1, Section 508 ADA compliance for public facing pages.

Human Resources provides employees with information on the types of reasonable accommodations such as job restructuring, modified work schedules, assistive devices and services for accessibility, and the process by which an employee may request and receive reasonable accommodations. The City uses an interactive process to develop reasonable accommodations.

Most job applications come to the City through the NEOGOV recruitment web site, which is ADA accessible. However, the City also provides reasonable accommodation for prospective applicants seeking employment applications in alternative formats by offering paper copies or accessible PDF files upon request. The City also provides reasonable accommodations to candidates offered interviews.

The City uses physical capacities tests for many job classifications. Physical capacities tests were most recently validated in May 2017. The City also uses job skills testing for some positions. Human Resources Staff provide advice to hiring managers on how to ensure that tests accurately reflect the skills and abilities needed to perform essential functions of the jobs. Additionally, the City is currently in the process of establishing relationships with supported-employment agencies to increase employment outreach to citizens with disabilities.

#### 7.8.1.3 Areas for Further Evaluation:

- Continue to update essential functions in job descriptions to ensure they do not unintentionally exclude persons with certain disabilities.

## 7.9 LIBRARY

The mission of the library is to provide information, library materials, and library services to meet the needs of the community.

### 7.9.1 Self-Evaluation:

- Programs evaluated for nondiscrimination include Applications; Catalog; Circulation; PR & Signage; Printed Booklists and Documents; Programs Hands-on; Programs – Lecture/Performance; Public Tech Tools Copier, Scanner, PCs/iPads, eReaders, AWE, Envisionware, Scanner; Toys and Games; Volunteering.

### 7.9.2 Recommendations:

- Engage members of Beaverton's disability community to recruit volunteers to serve on the Library Advisory Board to provide advice from an ADA perspective the next time there are vacancies.

## 7.10 MAYOR'S OFFICE - COMMUNITY PROGRAMS AND SPECIAL EVENTS

The mission of the Mayor's Office is to provide administrative and political leadership and oversee the day-to-day operations of the City.

### 7.10.1 ADA Requirements:

The City of Beaverton's programs, services, and activities offered to the public, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities. Programs must be offered in accessible facilities whenever possible, but access may be provided by modifying policies and practices.

### 7.10.2 Self-Evaluation:

Programs evaluated for nondiscrimination include Arts Program, Artists Grants, Artists Workshops, Beaverton Arts Commission, Beaverton Arts Mix!, Mayor's Ball, Mural Program, Revolving Art Exhibits, Revolving Art Exhibits, Sculpture Program, Student

Scholarships, Vinyl Wraps Program, Building Maintenance Services, Community Events, Community Gardens, Cultural Inclusion Program, DRC – Clients, DRC – Volunteers, Emergency Management, Neighborhood Events, Neighborhood Program, Social Service Grants, and Tax Assistance Program.

## 7.11 PUBLIC WORKS DEPARTMENT

The goals of the Public Works Department are:

- To ensure the integrity of the City's infrastructure by maximizing the life of public streets, storm drains, sanitary sewers, and water systems.
- To provide efficient plan review, permitting, and inspection services in support of citizen, private development, franchise utility, and City capital improvement projects.
- To provide high quality engineering services for the operation, replacement and expansion of the public transportation and traffic systems, and for potable water, sanitary sewer, storm drainage systems.

Programs reviewed for nondiscrimination include the following Public Works Capital Improvement Program and Operations: Adopt a Roadway, Community Service, Hoffman Room Use, Leaf Drop Off, Open Houses, Project Notifications, Sandbags, Traffic Commission, Traffic Calming. The evaluation of public rights-of-way for accessibility has its own chapter in this report.

## 8 GENERAL RECOMMENDATIONS

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These are broad general recommendations that have emerged as overall themes during the process of compiling the self-evaluation and transition plan.

