

Americans with Disabilities Act Transition Plan

For the
City of Phoenix



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“Promoting the Potential of People”

**City of Phoenix
Americans with Disabilities Act Transition Plan**

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1.0 Introduction

1.1 The ADA: A Historical Perspective

Historically, society has tended to isolate and segregate people with disabilities from the mainstream of American life. This was often done with the intention of “protecting” people with disabilities from uncomfortable stares, and the physical challenges of an environment that was not inviting to anyone with mobility or visual limitations. Despite improvements and increased awareness in recent years, such forms of discrimination against people with disabilities continue to be a serious and pervasive problem.

Unlike those who are protected from discrimination on the basis of race, color, gender, national origin, religion, or age, people with disabilities had little or no recourse when subjected to discrimination on the basis of disability before the ADA was enacted. It is for this reason the landmark civil rights legislation, the Americans with Disabilities Act (ADA) was enacted on July 26, 1990. It protects the civil rights of people with disabilities in the areas of employment, state and local government services, access to public accommodations, transportation and telecommunications. A primary goal of the ADA is the equal participation of individuals with disabilities in the "mainstream" of American society. The major principles of mainstreaming are --

- Individuals with disabilities must be integrated to the maximum extent appropriate.
- Separate programs are permitted where necessary to ensure equal opportunity. A separate program must be appropriate to the particular individual.
- Individuals with disabilities cannot be excluded from the regular program, or required to accept special services or benefits.

1.2 Analysis of Self Evaluations by Departments

Title II of the Americans with Disabilities Act (ADA) applies to the operations of State and local governments. It requires municipalities with 50 or more employees to conduct a self evaluation of its current services policies, and practices and their accessibility to, and usability by people with disabilities. The self-evaluation identifies programmatic and structural barriers, and makes recommendations to correct those policies and practices that are inconsistent with Title II's requirements. As part of the self evaluation, the City of Phoenix is required to:

- identify all of the public city's programs, activities, and services; and
- review all the policies and practices that govern the administration of the city's programs, activities, and services.

Once the city identified its policies and practices department-by-department, it then analyzed whether these policies and practices adversely affected the full participation of individuals with disabilities in its programs, activities, and services. In this process, each

department used a standardized form for gathering data which was obtained by City employees and consultants other than Abilities UNlimited, Inc. This document contains references to the Americans with Disabilities Act Accessibility Guidelines and the Uniform Federal Accessibility Standards (UFAS) as the standard for compliance with the ADA. Both of these references are accepted by the U.S. Department of Justice as standards for renovations.

Having identified those barriers that deny or limit the participation of individuals with disabilities in its programs, activities, and services, each department recommended remedial action necessary to eliminate the impediments to full and equivalent participation. Structural modifications that are required for program accessibility were prioritized with the most serious infractions slated to be remedied as expeditiously as possible. The findings of this self evaluation process, and recommendations to eliminate structural identified barriers are, contained in the City of Phoenix Americans with Disabilities Act (ADA) Transition Plan.

1.3 Development of the ADA Transition Plan for the City of Phoenix

In April 2006 Abilities UNlimited, Inc. was engaged by the City of Phoenix under Agreement No. 118299 to develop this ADA Transition Plan. The programs, services, and facilities identified in this document, as well as the observations and recommendations are based on the self evaluation data collected by the city's 34 departments and functions.

The City of Phoenix ADA Transition Plan is divided into the following two segments: (1) the Narrative report that focuses on the services, policies, practices, and programmatic compliance requirements of each of the City's 34 departments and functions, and (2) the Access database that addresses the structural compliance requirements where architectural barriers have been identified. The programmatic compliance requirements identified in the narrative report, and the observations, recommendations, and timelines specified in the database have been reviewed by the Citywide ADA Team. They provided feedback to AUI through telephone communications, emails, and a series of meetings during the development of the Transition Plan, making this a cooperative, as well as comprehensive effort on behalf of the City of Phoenix.

Generally, the ADA Transition Plan lists existing barriers to programs, services and facilities under the city's jurisdiction, and schedules which barriers to remove to provide access for individuals with disabilities to City programs. The City is required to provide access to all of its programs, but is not required to remove all architectural barriers in all of its facilities. In addition to making physical improvements, the ADA permits cities to choose among various administrative solutions, such as relocating or modifying a particular program, to obtain overall program access.

The ADA Transition Plan is required by Department of Justice rules to contain at a minimum --

- A list of the physical barriers in a public entity'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. 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; and,
- The name of the official responsible for the plan's implementation.

The ADA Transition Plan contains detailed physical barrier surveys of buildings and facilities. These surveys are contained in a comprehensive Access database, and document barriers present at the time of the surveys. The surveys do not provide a listing of complying architectural or physical features made to facilities after the date of the surveys and are not included as part of this ADA Transition Plan.

This City of Phoenix ADA Transition Plan provides guidance for the future planning and implementation of program and facility modifications over the next three to five years. This is a significant undertaking that will be reviewed and updated annually. In doing so, the City of Phoenix will continue to provide assurance that the city's programs, services, policies, and practices are accessible and usable by people with disabilities as required by the Americans with Disabilities Act.

