



**ADA TITLE II**

**SELF-EVALUATION AND TRANSITION PLAN**

**PART 1: REVIEW OF PROGRAMS, SERVICES & ACTIVITIES AND FACILITY BARRIER REMOVAL**

October 15, 2019



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## Introduction

In 2018, the City of Beaverton (City) conducted a comprehensive self-evaluation of its programs, services, and activities to update its 1995 Transition Plan. Periodic updates and re-evaluations are necessary to comply with the requirements of Title II of the Americans with Disabilities Act (ADA). The results of the self-evaluation and the tasks generated by the self-evaluation are provided below in this ADA self-evaluation and transition plan (Transition Plan). This Transition Plan is organized into two parts.

Part 1 of the Transition Plan contains a review of the City's programs, services and activities along with a summary of the self-evaluation results and plan for barrier removal for the City's facilities. Chapter 1 delves into the history of the City's compliance with ADA and the most-recent steps taken before creating this update. Chapters 2 through 5 summarize the general results of the City's self-evaluation of its programs, services, and activities; makes recommendations for changes; and identifies areas of further evaluation for future years. Chapter 6 describes the City's Transition Plan for its physical facilities. It describes the process for identifying physical barriers to program accessibility and current efforts for mitigating or addressing those barriers. Appendix F contains a schedule for barrier removal. Chapter 7 provides more specific information regarding the self-evaluation results for specific city departments.

Part 2 describes the City's Transition Plan to improve physical accessibility in the City's public rights-of-way. It describes the current state of curb ramp accessibility throughout the City and describes plans for future improvements to pedestrian facilities.

Lastly, the Appendices attached to both parts provide more detailed information underlying this Transition Plan.

## 1 OVERVIEW

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### 1.1 BACKGROUND

The City is required to have a Transition Plan under Title II of the ADA. Congress passed the ADA in 1990 to protect people with disabilities from discrimination because of their disabilities. Although there are five titles in the ADA, Titles I and II of the ADA are the most applicable to local governments.

Title I prohibits discrimination against individuals on account of their disability.

Title II prohibits state and local governments from (1) excluding people with disabilities from participating in programs, services, or activities of state and local governments because of their disability; (2) denying people with disabilities the benefit of the state and local governments' programs, services, or activities because of their disability; and (3) subjecting people with disabilities to discrimination because of their disability. The City's compliance with Title I is discussed in this Transition Plan as a program (primarily under section 7.9, regarding the City's Human Resources Department).

At a minimum, Title II of the ADA requires a public entity to:

1. Designate an employee responsible for overseeing ADA Title II compliance (ADA Coordinator);
2. Establish and publish both the procedures to request reasonable accommodations and the procedures to report grievances relating to ADA complaints;
3. Publish and post a notice of nondiscrimination in all buildings open to the public.
4. Conduct a self-evaluation assessing the gaps in accessibility with the public entity's services; and
5. Prepare a transition plan that describes the public entity's proposed timeline to correct the gaps in accessibility that were identified through the self-evaluation process.

The City of Beaverton has a longstanding commitment to provide access to all its Programs to the public. Beginning in 1982, 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, City named its personnel director as the ADA Coordinator and provided training to staff on the ADA. The personnel department provided ADA awareness training for all supervisors in February 1992 and provided additional training on the ADA regarding recruitment and selection procedures for hiring managers.

The City adopted a transition plan on September 28, 1992. It identified physical barriers and set a schedule for removing the barriers to make its Programs more accessible. The target date for completing the changes was in January 1995.

After extensive training and evaluation, City employees worked together to produce this updated Transition Plan. The updated plan evaluates the City's programs, services, and activities, and describes its short- and long-term plans to address gaps in both programmatic and physical accessibility.

## **1.2 THE SELF-EVALUATION PROCESS**

### **1.2.1 Informal Assessment and Reinvestment in Staff Training**

In 2016, the City began to update its transition plan. To that end, it examined its current practices to look for potential gaps in accessibility. Based on that review, the City published its Notice under Americans with Disabilities Act (Notice); identified its ADA

Coordinator; and provided procedures for the public to request reasonable accommodations and report grievances under the ADA to the City.

Information about the City's Notice, ADA Coordinator, and procedures are attached in Appendix D, and are also posted on a City webpage entitled "ADA Accessibility," which can be found through this hyperlink: <https://www.beavertonoregon.gov/1689/ADA-Accessibility>.

After taking those initial steps, the City department heads were then interviewed to assess overall accessibility of each department's programs, services and activities. The highest priority identified was a need for staff training regarding the ADA. The following training needs were identified and provided to city staff:

1. Training for staff who regularly interact with the public so that they understand how to effectively communicate with people with disabilities;
2. Training on how to conduct facilities inspections to determine barriers in City buildings;
3. Specialized web accessibility training for the City's web team; and
4. Training for staff on the standards for ADA-compliant curb ramps so that they would be able to identify and inspect ramps for ADA compliance.

These trainings were necessary to help staff understand what is required of them under the ADA. Once trained, the employees were able to assist the City in completing its comprehensive self-evaluation and in implementing tasks identified in this Transition Plan.

### 1.2.2 The Comprehensive Self-Evaluation Process

To begin the formal self-evaluation process, the City formed an ADA coordinating committee. The ADA coordinating committee is made up of one or more representatives from each City department (e.g. City Attorney, Community Development, Finance, Human Resources, Library, Mayor's Office, Police, and Public Works).

The ADA Coordinator developed an ADA nondiscrimination checklist, provided in Appendix B, which guided how to evaluate whether each department's programs, services, and activities had gaps in accessibility. Each committee member completed the checklist for the department or program(s) within their department. The ADA Coordinator and ADA Project Manager reviewed the completed checklists and worked with each department to make recommended minor changes to increase programmatic accessibility.

The completed checklists and the recommendations serve as the underpinnings to this Transition Plan. The information included on the checklists are discussed in the sections that follow.

## **1.3 PUBLIC OUTREACH**

Public entities are required to accept comments from the public on their ADA Self-Evaluation and Transition Plan and are strongly encouraged to consult with individuals with disabilities and organizations that represent them to assist in the self-evaluation process. Many individuals with disabilities have unique perspectives on a public entity's programs, activities, and services.

A page was designated on the City of Beaverton's website to serve as an information portal for the Transition Plan process. A final draft of the Plan was completed and ready for public comment on May 30, 2019. On June 3, 2019, the public review draft of the Plan (parts 1 and 2) was posted on the ADA page of the City's website and it was advertised on the City of Beaverton's homepage. Hard copies of the Plan were made available from June 3-17, 2019, at City Hall and the Beaverton City Library for public comment. Public engagement staff posted links to the Plan on the City's social networks and ran a boosted post campaign which reached over 12,000 people.

Staff also sent a direct email to the ADA Community of Practice, which is a broad community of individuals and organizations who promote awareness of the ADA in the area, as well as a community member (who had requested information of any changes to the city's ADA practices back during the 2019 State of the City Address).

## **2 EFFECTIVE COMMUNICATIONS**

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### **2.1 EFFECTIVE COMMUNICATIONS**

#### **2.1.1 ADA Standard**

One of the first areas the City evaluated was how the City staff communicated with members of the public. The City must ensure that its communications with individuals with disabilities are equally 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.

#### **2.1.2 Self-Evaluation**

Departmental survey results indicate that nearly all employees are aware that they may need to make reasonable modifications to programs, services, or activities 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.

However, many of the employees surveyed were not aware of how their programs, services, or activities could be modified to provide effective communication through alternate formats for written materials or offering auxiliary aids.

## 2.2 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 reported 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 did not have a notice that they are available in alternate formats upon request.

### 2.2.1 Actions Taken

- Reviewed current practices and worked with various departments to include a standardized statement for all of their print documents providing that alternate formats will be provided upon request.
- Created a list of resource providers that may be able to assist the City in providing alternate formats. Employees can now ask for providers if requested by placing a work order through the centralized PIC project work order system on the City’s IntraWeb.

### 2.2.2 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 readily accessible communications.

### 2.2.3 Recommendations

- Improve utilization rate for including accessibility notices or the infographic in printed documents indicating that they are readily 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.
- Continue to promote the branding standard of an eighth-grade reading level so that public documents are written in plain language or language that is easily understandable by individuals with limited English proficiency, cognitive or intellectual disabilities.

## **2.3 TELECOMMUNICATIONS: TDDS AND RELAY SERVICES**

### **2.3.1 ADA Standard**

Telephone communications must be equally accessible to individuals with disabilities. Employees must be able to communicate effectively with Deaf, hard-of-hearing or people with speech disabilities or hearing impairments. The most common methods to achieve effective communications is through use of TDDs or the 711 telecommunications relay service.