### 8.1 ADA BOILERPLATE LANGUAGE

All departments and programs need to include standardized ADA boilerplate language in all notices of public meetings and events and to printed materials and brochures, or use the ADA infographic. There are three options:

***Accessibility information:*** *Assistive listening devices, sign language interpreters, or qualified bilingual interpreters can be made available at any public meeting or program with three business days advance notice. To request these services, contact (employee liaison's name here) by calling (employee liaison's phone number) or email (employee liaison's email address here.) Use 711 for relay service.*

Or:

**Accessibility information:** *This information can be made available in alternative formats such as large print or audiotape. To request alternative formats, contact (employee liaison's name here) by calling (employee liaison's phone number) or email (employee liaison's email address here.) Use 711 for relay service.*

Or:



## 8.2 COORDINATION AND IMPLEMENTATION

While all public entities with more than fifty employees must have a designated ADA Coordinator, many cities and counties also have designated ADA Coordinators for specific departments, with substantial ADA-related responsibilities such as oversight of facilities, public rights-of-way, or major programs serving the public. As part of future self-evaluation activities, the City should assess whether establishing formal ADA Coordinator designations for some or all departments will improve communications and make compliance activities more effective.

## 8.3 DISABILITY COMMUNITY PARTICIPATION

Participation of individuals with disabilities is listed as one of the first requirements for ADA Title II implementation, and with good reason. The purpose of a city government is to serve the people, and a city cannot serve its people well if it does not know what they need and want.

At all phases of developing and implementing access policies, making resource and budget decisions, setting priorities for barrier removal, investing in technology and services to improve access, an important question should be: how well does this serve people with disabilities here in Beaverton?

Building and nurturing robust relationships with individuals and organizations serving people with disabilities, and maintaining consistent open two-way communication is critical to answering this question and getting the best results for the people of Beaverton. The next phase of implementation should focus on broadening and deepening the City's engagement with the disability community and developing meaningful ways for their participation to shape the City's ongoing ADA Title II compliance activities.

## **8.4 TRAINING**

Develop a comprehensive ADA training plan for the entire City to address the common and unique training needs of each department. Most subject areas and departmental reviews indicate a need and desire for additional training on disability awareness, communication, resources, compliance, or specific technical assistance. The training plan should include:

- Analysis of training needs based on factors such as job function, public contact, or subject matter expertise.
- Specific modules on customer service, communications, disability awareness, alternative formats, reasonable accommodations and web/electronic media accessibility.

A training plan could include a combination of in-house training, professional training consultants, and specialized technical training, for example for IS and HR.

## **9 CITY FACILITIES TRANSITION PLAN**

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### **9.1 ADA REQUIREMENTS:**

If there is an architectural barrier to access in a facility built before the ADA standards became effective on January 26, 1992, an agency may remove the barrier to bring the facility up to standard, or may provide access to the programs or services located in that building by other means, including moving them to a fully accessible location.

Any facility built or substantially altered after January 26, 1992, must be readily accessible to and usable by persons with disabilities and built in strict compliance with either the ADA standards or Uniform Federal Accessibility Standards (UFAS).

Alterations to a building or portion of a building are fundamental changes to the usability of the facility. Painting, for example, would not be considered an alteration. When part of a building has been altered, the alterations must comply with architectural standards, including creating an accessible route of travel to the altered area. Features along the route, such as restrooms and water fountains, need to be made accessible as well.

The ADA does not require that every part of a facility is accessible (i.e. every restroom stall) but signs directing people with disabilities to the accessible features must be provided.

Where structural modifications are required to achieve program accessibility, the City must create and adopt a transition plan that provides for the removal of these barriers. A transition plan must, at a minimum, include:

- A description of the physical barriers in the City's facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities.

- A detailed outline of the methods to be utilized to remove these barriers and make the facilities accessible.
- The schedule for taking the necessary steps to achieve compliance with Title II of the ADA. If the time period for achieving compliance is longer than one year, the plan should identify the interim steps that will be taken during each year of the transition period.
- Identify the official responsible for the plan's implementation.