2.0 Definitions

Access Aisle. An accessible pedestrian space between elements, such as parking spaces, seating, and desks, that provides clearances appropriate for use of the elements.

Accessible. Describes a site, building, facility, or portion thereof that complies with these guidelines.

Accessible Element. An element specified by these guidelines (for example, telephone, controls, and the like).

Accessible Route. A continuous unobstructed path connecting all accessible elements and spaces of a building or facility. Interior accessible routes may include corridors, floors, ramps, elevators, lifts, and clear floor space at fixtures. Exterior accessible routes may include parking access aisles, curb ramps, crosswalks at vehicular ways, walks, ramps, and lifts.

Accessible Space. Space that complies with these guidelines.

Adaptability. The ability of certain building spaces and elements, such as kitchen counters, sinks, and grab bars, to be added or altered so as to accommodate the needs of individuals with or without disabilities or to accommodate the needs of persons with different types or degrees of disability.

Addition. An expansion, extension, or increase in the gross floor area of a building or facility.

Administrative Authority. A governmental agency that adopts or enforces regulations and guidelines for the design, construction, or alteration of buildings and facilities.

Alteration. An alteration is a change to a building or facility made by, on behalf of, or for the use of a public accommodation or commercial facility, that affects or could affect the usability of the building or facility or part thereof. Alterations include, but are not limited to, remodeling, renovation, rehabilitation, reconstruction, historic restoration, changes or rearrangement of the structural parts or elements, and changes or rearrangement in the plan configuration of walls and full-height partitions.

Americans with Disabilities Act (ADA). Federal law that gives civil rights protections to individuals with disabilities similar to those provided to individuals on the basis of race, color, sex, national origin, age, and religion. The ADA guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, State and local government services, and telecommunications. (Pub. L. 101 - 336, 104 Stat. 327, 42 U.S.C. 12101 - 12213 and 47 U.S.C. 225 and 611).

Americans with Disabilities Act Accessibility Guidelines (ADAAG). These are scoping and technical requirements for accessibility to sites, facilities, buildings, and elements by individuals with disabilities. The requirements are to be applied during the design, construction, additions to, and alteration of sites, facilities, buildings, and elements to the extent required by regulations issued by Federal agencies.

Area of Rescue Assistance. An area, which has direct access to an exit, where people who are unable to use stairs may remain temporarily in safety to await further instructions or assistance during emergency evacuation.

Assembly Area. A room or space accommodating a group of individuals for recreational, educational, political, social, or amusement purposes, or for the consumption of food and drink.

Automatic Door. A door equipped with a power-operated mechanism and controls that open and close the door automatically upon receipt of a momentary actuating signal. The switch that begins the automatic cycle may be a photoelectric device, floor mat, or manual switch (see power-assisted door).

Building. Any structure used and intended for supporting or sheltering any use or occupancy.

Circulation Path. An exterior or interior way of passage from one place to another for pedestrians, including, but not limited to, walks, hallways, courtyards, stairways, and stair landings.

Clear. Unobstructed.

Clear Floor Space. The minimum unobstructed floor or ground space required to accommodate a single, stationary wheelchair and occupant.

Closed Circuit Telephone. A telephone with dedicated line(s) such as a house phone, courtesy phone or phone that must be used to gain entrance to a facility.

Common Use. Refers to those interior and exterior rooms, spaces, or elements that are made available for the use of a restricted group of people (for example, occupants of a homeless shelter, the occupants of an office building, or the guests of such occupants).

Cross Slope. The slope that is perpendicular to the direction of travel (see running slope).

Curb Ramp. A short ramp cutting through a curb or built up to it.

Detectable Warning. A standardized surface feature built in or applied to walking surfaces or other elements to warn visually impaired people of hazards on a circulation path.

Dwelling Unit. A single unit which provides a kitchen or food preparation area, in addition to rooms and spaces for living, bathing, sleeping, and the like. Dwelling units include a single family home or a townhouse used as a transient group home; an apartment building used as a shelter; guestrooms in a hotel that provide sleeping accommodations and food preparation areas; and other similar facilities used on a transient basis.

Egress, Means of. A continuous and unobstructed way of exit travel from any point in a building or facility to a public way. An accessible means of egress is one that complies with these guidelines (ADAAG) and does not include stairs, steps, or escalators. Areas of rescue assistance or evacuation elevators may be included as part of accessible means of egress.

Element. An architectural or mechanical component of a building, facility, space, or site, e.g., telephone, curb ramp, door, drinking fountain, seating, or water closet.

Entrance. Any access point to a building or portion of a building or facility used for the purpose of entering. An entrance includes the approach walk, the vertical access leading to the entrance platform, the entrance platform itself, vestibules if provided, the entry door(s) or gate(s), and the hardware of the entry door(s) or gate(s).

Facility. All or any portion of buildings, structures, site improvements, complexes, equipment, roads, walks, passageways, parking lots, or other real or personal property located on a site.