### **2.3.2 Self-Evaluation**

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. The 711 relay service is promoted on the city’s website and mentioned on city written materials. Current observations indicate that many employees may not be familiar with the 711 relay service.

### **2.3.3 Areas for Further Evaluation**

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

### **2.3.4 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.

## **2.4 AUXILIARY AIDS**

### **2.4.1 ADA Standard**

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. Examples of auxiliary aids and services, include assistive listening systems that provide increased audio access for people with a wide range of hearing impairments, providing sign language interpreters, and offering closed captioning for people with hearing disabilities.

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 so long as what is provided is effective. For example, providing a sign language interpreter for a person who is deaf but does not sign would not be effective.

### 2.4.2 Self-Evaluation

Most City departments are aware that providing auxiliary aids, such as a sign language interpreter, is an accommodation and will seek information on how to do so when requested.

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.

### 2.4.3 Actions Taken

- Ensured that City employees know how to request the services of a sign language interpreter through the centralized PIC work order system on the City's IntraWeb.

### 2.4.4 Areas for Further Evaluation

- Assess the level of employee training needed to effectively utilize the existing assistive listening systems and help attendees at events to use them.
- Verify that signs identifying Assistive Listening System availability are posted in City facilities.
- 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.

### 2.4.5 Recommendations

- Ensure that existing built-in and portable assistive listening systems are maintained in good working order and available for use anytime the facility is open.
- Gather public input to determine community priorities for additional spaces and locations where assistive listening technology may be desirable.
- Confer with events staff about including prompts about providing communication access in all internal forms and guidelines related to putting on public events or meetings.

## 2.5 ACCESSIBLE MEETINGS AND EVENTS

### 2.5.1 ADA Standard

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 and service animals in training must be permitted at meetings.

### 2.5.2 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 auxiliary aids or other accommodations, as described above in section 2.4. Employees in many departments indicate a desire for additional guidance and resources on planning accessible meetings.

### 2.5.3 Actions Taken

- Created a template statement that may be added to all print documents to inform the public on how to request a reasonable accommodation for public meetings.
- Created an infographic that may be used on print documents with limited space to provide information to the public on how they could request a reasonable accommodation from the City before a meeting or event.
- Provided training to employees on where and when to use the statement and infographic.

### 2.5.4 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.

### 2.5.5 Recommendations

- Train employees on accessible meetings, including the requirement for 5% wheelchair seating appropriately distributed in the meeting room.

- 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.

## **2.6 CITY WEBSITE AND OTHER ONLINE SERVICES**

### **2.6.1 ADA Standard**

The City must ensure that its programs, services, and activities are accessible when viewed in their entirety, and this includes content and services posted online either through the City's website or on sites hosted by third parties. Website material must not pose barriers to those using screen readers or other assistive technology. Where barriers exist, they must be mitigated by providing access to the relevant programs, services, or activities by other means.

The Web Content Accessibility Guidelines (WCAG 2.0) are not ADA standards, but it is recommended that state and local governments strive to meet Conformance Level AA.

### **2.6.2 Self-Evaluation**

The City of Beaverton's current website receives about 14,000 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 uses social media, including Facebook and Twitter.

The City uses a Web Content Management System (WCMS). The 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. The City uses a variety of services to confirm the accessibility and compliance of public-facing portals. The main services are SiteImprove, WebAIM, and Access2Online.

The City's website includes fillable forms, interactive portals, bill payment systems, registration, and document retrieval systems. Many of these systems are set up through third-party software that may not have been rigorously tested against accessibility standards.

Beaverton's use of social media began in 2014. Social media feeds provide timely updates to the community about their municipal government, including information about important programs, services, and opportunities provided by the City.

Beaverton's primary social media outlets include Facebook, Twitter and YouTube. Both include closed captioning for videos with audio content. City employees reported that they affirmatively click on the button to include closed captioning for all City videos

uploaded to Facebook and YouTube. Employees also stated they were prepared to add audio descriptions to important production pieces upon request.

Lastly, because web content is always changing, the City has posted a web accessibility policy which includes a process for community members to inform the City if they encounter inaccessible online content. There is also a process by which to request online material in an alternate format.

### 2.6.3 Areas for Further Evaluation

- Evaluate online services that are set up through third party software to ensure that they are accessible and/or that an alternative way for citizens to use the online program or service is offered.

### 2.6.4 Recommendations

- Continue to incorporate diversity and accessibility recommendations into content management guidelines and website governance policies as they are developed and implemented.
- Adopt accessibility guidelines 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.
- 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 accessible.
- Include appropriate accessibility requirements in ISD contracts and procurement criteria for software used by the public.
- Strive to adhere to 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>

## 3 GOVERNANCE: CITY COUNCIL, BOARDS AND COMMISSIONS

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### 3.1 ADA STANDARD

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

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<sup>4</sup> In June 2018, Web Content Accessibility Guidelines 2.1 were adopted. The most current version is always available at the [Web Content Accessibility Guidelines \(WCAG\) homepage](#).

disabilities can be informed, engaged participants in civic life. There are two major accessibility areas to consider: 1) access to the proceedings; and 2) access to serving and participating in City government. 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 requirements for participation must not have the effect of excluding people with disabilities.

## **3.2 SELF-EVALUATION**

### **3.2.1 City Council**

The work of Beaverton's elected City Council sets the vision and tone for the City. Council members make policy and fiscal decisions that impact residents of Beaverton and the region. All City Council meetings are broadcast live, and are then posted on the City's website for streaming by Granicus, which includes closed captioning.

Members of the public interact with the City Council by attending meetings, providing oral or written communications, reading Council agenda packets, or watching or listening to the City Council meetings online.

### **3.2.2 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.

### **3.2.3 Access to Proceedings**

Based on survey results, the City provides sufficient 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 public meetings are held. Agendas and other materials are generally available in accessible electronic formats.

All City Council and Planning Commission meetings can be viewed live online. Videos of City Council and Planning Commission meetings are accessible to people who are deaf and people with hearing loss through closed captioning. However, there is limited access for people who are blind or with low vision because there are no audio descriptions to note who is speaking or to convey information on slides presented at the meeting.

If requested, the City is prepared to provide audio descriptions as a reasonable accommodation.

### 3.2.4 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 offices that appear to screen out individuals with disabilities, historic under-representation 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.

### 3.3 RECOMMENDATIONS

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

## 4 CITY LAWS, REGULATIONS AND POLICIES

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### 4.1 ADA STANDARD

The City is required to review all of its laws, regulations, and policies to ensure that its laws do not discriminate against a person with disabilities on the basis of their 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.

### 4.2 SELF-EVALUATION

The major laws governing the City of Beaverton are contained in the City Charter, the Municipal Code, and the Development Code. The 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. The following sub-sections provide a brief

overview of City governance documents that require (or at least promote) ADA accessibility.

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. These documents are discussed in more detail in Part 2 of the Transition Plan.

#### 4.2.1 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 to reference 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 has provisions on maintaining sidewalks in the public right-of-way such that the sidewalks are held to a uniform standard. The Municipal Code generally 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 adopted a compliance-based Code Compliance program to work with Beaverton residents to comply with the Municipal Code. The City has 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.

#### 4.2.2 Employee Handbook

The Employee Handbook describes many internal city policies around 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. It also provides procedures for reporting, investigating, and resolving complaints.

#### 4.2.3 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.

## **4.3 LICENSING AND PERMITTING**

### **4.3.1 ADA Standard**

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

### **4.3.2 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 contains the Planning Division, the Building Division and the Site Development Division. These Divisions issue the permits and performs inspections associated with development-initiated projects. Final acceptance of public assets is performed by the Public Works Department. The following paragraphs concern improvements undertaken by private development.

The City's permitting and inspection processes play an important role with making the improvements done on private property within Beaverton more accessible. People applying for permits must comply with building codes and site designs that include ADA requirements. 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. Inspectors and plan reviewers must be knowledgeable about the ADA requirements so that they can effectively perform their permitting and inspection duties.

Under the City Code, Beaverton property owners are required to maintain sidewalks in a manner so as to not create an unreasonable risk to pedestrians. Code compliance officers (currently housed in the Beaverton Police Department) are often the first to hear about concerns with a sidewalk that has been closed and/or removed during construction.