## **9.2 CITY FACILITIES: ASSESSMENTS**

The City of Beaverton owns nine buildings, but two are scheduled to be demolished to make way for the new public safety building. In addition, the City also leases space in three buildings it does not own. The City of Beaverton conducted a comprehensive accessibility review in 1992 and devoted employees and financial resources to correcting the barriers identified at that time. As new buildings are constructed or older facilities are renovated, ADA compliance is incorporated into the plans.

## **9.3 CITY FACILITIES: BARRIER MITIGATION**

The City of Beaverton has few access barriers in City facilities. New facilities or substantial renovations of existing facilities are fully compliant with ADA standards. Maintenance and smaller renovation projects may include accessibility improvements, even when not required by the scope of the project.

## **9.4 BARRIER REMOVAL PRIORITIES**

The following factors should be considered roughly equal in prioritizing barriers for removal:

- Level of use by the public: Facilities that receive a high level of public use as measured by number or frequency of visits.
- Program uniqueness: Some programs are unique to a building or facility and cannot occur at another location.
- Citizen rights: Facilities where services are provided to exercise citizen rights, such as voting, right to a trial, access to elected officials, etc.
- Citizen responsibilities: Facilities where taxes are paid, permits and licenses are obtained, and where services are obtained.
- Social need: Facilities that meet social needs such as the library and the community center.
- Identified complaints: Efforts should focus on identified accessibility complaints.

Priorities for removal of specific barriers in existing facilities are also based on the general priority guidelines specified in the ADA for Title III public accommodations. While overall accessibility efforts for a Title II public entity must be driven by providing access to programs and services when viewed in their entirety, it is reasonable to apply

the facility access priorities of Title III to City facilities. As listed in 28 CFR 36.304(c), these priorities include:

1. Providing access from public sidewalks, parking, or public transportation (bus stops). These measures include installing entrance ramps, widening entrances, and providing accessible parking spaces and signage.
2. Providing access to those places where goods and services are made available. These measures include revising interior routes, adjusting the layout of tables, providing Braille and raised character building signage, widening interior doors, providing visual alarms, and installing ramps.
3. Providing accessible restrooms, such as removing obstructing items on the route to the restroom, providing accessible signage, widening restroom doors, widening toilet stalls, installation of ramps, providing accessible plumbing fixtures, and installation of grab bars.
4. Making other modifications to provide access to the goods, services, facilities, privileges, advantages, or accommodations, such as accessible public phones and drinking fountains.

## **9.5 FACILITY SURVEY RESULTS**

The City received detailed results from facility accessibility surveys performed in 2017. Over 50 work orders, or tasks, to improve accessibility were identified. The majority of these were regular maintenance items, such as adjusting door closers to reduce the force or to increase the closing time, additional ADA signage, and relocating moveable fixtures or artwork in aisles and corridors. About half of these tasks have already been completed and the remainders are pending. More significant barriers that have not yet been resolved are planned for future years, as summarized in Exhibit K.

A specialized ADA Cityworks database contains detailed ADA compliance data from the facility accessibility surveys performed by employees. This database identifies each specific barrier and makes recommendations about mitigation.

The City uses FacilityDude tracking system for facility maintenance projects. Data must be manually transferred between systems by updating the ADA Cityworks data as projects are completed and barriers are removed. The project scope and completion data in the FacilityDude system does not always contain the level of detail required to determine whether barriers have been removed; employees must rely on other documentation or on their knowledge of each project in order to evaluate and properly record this information. This results in delays in keeping the information up to date. Cityworks offers a facility maintenance tracking module that would be more efficient and perhaps more cost-effective as well.