Ground Floor. Any occupiable floor less than one story above or below grade with direct access to grade. A building or facility always has at least one ground floor and may have more than one ground floor as where a split level entrance has been provided or where a building is built into a hillside.

Historic preservation programs. This means programs conducted by a public entity that have preservation of historic properties as a primary purpose. Historic properties means those properties that are listed or eligible for listing in the National Register of Historic Places or properties designated as historic under State or local law.

Mezzanine or Mezzanine Floor. That portion of a story which is an intermediate floor level placed within the story and having occupiable space above and below its floor.

Marked Crossing. A crosswalk or other identified path intended for pedestrian use in crossing a vehicular way.

Multifamily Dwelling. Any building containing more than two dwelling units.

Occupiable. A room or enclosed space designed for human occupancy in which individuals congregate for amusement, educational or similar purposes, or in which occupants are engaged at labor, and which is equipped with means of egress, light, and ventilation.

Operable Part. A part of a piece of equipment or appliance used to insert or withdraw objects, or to activate, deactivate, or adjust the equipment or appliance (for example, coin slot, pushbutton, handle).

Path of Travel. (Reserved).

Power-assisted Door. A door used for human passage with a mechanism that helps to open the door, or relieves the opening resistance of a door, upon the activation of a switch or a continued force applied to the door itself.

Program Accessibility. A State or local government's programs, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities. Public entities do not necessarily have to make each of their existing facilities accessible. They may provide program accessibility by a number of methods including alteration of existing facilities, acquisition or construction of additional facilities, relocation of a service or program to an accessible facility, or provision of services at alternate accessible sites.

Public Entities. It applies to all State and local governments, their departments and agencies, and any other instrumentalities or special purpose districts of State or local governments, or the National Railroad Passenger Corporation, and any commuter authority (as defined in section 103(8) of the Rail Passenger Service Act).

Public Use. Describes interior or exterior rooms or spaces that are made available to the general public. Public use may be provided at a building or facility that is privately or publicly owned. Ramp. A walking surface which has a running slope greater than 1:20.

Qualified Interpreter. This means an interpreter who is able to interpret effectively, accurately, and impartially both receptively and expressively, using any necessary specialized vocabulary.

Reasonable accommodation. This is any modification or adjustment to a job or the work environment that will enable a qualified applicant or employee with a disability to participate in the application process or to perform essential job functions. Reasonable accommodation also includes adjustments to assure that a qualified individual with a disability has rights and privileges in employment equal to those of employees without disabilities.

Running Slope. The slope that is parallel to the direction of travel (see cross slope).

Self Evaluation. This is a public entity's assessment of its current policies and practices. The self-evaluation identifies and corrects those policies and practices that are inconsistent with title II's requirements. A public entity that employs 50 or more employees must retain its self-evaluation for three years.

Service Entrance. An entrance intended primarily for delivery of goods or services.

Service Animal. This means any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

Signage. Displayed verbal, symbolic, tactile, and pictorial information.

Site. A parcel of land bounded by a property line or a designated portion of a public right-of-way.

Site Improvement. Landscaping, paving for pedestrian and vehicular ways, outdoor lighting, recreational facilities, and the like, added to a site.

Sleeping Accommodations. Rooms in which people sleep; for example, dormitory and hotel or motel guest rooms or suites.

Space. A definable area, e.g., room, toilet room, hall, assembly area, entrance, storage room, alcove, courtyard, or lobby.

Story. That portion of a building included between the upper surface of a floor and upper surface of the floor or roof next above. If such portion of a building does not include occupiable space, it is not considered a story for purposes of these guidelines. There may be more than one floor level within a story as in the case of a mezzanine or mezzanines.

Structural Frame. The structural frame shall be considered to be the columns and the girders, beams, trusses and spandrels having direct connections to the columns and all other members which are essential to the stability of the building as a whole.

Tactile. Describes an object that can be perceived using the sense of touch.

Text Telephone. Machinery or equipment that employs interactive graphic (i.e., typed) communications through the transmission of coded signals across the standard telephone network. Text telephones can include, for example, devices known as TDD's (telecommunication display devices or telecommunication devices for deaf persons) or computers.

Transient Lodging. A building, facility, or portion thereof, excluding inpatient medical care facilities, that contains one or more dwelling units or sleeping accommodations. Transient lodging may include, but is not limited to, resorts, group homes, hotels, motels, and dormitories.

Vehicular Way. A route intended for vehicular traffic, such as a street, driveway, or parking lot.

Walk. An exterior pathway with a prepared surface intended for pedestrian use, including general pedestrian areas such as plazas and courts.

Source: Americans with Disabilities Act (ADA) Accessibility Guidelines for Buildings and Facilities

3.0 Regulatory Authority/Requirements

The Americans with Disabilities Act (ADA), enacted on July 26, 1990, provides comprehensive civil rights protections to persons with disabilities in the areas of employment, state and local government services, access to public accommodations, transportation and telecommunications. The ADA mandates that qualified disabled individuals shall not be excluded from participation in, denied the benefit of, or be subjected to discrimination under any program or activity. The Act also provides employees with disabilities with certain protections and requires employers to make reasonable accommodation for applicants and employees with disabilities.