Generally, employees from Community Development, Public Works or Code Compliance respond as quickly as they can to concerns about a sidewalk being closed or removed due to construction without adequate signage or alternate routes being provided. In many cases, employees are able to contact the property owner or contractor and resolve the matter. However, sometimes it is unclear as to which department is ultimately in charge of resolving these issues and that can lead to delays in resolving the issue.

#### 4.3.3 Areas for Further Evaluation

- The Community Development Department and Public Works 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.

#### 4.3.4 Recommendations

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

## 5 GENERAL RECOMMENDATIONS

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This chapter describes the general recommendations that have emerged as overall themes during the process of completing the self-evaluation and preparing the transition plan.

### 5.1 GREATER UTILIZATION OF ADA BOILERPLATE LANGUAGE

All city 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 audio recording. 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:



## **5.2 MAINTAIN TITLE II COORDINATION AND IMPLEMENTATION THROUGH ADA COORDINATOR AND ADA COORDINATING COMMITTEE**

The City has a designated ADA Coordinator. The Police Department, one of the larger departments in the City, also has its own ADA Coordinator. Other larger departments, with substantial ADA-related responsibilities such as oversight of facilities, public rights-of-way, or major programs serving the public, should evaluate whether establishing formal ADA Coordinator designations would improve communications and make compliance activities more effective.

Additionally, the City should resume the meetings of the ADA Coordinating Committee. The Committee should meet quarterly to address the City's ADA Title II compliance.

## **5.3 PARTNER WITH THE DISABILITY COMMUNITY ON ACCESSIBILITY INITIATIVES**

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.

## **5.4 CONTINUE TO OFFER EMPLOYEE TRAINING**

As detailed in Section 1, for the past few years, the City has offered regular training to its employees about the ADA.

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 City should continue to offer periodic ADA training with an eye toward addressing the common and unique training needs of each department. 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 Information Services and Human Resources.

## **5.5 Accessibility Review of City Laws, Policies and Regulations**

As evidenced by the efforts undertaken to date, the City is interested in making the documents described in Part 4, and others that pertain to the way the City governs, as accessible as reasonably possible.

- Staff should undertake a review of the documents described in Section 4 to identify accessibility issues with the document. This should include staff documenting accessibility issues that are raised by community members concerning a document. (In addition to providing an effective accommodation to the individual, staff should explore how to fix the issue with the document going forward.)

# **6 CITY FACILITIES TRANSITION PLAN**

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## **6.1 INTRODUCTION**

The City currently owns seven buildings. The City also leases space in three buildings. The City last conducted a comprehensive review of physical accessibility in 1992. This chapter of the Transition Plan summarizes the results of the physical accessibility evaluations in the buildings that it owns and leases. Appendix E includes a table with a timeline for removal of barriers.

## **6.2 ADA STANDARD**

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.

## **6.3 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. For maintenance and smaller renovation projects, the City works to include accessibility improvements, even when not required by the scope of the project.

## **6.4 BARRIER REMOVAL PRIORITIES**

The following factors will be considered in prioritizing barriers for removal. Each of these factors are roughly equal in weight:

- 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.

## **6.5 FACILITY SURVEY RESULTS**

City employees conducted detailed facility accessibility inspections in 2017. Over 50 corrections to improve accessibility were identified. The majority of these were routine maintenance items, such as adjusting door closers, adding ADA signage, and relocating moveable fixtures in aisles. All but about 5 of the corrections have already been corrected and the remainder are pending. These more significant barriers that have not

yet been resolved are summarized in Appendix E with a schedule for when the barriers will be removed. Appendix E will be updated periodically.

A specialized ADA Cityworks database contains the data from the facility accessibility inspections, and the City uses FacilityDude tracking system for facility maintenance work orders related to ADA accessibility.

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## **7 REVIEW OF DEPARTMENTAL PROGRAMS AND SERVICES**

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### **7.1 ADA STANDARD**

Generally speaking, 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 equally effective as with others. The ADA does not require the City to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

This chapter reviews programmatic accessibility throughout the City based upon information provided by departments on the Nondiscrimination Checklists. For each program or department listed below, a summary of the scope of the self-evaluation is provided. Where appropriate, additional information is included regarding the applicable ADA Standard, Recommendations, and Areas for Further Evaluation as it pertains to that particular department or program.

### **7.2 INTERNAL EMERGENCY AND EVACUATION PROCEDURES**

#### **7.2.1 Self-Evaluation**

The City of Beaverton plans for the safety and security of its own employees during emergencies and disasters. Multiple departments and programs within the City play a role in this function, including Emergency Management, Risk Management and Facilities.

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.

The City publishes a personal security and emergency response guide for its employees, which contains information regarding actions to take in a disaster or

emergency. These guides are facility specific and are intended to be kept in each employee's workspace in that facility for quick and easy reference. The guide includes instructions for city staff and supervisors on the need to develop, pre-event, individualized emergency plans/procedures for city staff who have access or functional needs. While multiple departments and programs are responsible for the information in these guides, the Emergency Management Program has taken on the lead role in ensuring that the guides are updated and current. The guides for all City facilities were last updated in 2017.

Each City facility has emergency evacuation procedures. Facility employees and safety committee members are responsible for assisting in the evacuation of employees as well as members of the public. All City employees participate in periodic drills on emergency evacuation procedures including the location of their designated assembly points for their department outside each building. Each floor or office has Floor Monitors who will make sure everyone in their coverage area is accounted for using employee lists. 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.

During new employee orientation all regular employees receive information regarding the importance of emergency and disaster preparedness. This information includes information for people with access and functional needs.

### 7.2.2 Recommendations

- As provided for in the Employee Guide to Personal Security and Emergency Response, supervisors should develop personal emergency egress plans for individual employees with disabilities and train employees needed on procedures to assist.

## 7.3 EMERGENCY MANAGEMENT POLICIES AND PROCEDURES

### 7.3.1 ADA Standard

The City's Emergency Operations Plan (EOP) must address people with access and functional needs, including people with disabilities. Emergency preparedness and disaster response programs must include specific provisions to ensure the safety of people with disabilities and other vulnerable populations.

### 7.3.2 Self-Evaluation

The City's Emergency Management Program staff recognize that planning for, and with, people with disabilities is an important component of emergency management, its policies, and procedures. The City is part of a regional project aimed at improving the accessibility of emergency management programs.

The Regional Disaster Preparedness Organization evaluated how the existing emergency management programs of its partners, including Washington County and the City of Beaverton, are meeting the needs of people with disabilities. The results of that evaluation were published in December 2016 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.”

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

Beaverton’s Community Emergency Response Team (CERT) program was reviewed using the Nondiscrimination Checklist. As part of CERT training, Emergency Management trains on how to assist individuals with access and functional needs in varying environments. This training gets tested on a regular basis during exercises and drills. The basic CERT class is held twice per year and refresher trainings are provided on a regular recurring basis as needed. During volunteer training and other events, Emergency Management staff provides reasonable accommodations for people with access and functional needs.

### 7.3.3 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 able to make reasonable accommodations for people with disabilities.
- When the City disseminates emergency information to the public ensure that the information complies with ADA standards (as discussed in chapters 2 and 5). Examples include open captioning, and sign language interpreters.
- Evaluate how well evacuation plans help people with various kinds of access and functional needs to safely evacuate.

### 7.3.4 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 implement corrective actions and 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.
- City Emergency Management Program staff will continue to seek out training opportunities for staff and volunteers regarding how to assist people with access and functional needs during emergencies and disasters.

## **7.4 POLICE DEPARTMENT**

### **7.4.1 Self-Evaluation**

The Police Department reviewed for accessibility considerations in law enforcement. The Police have adopted policies around communicating with persons with disabilities, which is policy number 332, and service animals, which is policy number 336, in the Police Policy Manual. The Police Department also has a designated ADA Coordinator for their department. The Police Department's ADA Coordinator is primarily tasked with working with the City's ADA Coordinator to ensure equal access to services, programs and activities within the Police Department.

Policy 332 provides guidance to officers on how to communicate with people who are deaf or hard of hearing, have impaired speech or vision, or are blind. The Police provide training to sworn employees on Policy 332 every other year.

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

### **7.4.2 Areas for Further Evaluation**

- Evaluate the implementation of, and adherence to, department policies regarding interactions with people with disabilities, namely policies 332 and 336.

## **7.5 MUNICIPAL COURT**

### **7.5.1 ADA Standard**

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.

### **7.5.2 Self-Evaluation**

The Beaverton Municipal Court adjudicates cases involving violations and misdemeanors. Defendants with mental, developmental and physical disabilities are

processed through the Municipal Court. The Municipal Court strives to ensure that it provides equal access to individuals with disabilities who must use the court's services, facilities and programs. The Municipal Court 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.