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## 10 PUBLIC RIGHT-OF-WAY

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### 10.1 ADA REQUIREMENTS:

Title II requires state and local governments to make pedestrian crossings accessible for people with disabilities by providing curb ramps. Accessible pedestrian facilities within the public right-of-way enable people with disabilities to reach their desired destinations and to enjoy the benefits of City services, programs, and activities. Curb ramps provide ways for people to transition from a roadway to a sidewalk and vice-versa. Curb ramps are needed at locations where walkways intersect streets. To comply with ADA requirements, curb ramps must meet specific standards for width, slope, cross slope, placement, and other features.

Accessibility of the public right-of-way requires more than curb ramps that comply with the standards. Title II also covers all features within publicly-owned pedestrian paths of travel, including sidewalks, crosswalks, street furnishings, pedestrian signals, and parking.

Similar to the distinction made for architectural facilities, the ADA treats pedestrian facilities that were built before the law went into effect on January 26, 1992, differently than those built or altered after the law. Cities must upgrade or retrofit the pedestrian facilities built pre-ADA as needed to provide program access. All pedestrian facilities built after the ADA was enacted and all alterations to facilities within the public right-of-way must meet ADA standards. The standards for curb ramp construction have been changed several times, so some ramps constructed after the ADA do not comply with current standards. However, “safe harbor” provisions apply to ramps that complied with standards in effect when they were constructed, and they do not need to be altered to comply with present standards.

In their ADA Transition Plans, state and local governments must list physical barriers to accessibility, describe the methods used to remove the barriers, and provide a schedule for taking steps to achieve full compliance with the ADA. For pedestrian facilities, this means assessing all streets and sidewalks in the public right-of-way, listing the barriers discovered, and creating a plan for mitigating or removing these barriers by providing accessible paths of travel on sidewalks and curb cuts.

### 10.2 RIGHTS OF WAY: ASSESSMENTS

The City of Beaverton’s Public Works Department has been incorporating ADA standards and best practices into its projects for many years. Over time, emerging guidance on ADA standards has been integrated into the Engineering Design Manual, inspection standards, and maintenance procedures so that ADA requirements are a set element in design, plan reviews, and construction contracts, and inspections.



Beaverton's terrain is hilly, with many streets and sidewalks on steep grades, so it is challenging to make intersections and curb ramps fully accessible in some locations. The Public Works Department strives to make all pedestrian facilities as accessible as possible.

In 2017, nineteen City of Beaverton employees completed ODOT ADA Curb Ramp Inspection training. Fourteen were 100% certified (passed levels 1 & 2; able to fill out ODOT ADA Curb Ramp Inspection forms), while the other five completed the level 1 class. Of the 5,464 existing ramps in Beaverton, 527 were inspected, and 404, or 76.6%, are deemed to be non-compliant with current standards.

Virtually all signalized intersections in Beaverton that have sidewalks also have curb ramps. Unfortunately, many of the existing curb ramps throughout the City are noncompliant with current standards, primarily because they were installed under obsolete standards.

Overall, the City of Beaverton has responsibility for maintaining 222 miles of streets and 14 miles of pedestrian paths. The majority of streets are improved, with curbs, gutters, and sidewalks, but some neighborhood streets are unimproved, lacking curbs, gutters, and sidewalks altogether. Neighborhoods with unimproved streets tend to be primarily older areas of town built in the 1950s through 1970s, or areas that have been annexed from Washington County.

A GIS gap analysis of unimproved streets was completed in 2016 and shows the locations that are without sidewalks. Through a public involvement process, Menlo Dr. from Allen Blvd to Fairmount Dr. (aka CIP 3106A) was selected as the highest priority sidewalk gap to be filled.

Design and right-of-way acquisition is underway and construction is scheduled to begin in the summer of 2018. The City Council approved funding for CIP 3106A in FY17 with an allocation of \$823,400. In the FY18, the City Council approved additional funding in the amount of \$789,478 for this project. Additional funding in the amount of \$152,122 may also be approved in the FY19 budget for total project funding of \$1,765,000. The funding sources for the project have been the General Fund and the Street Fund.