The ADA is divided into five titles, covering the following areas:

Title I: Employment

Under the Title I, employers, including governmental agencies, must ensure that their practices do not discriminate against persons with disabilities in the application, hiring, training, compensation or discharge of an employee, or in other terms, conditions and rights of employment.

Title II: Public Services

Title II prohibits state and local governments from discriminating against persons with disabilities or from excluding participation or denying benefits of programs, services or activities to persons with disabilities. It is under this title that this ADA Transition Plan has been prepared. The ADA Transition Plan is intended to outline the methods by which physical or structural changes will be made to affect the non-discrimination policies described in Title II.

Title III: Public Accommodations

Title III requires places of public accommodation to be accessible to and usable by persons with disabilities. The term public accommodation as used in the definition often is misinterpreted as applying to public agencies, but the intent of the term is to refer to any privately funded and operated facility serving the public.

Title IV: Telecommunications

Title IV covers regulations regarding private telephone companies, and requires common carriers offering telephone services to the public to increase the availability of interstate and intrastate telecommunications relay services to individuals with hearing and speech impairments.

Title V: Miscellaneous Provisions

Title V contains several miscellaneous regulations, including construction standards and practices, provisions for attorney's fees and technical assistance provisions.

Title II of the ADA dictates that a public entity must evaluate its services, programs, policies and practices to determine whether they are in compliance with the nondiscrimination regulations of the ADA. The regulations detailing compliance with the requirements were issued in 1991. A self-evaluation also is required to examine activities and services, identify problems or barriers that may limit accessibility by persons with disabilities, and describe potential compliance standards. The entity must proceed to make the necessary changes resulting from the self-evaluation. The ADA further requires that an ADA Transition Plan be prepared to describe any structural or physical changes required to make programs accessible.

In the ADA, the term disability means, with respect to an individual:

- A physical or mental impairment that substantially limits one or more of the major life activities of such an individual;
- A record of such an impairment; or
- Being regarded as having such an impairment.

If an individual meets any one of these three tests, that person is considered to be an individual with a disability for purposes of coverage under the Americans with Disabilities Act. The Final Rules of the ADA describe in greater detail the conditions included and excluded as disabilities under the ADA.

Title II of the ADA covers programs, activities, and services of public entities and is divided into two subtitles. Subtitle A of Title II is implemented by the U.S. Department of Justice's Title II regulation, and is intended to protect qualified individuals with disabilities from discrimination on the basis of disability in the services, programs, or activities of all State and local governments. It additionally extends the prohibition of discrimination on the basis of disability established by section 504 of the Rehabilitation Act of 1973, as amended, to all activities of State and local governments, including those that do not receive Federal financial assistance. By law, the U.S. Department of Justice's Title II regulation adopts the general prohibitions of discrimination established under section 504, and incorporates specific prohibitions of discrimination from the ADA.

Subtitle B, covers public transportation, and the U.S. Department of Transportation's regulation implementing that subtitle. Subtitle B is intended to clarify the requirements of section 504 for public transportation entities that receive Federal financial assistance. It also extends coverage to all public entities that provide public transportation, whether or not they receive Federal financial assistance. It establishes detailed and complex standards for the operation of public transit systems, including commuter and intercity rail (AMTRAK). The U.S. Department of Transportation is responsible for the implementation of the second subtitle of Title II and issued a regulation implementing that subtitle.

(Source: ADA Title II Technical Assistance Manual; Regulatory references: 28 CFR 35.102-35.104.)

4.0 History – City Perspective

Phoenix is the capitol of Arizona and the fifth largest city in the United States, with almost 1.5 million residents and growing. The city takes up more than 500 square miles, geographically exceeding Los Angeles. Phoenix has more than 300 sunny days a year and an average temperature of 74 degrees – a combination that has made the city a prime destination for tourists, business and industry, and people with disabilities seeking escape from inclement weather conditions in other parts of the country.

Phoenix's selection as an All-America city four times since the 1950's demonstrates its innovative leadership position amongst cities in the nation. In 2003, the National Organization on Disabilities recognized the City of Phoenix as "a model for its focus on disability issues and its successful design of programs, services and facilities that are accessible for citizens and visitors who have disabilities". This acknowledgement also recognized the city for the "high levels of innovation and strategy in designing and implementing their disability policies." This prestigious award was the impetus to continue efforts that had been initiated more than a decade earlier, to embrace the requirements of the ADA. This ongoing effort is continued with the development and consolidation of the City's commitment to the highest level of accessibility for people with disabilities as represented in the City of Phoenix ADA Transition Plan.

The 2005 American Community Survey estimated the disability population age 5 and over to be 148,929, or 11.9% of the total population of the City of Phoenix. This is compared with an estimated 14.9% nationally¹. The City of Phoenix is committed to providing programs and services to the population of people with disabilities that meet, or exceed the intent, as well as the letter of the Americans with Disabilities Act of 1990.