### 7.5.3 Areas for Further Evaluation

- Seek public input to further identify accessibility issues with the Municipal Court.
- Continue to investigate best practices on dealing with people with intellectual and developmental disabilities, mental illness, substance abuse, and homelessness in the courts.

## 7.6 CITY ATTORNEY'S OFFICE

### 7.6.1 Self-Evaluation

The City Attorney's Office plays a key role in the City's efforts at compliance under the ADA. The ADA Coordinator currently resides within the City Attorney's Office. Additionally, the City Attorney's Office assists departments with drafting policy and governance documents, including City Ordinances and the City Code. As part of its drafting and review process, the City Attorney's Office routinely reviews new ordinances to identify provisions with ADA implications.

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

## 7.7 COMMUNITY DEVELOPMENT DEPARTMENT

### 7.7.1 Self-Evaluation

The Community Development Division is responsible for the permitting and inspection process as it relates to construction within the City. Please see chapter 4, section 3, for more information.

Other programs that were reviewed using the Nondiscrimination Checklist 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.

## **7.8 FINANCE DEPARTMENT**

### **7.8.1 Self-Evaluation**

Programs that were reviewed using the Nondiscrimination Checklist include Business License, Downtown Parking Permits, Marijuana Facility Licenses, Purchasing MWESB, Purchasing Vendor Registration, and Utility Bills.

### **7.8.2 Areas for Further Evaluation**

- Review the laws and regulations related to contracting and procurement to identify areas with access and ADA implications.

## **7.9 HUMAN RESOURCES DEPARTMENT**

### **7.9.1 ADA Standard**

The ADA Title I prohibits discrimination in all employment practices, including job application and hiring procedures.

### **7.9.2 Self-Evaluation**

The goals of the City's Human Resources Department are:

1. To help departments attract and retain qualified employees.
2. To ensure compliance with laws, rules and regulations.
3. To assess City needs for organization development and training to enhance performance and work group effectiveness.
4. To enhance employee effectiveness to increase the ability to achieve City Council goals.

Human Resources services must comply with Title I of the ADA and are considered a "program" for purposes of Title II of the ADA.

Programs that were reviewed using the Nondiscrimination Checklist include Employees Events and Wellness, Recordkeeping, Recruitment & Selection, Requests for Accommodation, Training, Title I Compliance, and Vendor Programs.

The City uses NeoGov, and Governmentjobs.com for job postings and applications, all of which strive to be accessible to individuals with disabilities. NeoGov has adopted ADA compliance and WCAG guidelines into the development, testing, and quality assurance process to address ADA compliance issues. As a Web based solution, NeoGov inherits accessibility resources commonly found within standard Web browsers like Internet Explorer, including display and readability features, sound and speech assistance. Governmentjobs.com is built to accommodate applicants who use screen readers.

The City also provides reasonable accommodations for applicants throughout the recruitment process.

The City uses physical capacities tests for job classifications whose essential functions contain physical requirements. The 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.

City staff deliver live training at new employee orientations regarding ADA etiquette.

### 7.9.3 Areas for Further Evaluation

- Continue to review essential functions in classification specifications to ensure they do not unintentionally exclude persons with certain disabilities.

## 7.10 LIBRARY

### 7.10.1 Self-Evaluation

The Beaverton City Library is a hub of the community. Beaverton City Library is a member of Washington County Cooperative Library Services. It operates a main library and then also a smaller branch library.

Programs that were reviewed using the Nondiscrimination Checklist 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.

### 7.10.2 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.

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

### 7.11.1 Self-Evaluation

The Mayor's Office coordinates a host of events, programs and communications to reach all of the community. Programs that were reviewed using the Nondiscrimination Checklist 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.

Much of the work done by the Mayor's Office, particularly around Building Maintenance, Communications and Events is covered in earlier sections of the Transition Plan.

## **7.12 PUBLIC WORKS DEPARTMENT**

Programs reviewed for nondiscrimination include the following; Public Works Capital Improvement Program, Adopt a Roadway, Community Service, Hoffman Room Use, Leaf Drop Off, Open Houses, Project Notifications, Sandbags, Traffic Commission, Traffic Calming. The self-evaluation of public rights-of-way for accessibility is contained in part 2.

## **APPENDICES**

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Appendix A. Acknowledgments

Appendix B. 2017 ADA Self Evaluation Survey

Appendix C. 2017-18 ADA Coordinating Committee Members

Appendix D. Current ADA Policies and Procedures

    D.1 Notice Under The Americans With Disabilities Act

    D.2 Request for Accommodations and Response

    D.3 Complaint Form

    D.4 Grievance Procedures

Appendix E. Facility Survey Results

## APPENDIX A - Acknowledgments

We would like to acknowledge the leadership and support of the department heads of the City of Beaverton: Bill Kirby, City Attorney; Abigail Elder, Mayor's Office Director; Patricia Anderson Wieck, Human Resources Director; Cheryl Twete, Community Development Director; David Donaldson, Public Works Director, Ronda Groshong, Interim Police Chief; and Patrick O'Claire, Finance Director.

Members of the ADA Coordinating Committee listed in Appendix C deserve special recognition for pioneering this work within their departments, attending numerous meetings, inspections and workshops; revising and editing text; compiling data; and generally being supportive and collaborative as the process unfolded.

Members of the Facilities Maintenance Team, led by the City's facilities manager Travis Taylor, deserve special recognition as well. These are the people who make it happen in the real world: Gary Thompson, Eric Hults, Jeffrey Zimbrick, and Troy Keeth, Thanks for your expertise and diligence in keeping city facilities accessible for people with disabilities.

The Beaverton Mayor and City Councilmembers, without whose support this project would not have been possible: Mayor Denny Doyle, Council President Lacey Beaty, Councilor Cate Arnold, Councilor Marc San Soucie, Councilor Mark Fagin and Councilor Laura Mitchell. Your tireless service and dedication to the community is greatly appreciated.

And last, but not least, we would like to thank George Fetzer, who in his final role at the City served as the ADA Project Manager. He led many ADA Coordinating Committee sessions and tirelessly worked on creating this ADA Transition Plan before retiring from the City. Your work on this project was very much appreciated.

## APPENDIX B - 2017 ADA Self Evaluation Survey

### Form 2: NONDISCRIMINATION CHECKLIST

**INSTRUCTIONS:** Please use this checklist to evaluate each program and activity that you have identified on Form 1. Once completed, please sign and return all of your forms and checklists to George Fetzer [gfetzer@beavertonoregon.gov](mailto:gfetzer@beavertonoregon.gov)

Program Name \_\_\_\_\_

#### **GENERAL CONSIDERATIONS**

1. **Does the program provide an equal opportunity for people with disabilities to participate in its activities by providing reasonable accommodations and accessible locations?**  Yes  No  
If No, please describe.
2. **Are there circumstances under which participation of a person with a disability would be excluded or restricted?**  Yes  No If yes, please describe.
3. **If yes, are the exclusions or restrictions necessary to the operation of the program or for the safety of other participants?**  Yes  No  
If yes, please describe.
4. **Are there separate services, programs, or activities for people with disabilities or a class of people with disabilities such as blind, deaf, ...etc.?**  Yes  No  
If yes, please describe.
5. **Do forms and printed materials used by the program contain the recommended ADA boilerplate or infographic?**  Yes  No
6. **Does the program hold, or require contractors or permittees to hold, public meetings, hearings, or special events?**  Yes  No
7. **If yes, does the program require the meetings to be held in accessible locations?**  Yes  No
8. **If yes, does the program notify the contractors or permittees of their obligation to make reasonable accommodations so that individuals with disabilities can participate?**  Yes  No If yes, please provide a copy of the standard notification language that is used.

**ELIGIBILITY CONSIDERATIONS** (Any program, service or activity that has eligibility requirements to participate should be evaluated under these criteria.)

9. **Does the program or activity have eligibility requirements for participation?**   
 No, there are no eligibility requirements.  Yes, there are eligibility requirements as follows:

- |   |   |
|---|---|
| <input type="checkbox"/> Age limits/requirements  | <input type="checkbox"/> Physical fitness standards |
| <input type="checkbox"/> Mental fitness standards | <input type="checkbox"/> Testing requirements       |
| <input type="checkbox"/> Performance requirements | <input type="checkbox"/> Safety standards           |
| <input type="checkbox"/> City residency           | <input type="checkbox"/> Other:                     |

Please provide copies of the applicable policies for each checked category.