### **10.3 ACCESSIBLE PEDESTRIAN SIGNALS REPORT**

Accessible Pedestrian Signals (APS) at signalized intersections are a particularly important amenity. APS provide audible and/or vibro-tactile information coinciding with visual pedestrian signals to inform visually impaired pedestrians precisely when the walk interval begins and when it is no longer safe to cross. Audible signals can also provide directional guidance, which is particularly useful at skewed or angled intersections and at wide multi-lane crossings. The City incorporates APS at signalized intersections in response to citizen requests, significant alterations to an existing signal or corner geometry, or as new intersections are brought into the signalized network. Standards for APS were updated when the Manual for Uniform Traffic Control Devices

(MUTCD) was revised in 2009. The City of Beaverton uses the newer and still-current standards in 2012 as required.

#### **10.4 PAVEMENT OVERLAY PROJECTS**

Each year the City of Beaverton undertakes major pavement improvement projects on roadway portions selected for their importance to vehicle and pedestrian circulation, role in the City's overall transportation network, and maintenance or upgrade requirements. Each overlay project includes reconstruction or retrofit of every noncompliant curb ramp, additional ramps where required, and signage and accessible pedestrian signals installed on all signalized crosswalks. The cumulative impact of overlay projects is significant, and the majority of ramp and sidewalk upgrades are performed as part of overlay projects rather than as stand-alone ADA projects.

The annual Overlay Program budget is the Public Works Department's largest ongoing program budget. The construction budget for the annual overlay and ADA upgrades is about \$2 million per year. It is estimated that the ADA component of the overlay program construction cost can account for as much as 75% of the total cost.

The City of Beaverton utilizes a web-based pavement management system. The pavement management system assists employees in developing the Overlay Program and making sure streets needing repairs are addressed in priority fashion. Through the use of the pavement management system, the City is able to predict the timing and level of pavement deterioration. This allows City resources to be utilized in the most efficient manner. The information required to develop the pavement management system's 5-year resurfacing plan comes from the annual Pavement Distress Survey. The City inspects all arterial and collector streets annually and all neighborhood streets are inspected once every three years.

During the design phase of Public Works Projects, accessibility is evaluated and sidewalk ramps, sidewalks, roadway crossings, and Audible Pedestrian Signals (APS) systems are reconstructed, constructed new, or retrofitted as necessary.

From 2010 to 2017, about 55.06 lane miles of roadway were re-paved: 20.77 center lane miles of these were arterials or collectors carrying heavy pedestrian traffic, and 34.29 center lane miles were residential streets. The chart below shows a summary of overlay projects and accessibility projects that have been completed. Over 279 ADA sidewalk ramps were constructed by the Overlay Program since 2013. Map of overlay projects for 2018 are found in Exhibit I.

Year	Public Works Funding Source	# Ramps Remediated	Project comment
2013	Overlay Program	2	Roadway resurfacing project included 2.63 lane miles of collector/arterials 3.84 lane miles of residential streets
2014	Overlay Program	38	Roadway resurfacing project included 4.14 lane miles of collector/arterials 5 lane miles of residential streets
2015	Overlay Program	46	Roadway resurfacing project included 1.49 lane miles of collector/arterials 5.24 lane miles of residential streets
2016	Overlay Program	59	Roadway resurfacing project included 2.19 lane miles of collector/arterials 1.78 lane miles of residential streets
2017	Overlay Program	134	Roadway resurfacing project included 0.78 lane miles of collector/arterials 3.54 lane miles of residential streets
2018	Overlay Program	Not yet available	Roadway resurfacing project included 4.2 lane miles of collector/arterials 5.51 lane miles of residential streets
<b>Number of Sidewalk Ramps Remediated from 2013-2017</b>		<b>279</b>	<b>Total resurfacing projects included 15.43 miles of collectors &amp; arterials 24.91 miles of residential streets</b>

### 10.5 STREET MAINTENANCE, PRIVATE DEVELOPMENTS, FRANCHISE UTILITIES

Street Maintenance crews regularly repair vertical upheavals, which are often caused by tree roots, in sidewalks and pedestrian paths for which the City has maintenance responsibility. Accessibility enhancements and maintenance of sidewalks and curb ramps are also constructed by private development and franchise utility projects.