5.0 Phoenix ADA History

The City of Phoenix embraced the requirements of the ADA upon its passage. The City Manager's Letter of 1991 defined the city's commitment to implementing the law. Over the past 15 years, City departments have made great strides in ensuring that city programs, services, and facilities are accessible to all residents.

There are two titles in the ADA that directly impact city government: First, Title I which covers reasonable accommodation and all other aspects of employment, and second, Title II which requires states and local governments to make all programs, services and activities accessible to customers with disabilities. The latter includes a requirement for the completion of a Transition Plan to outline how and when the local government will come into compliance.

To further the city's efforts, an ADA component was incorporated into the citywide Internal Affirmative Action Program in fiscal year 2004-2005. This move resulted in self evaluations being performed by the 34 departments and functions.

¹ Source: U.S. Census Bureau, 2005 American Community Survey

Departments and functions completed self-assessments of their programs as well as their operational facilities, detailing any barriers to access. Larger departments were tasked with a deadline of June 19, 2006 in which to complete their facility reviews.

In August 2005, in accordance with requirements of the City's Internal Affirmative Action Program, a team of middle management representatives from city departments was formed to guide the Transition Planning process and to serve in an advisory capacity on this issue.

Specifically, the team is responsible for these current and future activities:

- Oversight and consultant support throughout the completion of the city's ADA Transition Plan; and
- Plan ratification by the Mayor and Council and requests for public input, particularly from the disability community.

In order to move from this phase to the completion of a Transition Plan, the city hired consultant firm Abilities UNlimited, Inc. (AUI) in April 2006 for expertise in this endeavor. The Equal Opportunity Department and the Citywide ADA Team have worked actively with AUI to create the Phoenix ADA Transition Plan with relevant input from residents with disabilities.

5.1 Steps Taken to Achieve Compliance with the ADA

Over a three year period the City of Phoenix has conducted a thorough review of the programs and services that are provided and made available to the public. The purpose of the review, also known as a self evaluation, is to identify the extent to which each of the departments have structural and/or programmatic barriers that prevent the full participation and benefit by people with disabilities. The self evaluation revealed that, when viewed in their entirety, all of the programs and services offered by the City of Phoenix are generally accessible to, and usable by, people with disabilities. This is not to say that every single building or facility housing a City operated program or service is 100% structurally accessible, but Title II of the ADA allows for solutions that do not require architectural changes to a facility. For example, a program may be relocated to an area that is accessible, or to another accessible building, provided this does not isolate or segregate persons with disabilities from those without disabilities.

There are general structural accessibility issues that are common to all floors within the City Hall building, the Calvin C. Goode building, and other public buildings where programs and services are provided. These locations are the headquarters or home offices of many of the departments. The accessibility issues documented in the self evaluation reports submitted by each department are not generally elevated to such a level as to prohibit people with disabilities from physically accessing and participating in the various department's programs and services. Although this document addresses structural issues in general as they relate to the needs of people with disabilities, the

specific identification of and recommendations for structural modifications are more thoroughly detailed in the Access database (see snapshot in Appendices) the most current is available through the Equal Opportunity Department.

This report describes the process developed to evaluate the City of Phoenix's activities, provides policy and program recommendations, and presents a Transition Plan for the modification of facilities and programs to ensure accessibility. This document will guide the initial phases of planning and implementation of program and facility modifications over the next several years. Follow-up assessments of the compliance status of satellite, remote, and off-site facilities where many of the department's programs and services are provided around the city will be needed until a complete inventory of these buildings and facilities is achieved.

There are numerous indicators that steps have been, and continue to be taken to provide services to people with disabilities and eliminate structural barriers to buildings and facilities throughout the City. These steps incorporate accessibility as a standard practice and include, but are not limited to the following:

- Phoenix Airports have more than 150 projects budgeted at more than \$600 million underway or recently completed as of January 2006.
- The \$600 million expansion of the Phoenix Convention Center will triple its size, offering nearly 900,000 square feet of rentable space and more than 2 million square feet total. Phase One was ready for groups in July 2006. Phase Two opens in late 2008 and will be ready for business in early 2009. Accessibility is a key component of the renovation project.
- The Parks Department has several accessible trails, including;
 - Penny Howe Barrier Free Trail - North Mountain Park
 - Barrier Free Access Nature Trail - Reach 11 Recreation Area
 - Accessible Trail - Papago Park
 - Judith Tunell Accessible Trail - South Mountain Park Preserve
- The Parks Department sponsors a broad range of adaptive recreation programs including Special Olympics and the nationally acclaimed River Rampage. It is also home to Clear Path, a paid internship program for individuals with cognitive or medical disabilities offering employment readiness classes and on-the-job training to individuals 17 and older.
- Reserve-A-Ride provides specialized, door-to-door transportation for the elderly, age 60 and over; and certified disabled individuals, age 18 and over, for transportation to senior centers, medical appointments, social service agencies and shopping. All vehicles are wheelchair accessible.
- The Housing Department provides and promotes diversified housing opportunities and enriches the quality of life for low-to moderate-income families, seniors, and persons with disabilities by developing, managing, and subsidizing affordable housing.
- The Equal Opportunity Department is home to the Mayor's Commission on Disability Issues which is charged with addressing issues affecting people with disabilities for

the city of Phoenix. In addition to sponsoring the annual Ability Counts Awards Program, the Commission also has three committees devoted to advancing disability awareness, including Architecture and Design, Community Awareness and Education, and Transportation and Access.