10. **If you have eligibility policies as described in question 9, are there reasonable accommodations or separate opportunities offered to facilitate the participation of people with disabilities?**

Please describe.

11. **Are there any hard copy or digital forms required for admission or participation in the program or activity (i.e. tests, applications, registration forms, etc.)?**

Yes  No

If yes, please provide a copy.

12. **Is an interview required prior to an applicant's admission to the program?**

Yes  No

13. **If yes, what selection criteria is used to make the decision if the applicant will be admitted?**

14. **How does the program reach out to people with disabilities to solicit their participation as members of citizen's advisory boards or committees?**

Please describe the process to ensure opportunities are provided.

15. **Are individuals with disabilities currently serving on any of the program's advisory boards or committees?**  Yes  No If yes, please list the committees:

Please contact George Fetzer at x 2271 with any questions.

Evaluator name: \_\_\_\_\_ Date: \_\_\_\_\_

Evaluator name: \_\_\_\_\_ Date: \_\_\_\_\_

## **APPENDIX C - ADA Coordinating Committee Members (2017-2018)**

### **City Attorney's Office:**

George Fetzer  
Jenny Marston, ADA Coordinator  
Grace Wong

### **Community Development Department:**

Tim Boatwright  
Patricia Luebke  
Kelly Perkins  
Carmin Ruiz  
Shelley Searle  
David Tetrick

### **Finance Department:**

Debra Arntsen  
Kay Renfro  
Dave Waffle

### **Human Resources Department:**

Matthew Halderman  
Jenny Marston

### **Library:**

Tracey Firestone  
Jennifer Johnson

### **Mayor's Office:**

Lauren Dees  
Pat VanOsdel

### **Police Department:**

Ronda Groshong  
Jenn Hollandsworth-Reed

### **Public Work Department:**

Bonnie Collins  
Teri Cunningham

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## APPENDIX D – CURRENT ADA POLICIES AND PROCEDURES

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### 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 current ADA policy is attached as Exhibit 1 to this Appendix.

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.

### Accommodation Requests

City employees 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 (Exhibit 2) or to notify the city of a problem, as well as [a link to contact the ADA Coordinator directly](#). 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 website (Exhibit 2).

### 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. The city takes its ADA responsibilities seriously and attempts to resolve problems or complaints quickly and correctly. If anyone feels that a request or complaint was not handled correctly, 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. 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's website](#) and attached hereto as Exhibits 3 and 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:



### **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

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

## D.1 - NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), the City of Beaverton (City) will not discriminate against qualified individuals with disabilities on the basis of disabilities in its services, programs or activities.

**Employment.** The City does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

**Effective Communication.** The City will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

**Modifications to Policies and Procedures.** The City will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in City offices, even where pets are generally prohibited.

**Surcharges.** The City will not place a surcharge on a particular person with a disability or any group of persons with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

**Fundamental Alteration/Undue Burden.** The ADA does not require the City to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

**Contact Information.** Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the City should contact the City's ADA Coordinator as soon as possible but no later than 3 business days before the scheduled event.

**Complaints.** Complaints that a program, service, or activity of the City is not accessible to persons with disabilities should be directed to the City's ADA coordinator.

Contact Information: ADA COORDINATOR, CITY ATTORNEY'S OFFICE  
PO Box 4755  
Beaverton, OR 97076  
[ADA@BeavertonOregon.gov](mailto:ADA@BeavertonOregon.gov)  
Phone: (503) 526-2215  
Fax: (503) 526-2479

## D.2 - ADA Request for Accommodations & Response

A. **Contact Information** Date of Request: \_\_\_\_\_  
Name of person needing ADA accommodation (Applicant): \_\_\_\_\_  
Contact Name (*if different from Applicant*): \_\_\_\_\_  
Relation to Applicant: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_  
Fax Number: \_\_\_\_\_ Please list preferred contact method: \_\_\_\_\_

### B. Request for Accommodation

1. Please specify the City department responsible for the program, service, activity, policy or communication:  
\_\_\_\_\_

2. Please specify the reasons you are requesting accommodation (check all that apply)

To allow me to participate in a program or activity offered by the City. Please specify the program or activity:  
\_\_\_\_\_

To ask for an exception to a rule, policy or procedure. Please specify the rule, policy or procedure:  
\_\_\_\_\_

Other reasons, please specify (ex. The way a department communicates with you):  
\_\_\_\_\_

3. Describe the accommodation you are requesting:

ASL interpreter  Assistive listening device  Note taker

CART (Computer-Aided Real-time Translation)  Qualified readers

Frequent breaks during proceeding  Large print materials

Taped text  Audio recordings

Other: \_\_\_\_\_

4. Describe how this accommodation will assist you.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## D.3 - ADA Complaint Form

**C. Contact Information**

Date of Complaint: \_\_\_\_\_

Complainant's Name: \_\_\_\_\_

Representative Name (*if different from Complainant*): \_\_\_\_\_

Relation to Complainant: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Fax Number: \_\_\_\_\_ Please list preferred contact method: \_\_\_\_\_

**D. Complaint**

5. City department(s) responsible for the noncompliance for which you would like to lodge a complaint:

\_\_\_\_\_

6. Describe briefly the circumstances of the alleged violation of the ADA requirements:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. Date of the alleged violation: \_\_\_\_\_

8. Location where the alleged violation occurred: \_\_\_\_\_

9. Names, if known, of any individuals at the City involved in the problem you encountered:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

10. Indicate a recommended corrective action that may resolve the alleged violation(s):

\_\_\_\_\_  
\_\_\_\_\_

11. Signature of (check one)      \_\_\_ Complainant      \_\_\_ Representative

Signature: \_\_\_\_\_ Date \_\_\_\_\_

## D.4 – ADA Grievance Procedures

These Grievance Procedures were established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). These procedures may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Beaverton (City). The City's Employee Handbook governs employment-related complaints of disability discrimination.

The grievance complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternate means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or his or her representative as soon as possible but no later than 60 calendar days after the alleged violation to the ADA Coordinator.

Mailing Address: City Attorney's Office. PO Box 4755, Beaverton, OR 97076

Phone: (503) 526-2215

Email Address: ADA@beavertonoregon.gov

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his or her representative may appeal the decision within 15 calendar days after receipt of the response to the HR Director.

Within 15 calendar days after receipt of the appeal, HR Director will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the HR Director will respond in writing, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the City and responses will be retained by the City for at least three years.

## APPENDIX E – Facility Survey Results

The City received detailed results from facility accessibility surveys performed in 2017. As described in the Transition Plan, most of the barriers that were identified through the surveys have been corrected. The remainders are scheduled as listed below. This Appendix will be updated periodically.

### Calendar Year 2018 Projects - Complete

Facility name & address	Barriers identified	Remediation	Cost (Est'd)	Responsible Official
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 \$ 150	Library Director  Library Director

### Calendar Years 2019-2020 Projects

Facility name & address	Barriers	Status	Cost (Est'd)	Responsible Official
Griffith Building 4755 SW Griffith Dr.	<ul style="list-style-type: none"> <li>• Restroom stalls not accessible.</li> </ul>	<i>Work to make customer service</i>	\$18,500	Property and Facilities Manager

Facility name & address	Barriers	Status	Cost (Est'd)	Responsible Official
	<ul style="list-style-type: none"> <li>• Customer service windows at Municipal Court not accessible.</li> <li>• Customer service windows at Police Records not accessible.</li> </ul>	<p><i>windows and restroom stall accessible is expected to be completed over the summer/fall of 2018. No later than 3/31/20.</i></p>	\$12,500	Property and Facilities Manager
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

### Calendar Year 2020 Projects

<b>Facility name &amp; address</b>	<b>Barriers</b>	<b>Status</b>	<b>Cost (Est'd)</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. Construction to be completed in 2020.</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

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**ADA TITLE II**

**SELF-EVALUATION AND TRANSITION PLAN**

**PART 2: REVIEW OF PUBLIC RIGHTS-OF-WAY**

October 15, 2019



This information is available in alternative formats such as large print or audio recording. To request this document in alternative formats, email Jenny Marston at [ADA@BeavertonOregon.gov](mailto:ADA@BeavertonOregon.gov) or call 503-526-2215. Use 711 for relay service.