Any new construction or alteration of the public right-of-way triggers an obligation to bring the pedestrian facilities in that location up to ADA standards. Utility projects or trenching that cut into a portion of a sidewalk or pedestrian path trigger ADA upgrade obligations if the scope is large enough or if the project cuts into a non-compliant curb ramp.

A significant amount of new commercial development has occurred in Beaverton in the last five years, and more is planned in the near future. New subdivisions and infrastructure upgrades, such as new sewer and water lines, result in the construction of new curb ramps and improved sidewalk access. These projects are in addition to the City's planned overlay activities, and they increase the number and percentage of curb ramps that become fully compliant each year.

ADA compliant right-of-way ramps are required for all new development within the City, either commercial or subdivisions, either by building new ramps or modifying old ramps. All new sidewalks must meet current ADA criteria, whether public or private streets.

### **10.6 ACCESSIBILITY DURING CONSTRUCTION**

The standard conditions of approval for Right-of-Way permits require sidewalks to be kept open during construction. If they must be closed, an alternate walkway must be provided. The entire list of conditions is attached as Exhibit D.

The lack of accessibility around construction sites is an occasional cause of complaints from residents. The City departments that receive these complaints usually respond quickly and effectively. These complaints are not be formally tracked, but on at least two recent occasions they were resolved quickly. For example, a street maintenance crew mistakenly blocked off a curb ramp and reopened within hours of a resident complaint.

### **10.7 PUBLIC TRANSIT**

Public transportation systems must be accessible to people with disabilities. Regulations that are issued by the Federal Transit Administration (FTA) govern the design of transportation vehicles, stations, and facilities. Regulations also cover the paths of travel, connection to surrounding destinations, and the requirement for reasonable modification to policies and procedures when necessary to provide access. The FTA regulates fixed-route transit and demand-responsive paratransit services for people with disabilities who cannot effectively be served by the fixed-route systems.

The City of Beaverton does not provide any public transit services, but works closely with the local transit authority, TriMet, to ensure smooth coordination between transit projects and City pedestrian facilities. The location of bus stops or other transit nodes is an important part of the priority ranking system for pedestrian access, and often influences which curb ramps or sidewalks will be upgraded by the City first.

The primary means of accessibility into the TriMet system are the LIFT paratransit service, neighborhood shuttles, and the accessibility features of trains and buses, such as wheelchair lifts and ramps. The City's role in enhancing the accessibility to the public transit system is primarily through accessible pedestrian pathways, sidewalks, and curb ramps in the right-of-way. The City recognizes that gaps in sidewalk networks and infrequent or difficult crosswalks can be barriers to and from bus stops. In fact, the number one goal of the City's Active Transportation Plan is to prioritize investments that connect to destinations and transit stops.<sup>5</sup>

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<sup>5</sup> City of Beaverton Active Transportation Plan, 2017, page 9.

TriMet has embarked on a strategic plan to improve many of its bus stops to ensure they are more accessible for older adults and people with disabilities. The lack of shelters and benches at bus stops may discourage ridership. TriMet continues to identify those locations with high ridership and the most potential for improvement.

Making improvements such as adding benches, providing real-time scheduling information, checking that the path of travel to the bus stop is safe for persons with disabilities, checking that bus stop platforms can fit persons in wheelchairs, and making sure shelters are well-lit to promote personal security are steps that are included in TriMet's Coordinated Transportation Plan For Elderly And People With Disabilities (October 2012).