- Accessibility Compliance Enforcement (ACE) - The mission of the ACE Program is to provide safe and accessible parking spaces for the disabled community through enforcement and education, and the Save Our Space Campaign to educate the public about the importance of saving disabled parking spaces for those people who really need them.

The ADA Transition Plan is significant in that it establishes the City's commitment to the development and maintenance of policies, programs, and facilities that are accessible to, and usable for, all of its citizens, including people with disabilities.

5.2 Target Population of the City's ADA Transition Plan

Accessibility to the facilities, programs, and services that come under the jurisdiction of the City of Phoenix, and the subsequent self evaluation and development of the Transition Plan takes into consideration the needs of all citizens with disabilities. While the provision of structural modifications needed to accommodate people who are mobility impaired may appear to be the primary focus of the Transition Plan, it also addresses the concerns of people who have other disabilities, as well.

Description of Disabilities Categories:

Mobility Impairments

Mobility impairments affect an individual's ability to ambulate because of amputation, paralysis, muscle weakness, lack of coordination, nerve damage or stiffness of joints. People who are mobility impaired may use a wheelchair, walker, crutches or leg braces, or in some cases no assistive device at all.

Hearing Impairments

Hearing impairments may be defined as a full or partial decrease in the ability to detect sounds and may be caused by a wide range of biological and environmental factors. Individuals who are deaf or hard of hearing have difficulty responding to verbal or auditory cues. Their ability to speak may not be developed; however, many persons with hearing impairments speak very clearly.

Visual Impairments

A person with a visual acuity of less than 20/200 with correction, or a field of less than 20 degrees is considered to be blind. Individuals with visual impairments have varying

degrees of vision. However, a person with a visual impairment must still rely on their other senses to perceive the world around them.

Cognitive Impairments

A person with a cognitive impairment may have a limited ability to learn and may have difficulty using what they have learned. Cognitive impairments include a broad group of severe mental and behavioral disorders that may be traceable to brain disease, injury, or other medical conditions.

6.0 What Was Actually Reviewed

Transition Plans are required to include the results of an evaluation of the following:

- Communications - Assess the degree of compliance in areas involving telephonic, electronic, written and verbal interactions with the public.
- Programs - Review program applications and entrance criteria and the availability and appropriate provision of accessibility accommodations.
- Services - Evaluate service applications and policies affecting the availability of service related accommodations.
- Activities - Interpret compliance requirements of public activities that do not clearly fall within the program or services areas.
- Events - Analyze event planning processes to identify problem areas and minimize barriers to the full inclusion of people with disabilities.
- Accommodations - Review the internal disability accommodation processes of departments as they affect employees with disabilities and the general public.

According to the ADA, a public agency is required to prepare an ADA Transition Plan if physical or structural modifications to facilities are required to provide access to programs or services. Title II of the ADA regulates government agencies, with its primary goal being to ensure that all of their programs and services are accessible to individuals with disabilities. The ADA Transition Plan is limited to evaluating physical barriers; however, an analysis of the programs and services rendered by the City also is important to determine what physical changes are necessary. The ADA Transition Plan documents what actions the City will take to alter its facilities.

Generally, the ADA Transition Plan lists existing barriers to programs, services and facilities under the City's jurisdiction, and identifies a schedule for barrier removal to provide access for individuals with disabilities to City programs. The City is required to

provide access to all of its programs, but is not required to remove all architectural barriers in all of its facilities. In addition to making physical improvements, government agencies can choose among various administrative solutions, including relocating or modifying a particular program, to obtain overall program access.

7.0 ADA Best Practices Tool Kit for State and Local Governments

On December 5, 2006, and February 27, 2007, the Civil Rights Division of the U.S. Department of Justice issued installments of a new technical assistance document designed to assist state and local officials to improve compliance with Title II of the Americans with Disabilities Act (ADA) in their programs, services, activities, and facilities. The new technical assistance document is entitled “The ADA Best Practices Tool Kit for State and Local Governments.”

The Tool Kit is designed to teach state and local government officials how to identify and fix problems that prevent people with disabilities from gaining equal access to state and local government programs, services, and activities. It will also teach state and local officials how to conduct accessibility surveys of their buildings and facilities to identify and remove architectural barriers to access.

The first and second installments of the ADA Tool Kit, issued December 5, 2006, are available in (HTML) and ([PDF](#)) at www.usdoj.gov/crt/ada/ and include:

About This Tool Kit

- Chapter 1, ADA Basics: Statutes and Regulations
- Chapter 2, ADA Coordinator: Notice and Grievance Procedure
- Chapter 2, Addendum: Title II Checklist

The third and fourth installments, issued February 27, 2007, include:

- Chapter 3, General Effective Communication Requirements Under Title II of the ADA
- Chapter 3, Addendum: Title II Checklist
- Chapter 4, 9-1-1 and Emergency Communications Services
- Chapter 4, Addendum: Title II Checklist

While state and local governments are not required to use the ADA Best Practices Tool Kit, the U.S. Department of Justice encourages its use as one effective means of complying with the requirements of Title II of the ADA.