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## **1 INTRODUCTION**

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### **1.1 BACKGROUND**

The City is required, under Title II of the Americans with Disabilities Act (ADA) and 28 CFR 35.105, to perform a self-evaluation of its current transportation infrastructure policies, practices, and programs. Part 2 of the City of Beaverton's self-evaluation and transition plan will identify what policies and practices impact accessibility and examine how the City implements these policies. The goal of the self-evaluation is to verify that, in implementing the City's policies and practices, the department is providing accessibility and not adversely affecting the full participation of individuals with disabilities. The self-evaluation also discusses the condition of the sidewalks, curb ramps, pedestrian trails, and traffic control signals that are located within the City public right-of-way. Any barriers to accessibility identified in the self-evaluation and the remedy to the identified barrier are set out in this transition plan.

### **1.2 PUBLIC OUTREACH**

Public entities are required to accept comments from the public on their ADA Self-Evaluation and Transition Plan and are strongly encouraged to consult with individuals with disabilities and organizations that represent them to assist in the self-evaluation process. Many individuals with disabilities have unique perspectives on a public entity's programs, activities, and services.

A page was designated on the City of Beaverton's website to serve as an information portal for the Transition Plan process. A final draft of the Plan was completed and ready for public comment on May 30, 2019. On June 3, 2019, the public review draft of the Plan (parts 1 and 2) was posted on the ADA page of the City's website and it was advertised on the City of Beaverton's homepage. Hard copies of the Plan were made available from June 3-17, 2019, at City Hall and the Beaverton City Library for public comment. Public engagement staff posted links to the Plan on the City's social networks and ran a boosted post campaign which reached over 12,000 people.

Staff also sent a direct email to the ADA Community of Practice, which is a broad community of individuals and organizations who promote awareness of the ADA in the area, as well as a community member (who had requested information of any changes to our ADA practices back during the 2019 State of the City Address).

## **2 SELF EVALUATION RESULTS**

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### **2.1 ADA STANDARD**

Title II requires state and local governments to make pedestrian facilities within the public right-of-way accessible for people with disabilities. 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.

Similar to the distinction made for architectural facilities, the ADA treats pedestrian facilities that were built before the law went into effect on July 26, 1990, differently than those built or altered after the law. Cities must upgrade or retrofit the pedestrian facilities built pre-ADA standards 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 ADA Accessibility Guidelines (ADAAG) were released in 1991, and there have been a few changes to the standards in the time since. Sometimes an entity can claim a “safe harbor” on ADA ramps that were built according to ADA standards that are no longer in effect.

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 compliance with the ADA. For pedestrian facilities, this means assessing 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.

## **2.2 SELF EVALUATION RESULTS**

The majority of the City’s streets are improved, with curbs, gutters, and sidewalks. Some neighborhood streets are unimproved, and lack curbs, gutters, and sidewalks. Neighborhoods with unimproved streets tend to be primarily in the older areas of town built in the 1950s through 1970s, or areas that have been annexed from Washington County.

As of May 31, 2019, the City has the following inventory of pedestrian facilities within its public right of way:

- 443 miles of sidewalks
- 5,693 curb ramps
- 29,399 lineal feet of pedestrian paths
- 134 audible pedestrian signals
- 468 bus stops

A detailed summary of the self-evaluation results to date on how these facilities relate to ADA standards is found in Appendix A and will be updated periodically.

## **2.3 POLICIES AND PRACTICES**

In recent years, Beaverton City Council has made a priority of improving the connectedness and condition of pedestrian facilities within the City’s public right-of-way. While the City, like all local governments, has competing demands on its limited resources, the City has consistently allocated funding through the budget process to measurably advance this priority.

Currently, unless special funding is allocated, the primary source of funding for ADA improvements to the public right-of-way is the street fund. In fiscal year 2017-18, the City spent approximately seven million (\$7,000,000.00) on improvements to the public right-of-way out of its street fund. A significant portion of this amount goes to making ADA improvements to pedestrian facilities. In the coming years, the City expects to at least maintain this level of funding. Any increases to this funding level will likely have to come through identifying new sources of revenue. Any new fee or fee increase would require City Council approval. Appendix B includes a list of representative costs for typical accessibility improvements which the City must take into account as it prioritizes work to be performed.

In recent years, the City has undertaken efforts to identify and prioritize areas needing sidewalk improvements. A GIS gap analysis of unimproved streets was completed in 2016. The analysis revealed where within the City there are streets without a sidewalk on either side of the street. That data was then evaluated to determine the priority areas where a sidewalk needed to be included. In total, approximately, \$11,000,000.00 in sidewalk improvements were identified through this gap analysis.

In 2017, nineteen City 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.

Through a public involvement process, Menlo Dr. from Allen Blvd to Fairmount Dr. (aka CIP 3106A) was selected from this list as the highest priority sidewalk gap to be filled. The City Council approved CIP 3106A beginning in FY16-17. In FY 16-17 and FY 17-18, \$427,000 was allocated for engineering and right of way acquisition and in FY 18-19 and FY 19-20 \$1,861,000 was allocated for construction. The funding sources for the project have been the General Fund and the Street Fund. Construction began in January 2019 and will be completed by June 30, 2019. Through the Active Transportation Plan and the CIP process, both of which are described below, these sidewalk projects will continue to be incorporated into the City's CIP, consistent with available funding and City Council's determination of transportation priorities.

Accessible Pedestrian Signals (APS) at signalized intersections are also 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. The City incorporates APS at signalized intersections in response to citizen requests, significant alterations to an existing signal or corner geometry, or as new signals are added to an intersection that is not signalized currently. The City uses the most current standards for APS that are contained in the Manual for Uniform Traffic Control Devices.

## **2.4 POLICY DOCUMENTS RELATING TO THE PUBLIC RIGHT-OF-WAY**

To advance Council's priority to improve the connectedness and condition of pedestrian facilities in a manner that is consistent with the availability of funds, City staff have

developed transportation planning documents which have analyzed and identified areas where pedestrian facilities within the City's public right-of-way need improvements.

#### 2.4.1 Comprehensive Plan, including Transportation System Plan

The Comprehensive Plan 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 acknowledges the community's aspirations and values when establishing land use goals and policies.

The Comprehensive Plan encourages density and transit-oriented development, which will tend to increase pedestrian accessibility because increased density decreases the distances that people must travel between their homes, jobs, shopping, recreation, and public transit. As 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.

Specific to the rights-of-way, the Comprehensive Plan includes a Transportation System Plan (TSP). The Transportation Element sets the City's transportation policies and the Transportation System Plan identifies specific projects to address bicycle and pedestrian needs. In early 2018, to supplement the TSP, the City Council adopted an Active Transportation Plan. The Active Transportation Plan is intended to supersede the TSP as it relates to bicycles and pedestrians.

Together, these documents identify specific locations as priority areas for planned pedestrian improvement projects, and will be considered in making future funding decisions. The pedestrian and crossing improvement projects identified in the Active Transportation Plan were prioritized based upon the following criteria: 1) safety; 2) demand; 3) connectivity; 4) existing conditions; and 5) equity. These planning documents are maintained by Community Development staff. The Active Transportation Plan and status of priority projects are described with additional detail in Appendix E.

#### 2.4.2 Capital Improvement Plan (CIP)

The Capital Improvement Plan (CIP) is approved annually as part of the City's budget adoption process. The process involves a review of the proposed capital projects and their associated budgets by the City's Budget Committee and formal approval by the City Council at a public hearing. The CIP identifies near term and long term projects out to 10 years; however, only the first year is formally approved at the time of the adoption of the annual budget.

The project selection process involves multiple coordination meetings among staff in the following areas: Pavement overlays for arterials and collectors, pavement overlays for

neighborhood and local streets, ADA ramp upgrades, traffic calming, transportation technology, sidewalk/path and active transportation, street light conversion, capacity enhancing and safety and the completion of ongoing projects (all of which fit into one of the aforementioned categories). Staff uses annual Council priorities, adopted CIP priorities, adopted plans such as the Active Transportation Plan, the Transportation Systems Plan, and localized plans such as the West Five Plan, available and projected revenue as well as citizen complaints and project nominations to select proposed projects. Also, the recommendations made by the Capital Improvement Project Citizen Advisory Committee (CAC) are used in the selection of sidewalk/path projects.

Ultimately, City Council makes the determination of which CIP projects to fund when they approve the annual City budget. More information regarding the CIP and current accessibility improvement projects is included in Appendix E.

### 2.4.3 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 sidewalks, curb ramps, 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. The City recently updated its Engineering Design Manual.

With respect to ADA ramps, the Engineering Design Manual provides that sidewalk ramps shall be located and constructed in accordance with the rules and regulations of Title III of the Americans with Disabilities Act of 1990 (ADA). Implementing this standard, the City follows the Oregon Department of Transportation (which is adopted from PROWAG) regarding curb ramps and pedestrian signals.