### **10.8 2017- 2021 PAVEMENT OVERLAY PROJECTS**

In the next five years, pavement overlay projects will cover about 34 lane miles of road, and will include about 1,000 curb ramps. The attached map in Exhibit J shows the locations of these projects. These pavement overlay projects were selected because of age, amount of wear, and the need for improved pedestrian access.

## **11 EXHIBITS**

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- A. Acknowledgements
- B. Nondiscrimination Checklist
- C. ADA Coordinating Committee Members list
- D. Conditions of Permit Approval
- E. Notice Under the Americans with Disabilities Act
- F. Request for Accommodations and Response
- G. Americans with Disabilities Act (ADA) Complaint Form
- H. Grievance Procedures Under the Americans with Disabilities Act
- I. 2018 Street Overlays
- J. Future Street Overlay Location Map
- K. Facility Survey Results



## Exhibit K

### Facility Survey Results

The City received detailed results from facility accessibility surveys performed in 2017. The majority of barriers have already been corrected. The remainders are scheduled as listed below.

#### 2018 Projects

Facility name & address	Barriers identified	Remediation	Cost	Responsible Official
Griffith Building 4755 SW Griffith Dr.	<ul style="list-style-type: none"> <li>• Restroom stalls not accessible.</li> <li>• Customer service windows at Municipal Court not accessible.</li> </ul>	<ul style="list-style-type: none"> <li>• Remodel first floor restroom.</li> <li>• Design and build accessible court service windows.</li> </ul>	\$18,500	Property and Facilities Manager.
			\$12,500	Property and Facilities Manager.
Public Works Operations Center 9600 SW Allen Blvd.	<ul style="list-style-type: none"> <li>• Restroom stalls not accessible.</li> <li>• Lacking two ADA accessible parking spaces.</li> </ul>	<ul style="list-style-type: none"> <li>• Remodel restrooms.</li> <li>• Need to add two ADA accessible parking spaces.</li> </ul>	\$7,260 \$ 150	Property and Facilities Manager. Public Works Director.
Beaverton Library 12375 SW Fifth St.	<ul style="list-style-type: none"> <li>• ADA compliant signs missing.</li> <li>• Brochure holders obstructing aisles.</li> </ul>	<ul style="list-style-type: none"> <li>• Install ADA compliant signs.</li> <li>• Relocate brochure holders</li> </ul>	\$ 150	Library Director.
			\$ 150	Library Director.

**2019 Projects**

<b>Facility name &amp; address</b>	<b>Barriers</b>	<b>Status</b>	<b>Cost</b>	<b>Responsible Official</b>
Beaverton Library 12375 SW Fifth St.	<ul style="list-style-type: none"> <li>• Seating reserved for wheelchair patrons is less than 5% of total seating.</li> </ul>	<ul style="list-style-type: none"> <li>• Rearrange seating reserved for wheelchair patrons to reach 5% standard (part of seating plan revisions for the entire library).</li> </ul>	\$100 for signage, part of seating redesign master plan project.	Library Director.

**2020 Projects**

<b>Facility name &amp; address</b>	<b>Barriers</b>	<b>Status</b>	<b>Cost</b>	<b>Responsible Official</b>
Griffith Building 4755 SW Griffith Dr.	<ul style="list-style-type: none"> <li>• Customer service windows at Police Records not accessible.</li> </ul>	<ul style="list-style-type: none"> <li>• Design and build accessible service windows at the new Public Safety Center.</li> </ul>	\$35 million (for total facility)	Police Chief.



**This document is available in other languages and formats upon request**

Este documento está disponible en otros idiomas y formatos para quien lo solicite

本文档是可用在其他语言和格式

Tài liệu này có sẵn trong các ngôn ngữ khác và các định dạng theo yêu cầu

توفر هذه الوثيقة باللغات وغيرها من الأشكال بناءا على طلبها

이 문서는 요청에 따라 다른 언어와 형식으로 사용할 수 있습니다

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