8.0 Methodology

The Transition Plan development methodology utilized by Abilities UNlimited was guided primarily by the Scope of Work specified in the published Request for Qualifications (RFQ) for the Transition Plan project. This scope of work included, but was not limited to the following activities:

- Create the City's ADA Transition Plan
- Identify and report on best practices for ADA Compliance
- Develop a Plan template that lends itself to a continuation of the implementation process and allows for the inclusion of all future programs, services, activities and facilities into the consolidated plan
- Work with City staff to review departmental self-assessment reports, including the following work scopes:
 - Summarize and compile individual department assessment findings in a database format
 - Bring consistency to compiled self-assessment information from Departments
 - Assist in the estimation of projected costs for ADA modifications, where identified, including soft costs
 - Recommend a system for the prioritization of implementing-consolidated plan activities
 - Develop an implementation schedule consistent with ADA Title II with assistance from City staff
- Attend meetings with City staff and make presentations to city management and the public as required
- Establish a database of all Plan information using Microsoft Access that will record and track current and future compliance
- Provide City with expert advice on ADA Title II requirements, including the components required to constitute a legally defensible ADA Transition Plan that complies with the requirements and the intent of the Act

Over a period of approximately twelve months, all of the bulleted items in the Scope of Work were addressed. This included numerous meetings with the Citywide ADA Team and the Project Manager from the Equal Opportunity Department, as well as one-on-one meetings with several of the representatives from various departments.

The methodology utilized by the City of Phoenix in the development of the ADA Transition Plan was a multifaceted approach that included the following four major steps:

- Implementation of a city-wide self evaluation of all 34 departments and functions relative to ADA compliance and accessibility for people with disabilities, including accessibility to programs, services, and facilities;

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- Following directives set forth in the City's Affirmative Action Plan Program, departments prepared self evaluation results and developed plans and timelines for identified modifications required to bring all programs, services, activities, and facilities into compliance;
 - Appointment of a Citywide ADA Team that consists of management personnel representing each of the City's 34 departments and functions to provide departmental guidance in the self evaluation process, and;
 - Retaining the services of a consultant to work with departments and the City's Project Manager to ensure consistency in the assessment information, develop a consolidated ADA Transition Plan for all City programs, services, activities, and facilities, and provide an electronic template for tracking continued compliance.

8.1 The Self Evaluation Process

The City of Phoenix looked to the following to conduct a self evaluation of each of its departments:

ADA Self Evaluation by Department includes:

- Department or Program Listing & Participants
- General Policies and Practices Review
- Communication Access Assessment
- Communication Summary and Action Plan
- Facilities Inventory
- Facilities Checklist and Summary of Inaccessible Features
- Summary and Priority of ADA Elements Needed
- Summary of Architectural Modifications
- Undue Burden - Modifications not to be Implemented

In addition to identifying the structural barriers and providing specific recommendations and prioritizing barrier removal, to the extent possible, cost estimates and timelines were also assigned to the eradication of identified barriers.

The self evaluation identifies and corrects those policies and practices that are inconsistent with Title II's requirements. As part of the self evaluation, the City of Phoenix did the following:

- Identified all of the City's programs, activities, and services; and
- Reviewed all the policies and practices that govern the administration of their programs, activities, and services.

Normally, policies and practices are reflected in the City's laws, ordinances, regulations, administrative manuals or guides, policy directives, and memoranda. Other practices, however, may not be recorded and may be based on local custom.

Areas that were carefully examined during the City's self evaluation process include the following:

- The City of Phoenix has examined each program to determine whether any physical barriers to access exist. Steps were identified that need to be taken to enable these programs to be made accessible when viewed in their entirety. If structural changes are necessary, they are included in the Transition Plan Access Database.
- The City of Phoenix has reviewed its policies and practices to determine whether any exclude or limit the participation of individuals with disabilities in its programs, activities, or services. Such policies or practices will be modified, unless they are necessary for the operation or provision of the program, service, or activity. The self-evaluation identifies policy modifications to be implemented and include complete justifications for any exclusionary or limiting policies or practices that will not be modified.
- Each department reviewed its policies to ensure that it communicates with applicants, participants, and members of the public with disabilities in a manner that is as effective as its communications with others. If the City of Phoenix communicates with applicants and beneficiaries by telephone, it ensures that TTY's or equally effective telecommunication systems are used to communicate with individuals with impaired hearing or speech. Finally, where the City of Phoenix provides telephone emergency services, policies were reviewed to ensure direct access to individuals who use TTY's and computer modems.
- The City of Phoenix reviewed its policies to ensure that they include provisions for readers for individuals with visual impairments; interpreters or other alternative communication measures, as appropriate, for individuals with hearing impairments; and amanuenses for individuals with manual impairments. A method for securing these services has been developed, including guidance on when and where these services will be provided. Where equipment is used as part of a City program, activity, or service, an assessment is made to ensure that the equipment is usable by individuals with disabilities, particularly individuals with hearing, visual, and manual impairments. In addition, the City of Phoenix has policies that ensure that its equipment is maintained in operable working order.
- The City of Phoenix is in the process of developing procedures to evacuate individuals with disabilities during an emergency. This may require the installation of visual and audible warning signals and special procedures in some locations for assisting individuals with disabilities from a facility during an emergency.