Maintenance of pedestrian facilities within the City's public right-of-way will continue to follow the policies and priorities set forth by the City in Appendix D.

The City will continue to consider and respond to all accessibility improvement requests received from the public. All accessibility improvements that have been deemed reasonable will be scheduled consistent with transportation priorities. The City will also coordinate, as needed, with external agencies to ensure that all new or altered pedestrian facilities within the City are ADA compliant to the extent feasible.

## **3 IMPROVEMENT SCHEDULE**

---

### **3.1 EXTERNAL AGENCY COORDINATION**

Other agencies are also responsible for pedestrian facilities within the jurisdiction of the City, including federal, state and county. The City coordinates with these agencies to

the extent reasonably possible to assist in the facilitation of the elimination of accessibility barriers along their routes.

### **3.2 CITY'S SCHEDULE FOR ACCESSIBILITY IMPROVEMENT**

The City will utilize three methods for upgrading pedestrian facilities to the current ADA standards.

Currently, the first and most comprehensive of the two methods are the scheduled street and utility improvement projects. The City maintains a five-year plan which outlines the ADA ramps to be upgraded as part of its street overlays. The City uses a Web-based pavement management system (PMS) to prioritize overlays. The PMS predicts the timing and level of pavement deterioration on various roads based upon the results of periodic pavement inspections. Arterials and collectors are inspected annually. Neighborhood roads are inspected every three years.

Assuming funding levels for ADA improvements remain constant, the City anticipates that all or most of the ADA ramps maintained by the City within the City's right-of-way will be ADA compliant within 25 years, averaging about 200 ramps per year at about \$6,000 per ramp. A table of the ADA ramps that have been installed in the last five years along with City's overlay and ADA ramps projected for the next five years is included in Appendix C. This will be updated periodically.

The second method is the sidewalk and ADA accessibility improvement projects that are part of the City's CIP. Projects will be incorporated into the Capital Improvement Plan (CIP) on a case by case basis as determined by City staff and in accordance with the Active Transportation Plan and other planning documents identified in Appendix E. City Council approves the CIP projects for each fiscal year as part of the annual budget process. Funding is approved on an annual basis though most roadway projects require 3 years to complete. This means that funding for roadway projects is approved in phases, i.e. design phase, right of way acquisition phase, and construction phase.

As with the street improvement projects, all pedestrian facilities impacted by these projects will be upgraded to current ADA accessibility standards in the manner described in Appendix D. The City's CIP, which includes a detailed schedule and budget for specific improvements, is included in Appendix E.

The third method is that the City will continue to consider and respond to all accessibility improvement requests, including requests for accessible pedestrian signals (APS), sidewalk improvements and upgrades to ADA ramps and pedestrian signals. All accessibility improvements that have been deemed reasonable will be scheduled consistent with the City's transportation priorities. Requests for accessibility improvements can be submitted to the City. Contact information for the responsible party is listed in Appendix F.

### **3.3 MONITOR THE PROGRESS**

This document will continue to be updated as conditions within the City evolve. The appendices in this document will be updated periodically, while the main body of the document will be updated in three years, with a future update schedule to be developed at that time. With each main body update, a public comment period will be established to continue the public outreach.

## **APPENDICES**

Appendix A. Self-Evaluation Results

Appendix B. Costing Information

Appendix C. Street Overlays/ADA Ramp Retrofits (2013-2019) and 5 year Street Overlay/ ADA Ramp Retrofits (2019-2024, projected)

Appendix D. Policy Documents/Guidelines/Manuals

Appendix E City's Active Transportation Plan and CIP

Appendix F. Contact Information

Appendix G. Glossary of Terms

## **Appendix A: Self-Evaluation Results**

There are 5,693 ADA ramps within the City right-of-way. Approximately 900 ADA ramps have been inspected to determine if they meet ADA accessibility criteria. Of those inspected, the initial self-evaluation of pedestrian facilities yielded the following results:

- 573 of those curb ramps met accessibility criteria
- 307 of those curb ramps did not meet ADA accessibility criteria

The City expects to continue to inspect curb ramps to determine if they meet ADA accessibility criteria primarily as part of their street overlay program. More information regarding the schedule of work (and corresponding inspection schedule) for the street overlay program is included in Appendix C.

Additionally, the City has 134 audible push buttons on City-owned signals. In the last five years, the City has received three requests to install audible push buttons at an existing intersection. The City will continue to install APS pedestrian signals in response to citizen requests, when upgrading an existing signalized intersection, and when installing a new signalized intersection.

This appendix will be updated periodically.

## **Appendix B: Costing Information**

### Unit Prices

Construction costs for upgrading facilities can vary depending on each individual improvement and conditions of each site. Costs can also vary on the type and size of project the improvements are associated with.

Listed below are representative costs from fiscal year 2018-19 for some typical accessibility improvements based on if the improvements are included as part of a retrofit type project, or as part of a larger comprehensive capital improvement project.

Intersection corner ADA improvement retrofit: +/- \$6,000 per ramp

Pedestrian Flashing Beacon with striping installation: \$20,000

Traffic control signal APS upgrade retrofit: +/- \$ 10,000

Traffic control signal APS upgrade as part of full traffic control signal installation: +/- \$8,000

New Sidewalk/Trail Installation: +/- \$600.00 per LF

## Appendix C: Street Overlays and ADA Ramps

### C.1 Street Overlays/ADA Ramps (2013-2019)

Year	# Ramps Retrofitted	Lane Miles of Roadway Resurfaced
2013	2	2.63 miles of collector/arterials and 3.84 miles of residential streets for a total of 6.47 miles
2014	38	4.14 miles of collector/arterials and 5 miles of residential streets for a total of 9.14 miles
2015	46	1.16 miles of collector/arterials and 4.66 miles of residential streets for a total of 5.82 miles
2016	59	0.35 miles of collector/arterials and 2.21 miles of residential streets for a total of 2.56 miles
2017	134	0.15 miles of collector/arterials and 4.10 miles of residential streets for a total of 4.32 miles
2018	174	1.01 miles of collector/arterials and 4.57 miles of residential streets for a total of 5.58 miles
2019 (est'd)	205	0.99 miles of collector/arterials and 6.03 miles of residential streets for a total of 7.02 miles

### C.2 5 year ADA Ramp Retrofits (FY 2019-2024, projected)

Public Works maintains a rolling five year plan for its street overlays and ADA ramp work. The five year plan is a projection of work that is likely to be performed and is reviewed and updated as needed. Per the five year plan, Public Works will average 200 ramp upgrades per year, consistent with the availability of funding.

FY	# of Ramps Retrofitted	Total Cost (@ \$6,000 per ramp)
2019-20	166	\$996,000.00
2020-21	212	\$1,272,000.00
2021-22	256	\$1,536,000.00
2022-23	165	\$990,000.00
2023-24	200	\$1,200,000.00
Totals	999	\$5,994,000.00

This appendix will be updated periodically.

## Appendix D: Policy Documents/Guidelines/Manuals

As discussed in this plan, the City relies upon the policy documents and manuals listed below, along with others, in implementing accessibility improvements in the public right-of-way.

### Policy Documents

Comprehensive Plan (including the Transportation System Plan)

Active Transportation Plan

Capital Improvement Plan

Guidelines/Manuals

- Curb Ramp Guidelines
- Engineering Design Manual

### Design Standards

The City has Public Rights-of-Way Accessibility Guidelines (PROWAG), as adopted by the Oregon Department of Transportation (ODOT), as its design standard. A copy of this document is available upon request from the ADA Coordinator. Contact information is listed in Appendix F.

The City also follows the Traffic Signal and Policy Guidelines, adopted by the ODOT, with respect to pedestrian signals.

### Design Procedures

The City has developed a guide for contractors called Americans with Disabilities Act Ramp Guide which specifies the design standards and procedures for curb ramps being constructed or upgraded. A copy of this document is included in the following pages of this appendix.

### Intersection Corners

Curb ramps or blended transitions will attempt to be constructed or upgraded to achieve compliance within all capital improvement projects. There may be limitations which make it technically infeasible for an intersection corner to achieve full accessibility within the scope of any project. Those limitations will be noted. Regardless of if full compliance can be achieved or not, each intersection corner installed or retrofitted shall be made as compliant as possible to ADA standards in accordance with the judgment of City staff.

### Sidewalks/Trails

Sidewalks and trails will attempt to be constructed or upgraded to achieve compliance within all capital improvement projects. There may be limitations which make it technically infeasible for segments of sidewalks or trails to achieve full accessibility within the scope of any project. Those limitations will be noted. Regardless of whether

full compliance can be achieved, every sidewalk or trail constructed or upgraded shall be made as compliant as possible to ADA standards in accordance with the judgment of City staff.

### **Traffic Control Signals**

New traffic control signals will attempt to be constructed or upgraded to achieve compliance within all capital improvement projects. There may be limitations which make it technically infeasible for individual traffic control signal locations to achieve full accessibility within the scope of any project. Those limitations will be noted. Regardless of if full compliance can be achieved or not, each traffic signal control location installed or upgraded shall be made as compliant as possible to ADA standards in accordance with the judgment of City staff.

### **Transit Facilities**

Transit facilities are present within the limits of the City of Beaverton. Those facilities fall under the jurisdiction of TriMet. The City will work with TriMet, to the extent reasonably possible, to ensure that those facilities meet the applicable accessibility standards.

Other policies, practices and programs

Policies, practices and programs not identified in this document will follow the applicable ADA standards.

## **Appendix E: City's Active Transportation Plan and CIP** (including a detailed schedule and budget for specific accessibility improvements)

### **Priority Areas**

The Active Transportation Plan identifies more than 300 projects aimed at improving bicycle and pedestrian facilities (sidewalks, trails, ramps, and signals).

In preparing the Active Transportation Plan, the pedestrian improvement projects were prioritized based upon the following criteria: 1) safety; 2) demand; 3) connectivity; 4) existing conditions; and 5) equity. Accessibility for all users was considered as part of each criteria.

The top ten pedestrian improvement projects were identified. As of the writing of this plan, four of these ten projects are either completed or underway to some degree through the City's CIP program. Any pedestrian improvement projects will be done in a manner to meet applicable ADA standards to the extent possible as described in Appendix D.

### **Entire Jurisdiction**

Based on the results of the Active Transportation Plan, the estimated cost associated with implementing all of the identified 'high needs' bicycle, pedestrian and crossing improvements within the City is approximately \$25.8 Million. This amount signifies a significant investment that the City is committed to continuing to explore in the upcoming years. A systematic approach to providing accessibility, which must include evaluating whether there are additional sources of revenue, must be taken in order to absorb the cost into the City's budget for improvements to the public right of way.

As described, City Council approves the CIP projects for each fiscal year as part of the annual budget process. Funding is approved on an annual basis though most roadway projects require 3 years to complete. This means that funding for roadway projects is approved in phases, i.e. design phase, right of way acquisition phase, and construction phase.

More information about the projects which improve accessibility is provided in table E.1 below and the project status is regularly updated on the city's CIP website, which is available at <https://www.beavertonoregon.gov/225/Capital-Projects>.

**Table E.1 Current Accessibility Improvement Projects as Part of CIP**

CIP No.	Project Description	Project Cost	Status
3016	Menlo Dr. from Allen Blvd to Fairmount Dr. Design included filling a high priority sidewalk gap.	2,288,000	6/30/19 completion date
3328	Western Avenue from 5th Street to Allen Blvd and intersection improvements at Western Ave and Allen Blvd. Design to include two travel lanes, one turn lane, landscaped median and buffer, mid-block pedestrian crossings, street trees, separated bicycle and pedestrian pathways, access ramps, storm water drainage facilities, lighting, and traffic signal.	4,125,000	6/30/2020 (est'd completion date)
3113	SW Laurelwood Avenue from SW Birchwood Road to SW Scholls Ferry Road. Construct approximately 1400 feet of 5-foot or 6-foot wide sidewalk on one side only between Scholls Ferry Rd and Apple Wy. Other improvements include 2 ADA ramp improvements each at Homewood St, Laurelwood Ct, and Apple Wy, curb and gutter, planter strip/water quality swale where possible, lighting and storm drainage.	1,321,000	Begin design in late 2019 and construction in 2022
3112	Allen Boulevard from SW 92 <sup>nd</sup> Avenue to Fanno Creek Trail. Construct approximately 500 feet of 14-foot wide shared use path between the Fanno Creek Trail at 92nd Ave and the Fanno Creek Trail at Allen Blvd (Fanno Creek Regional Trail Segment #5). Other improvements include pedestrian crossing improvements at 92nd Ave and Allen Blvd (4 ADA ramps) and at Allen Blvd and Scholls Ferry Rd (4 ADA ramps), curb and gutter, planter strip, lighting and storm drainage.	1,658,000	Begin design in July 2019 and construction in 2022
	Total Amounts Projected to be Spent	\$9,392,000.00	

## Appendix F: Contact Information

ADA Coordinator:

Jenny Marston

P.O. Box 4755

Beaverton, OR 97076

Phone: (503) 526-2215

Fax: (503) 526-2479

E-mail: [ADA@beavertonoregon.gov](mailto:ADA@beavertonoregon.gov)

Public Right of Ways ADA Accessibility Requests:

Mark Olson, Public Works Manager, or Brant Holaday, Project Manager

City of Beaverton

Public Works Department

9600 SW Allen Boulevard

Beaverton OR 97005

Phone: (503) 526-2220

Fax: (503) 526-2535

E-mail: [ADA@beavertonoregon.gov](mailto:ADA@beavertonoregon.gov)

## Appendix G: Glossary of Terms

**Accessible:** A facility that provides access to people with disabilities using the design requirements of the ADA.

**Accessible Pedestrian Signal (APS):** A device that communicates information about the WALK phase in audible and vibrotactile formats.

**Alteration:** A change to a facility in the public right-of-way that affects or could affect access, circulation, or use. An alteration must not decrease or have the effect of decreasing the accessibility of a facility or an accessible connection to an adjacent building or site.

**Americans with Disabilities Act (ADA):** The Americans with Disabilities Act; Civil rights legislation passed in 1990 and effective July 1992. The ADA sets design guidelines for accessibility to public facilities, including sidewalks and trails, by individuals with disabilities.

**Americans with Disabilities Act Accessibility Guidelines (ADAAG):** contains scoping and technical requirements for accessibility to buildings and public facilities by individuals with disabilities under the Americans with Disabilities Act (ADA) of 1990.

**Applicable Standards:** The standards in the following as they relate to curb ramps and pedestrian signals: Americans With Disabilities Act (ADA) and its implementing regulations, PRO WAG (Public Right of Way Accessibility Guidelines), the ADA Standards for Accessibility Guidelines (ADAAG), Section 504 of the Rehabilitation Act of 1973, and Part 4 (Highway Traffic Signals) and Part 6 (Temporary Traffic Control) of the MUTCD (Manual on Uniform Traffic Control Devices).

**Capital Improvement Plan (CIP):** The CIP for the Public Works Department includes an annual capital budget and a plan for funding the new construction and reconstruction projects on the city's transportation system.

**Federal Highway Administration (FHWA):** A branch of the US Department of Transportation that administers the federal-aid Highway Program, providing financial assistance to states to construct and improve highways, urban and rural roads, and bridges.

**Manual on Uniform Traffic Control Devices (MUTCD):** National standard for traffic control devices for the United States. It was adopted by the State of Oregon. This manual provides guidance on signal button locations and heights.

**ODOT Traffic Signal Policy & Guidelines:** Gives guidance on the installation of traffic signals and how you operate it.

**Pedestrian Access Route (PAR):** A continuous and unobstructed walkway within a pedestrian circulation path that provides accessibility.

**Pedestrian Circulation Route (PCR):** A prepared exterior or interior way of passage provided for pedestrian travel.

**PROWAG:** An acronym for the Guidelines for Accessible Public Rights-of-Way issued in 2005 by the U. S. Access Board. This guidance addresses roadway design practices, slope, and terrain related to pedestrian access to walkways and streets, including crosswalks, curb ramps, street furnishings, pedestrian signals, parking, and other components of public rights-of-way.

**Right of Way:** A general term denoting land, property, or interest therein, usually in a strip, acquired for the network of streets, sidewalks, and trails creating public pedestrian access within a public entity's jurisdictional limits.

**Section 504:** The section of the Rehabilitation Act that prohibits discrimination by any program or activity conducted by the federal government.

**United States Access Board:** An independent federal agency that develops and maintains design criteria for buildings and other improvements, transit vehicles, telecommunications equipment, and electronic and information technology. It also enforces accessibility standards that cover federally funded facilities.

**United States Department of Justice (DOJ):** The United States Department of Justice (often referred to as the Justice Department or DOJ), is the United States federal executive department responsible for the enforcement of the law and administration of justice.

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