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- The Information Technology Department conducts on-going reviews of the City's written and audio-visual materials to ensure that individuals with disabilities are not portrayed in an offensive or demeaning manner.
 - Where the City of Phoenix operates historic preservation programs, it reviews its policies to ensure that priority is given to methods that provide physical access to individuals with disabilities.
 - The City of Phoenix reviews its policies to ensure that its decisions concerning a fundamental alteration in the nature of a program, activity, or service, or a decision that an undue financial and administrative burden will be imposed by Title II, are made properly and expeditiously.
 - The City of Phoenix reviews its policies and procedures to ensure that individuals with mobility impairments are provided access to public meetings.
 - The City of Phoenix has reviewed its employment practices to ensure that they comply with other applicable nondiscrimination requirements, including section 504 of the Rehabilitation Act and the ADA regulation issued by the Equal Employment Opportunity Commission.
 - The City of Phoenix has reviewed its building and construction policies to ensure that the construction of each new facility or part of a facility, or the alteration of existing facilities after January 26, 1992, conforms to the standards designated under the Title II regulation.
 - The City of Phoenix has conducted a review to ascertain whether measures have been taken to ensure that employees of the city are familiar with the policies and practices for the full participation of individuals with disabilities. If appropriate, training will be provided to employees.
 - Where the City of Phoenix limits or denies participation in its programs, activities, or services based on drug usage, assurances are made that such policies do not discriminate against former drug users, as opposed to individuals who are currently engaged in illegal use of drugs.

8.2 Verification of the Self Evaluation Process

Each of the 34 departments and functions in the City of Phoenix submitted a lengthy and detailed self evaluation report to support the findings outlined in this Transition Plan. The self evaluations included a summary of the outcomes of the facilities reviews that each department was charged with conducting over a two to three year period. Although a standardized reporting instrument was utilized as part of the self evaluation report, each department was permitted to base their findings on the survey instrument and methodology of their own choice, provided that the outcome was comprehensive in nature and fully addressed all of the access elements specified by the U.S. Access Board. Some of the departments chose to contract with private consultants, while others utilized the technical staff from the Facilities Division of the City of Phoenix Public Transit Department, or other qualified department personnel.

The access elements surveyed include the following:

- | | | |
|-----------------------------|--------------------------|------------------------|
| A. Path of travel | I. Rooms & Spaces | Q. Stalls/Toilets |
| B. Ramps | J. Controls | R. Lavatories/Fixtures |
| C. Parking & Drop off Areas | K. Signage | S. Signage |
| D. Entrance | L. Seats/Tables/Counters | T. Drinking Fountains |
| E. Emergency Egress | M. Stairs | U. Telephones/TTY |
| F. Signage | N. Elevators/Lifts | V. Alarms |
| G. Circulation | O. Paths to the RR | W. Curb Ramps |
| H. Doors | P. Doorways/Passages | X. Other _____ |

The ADA does not designate a specific code or standard for evaluating access to existing facilities. Title II gives the government agencies a choice between the Uniform Federal Access Standards (UFAS) and the Americans with Disabilities Act Accessibility Guidelines (ADAAG) as a standard for renovations.

Data collected during the self evaluation process will be maintained on file by each department for a period of three years from the date the information was collected.

8.3 Public Participation and Input

The ADA states that a public entity is required to make available to applicants, participants, residents, and other interested parties information regarding the ADA Transition Plan and its applicability to the services, programs or activities of the public entity, and to apprise the public of the protections against discrimination afforded to them by the ADA. The City of Phoenix is also required to provide an opportunity for interested persons, including individuals with disabilities or organizations representing individuals with disabilities, to participate in the development of the ADA Transition Plan

by submitting comments and making specific recommendations. The ADA also requires that a copy of the draft ADA Transition Plan shall be made available for public inspection during the formal review period.

The ADA Transition Plan project was undertaken to encourage and facilitate the maximum degree of participation from residents of Phoenix. This process included persons with disabilities and those representing disability related service organizations. This section describes the public participation and outreach efforts made by the City of Phoenix. The main objective of the outreach effort was to ensure that the ADA Transition Plan represented those issues affecting the local disability community.

There is no requirement for public hearings on the self evaluation process, but the City of Phoenix accepted comments from the public on the self evaluation already performed, and seeks continuous communication with individuals with disabilities and organizations that represent them for input in future self evaluation processes.

On Tuesday, August 15, 2006 the City of Phoenix, in collaboration with consultant, Abilities UNlimited Inc., held a public forum from 4 to 6 p.m. at the Burton Barr Central Library. The organizers of the forum were interested in hearing from members of the public regarding the accessibility of city programs, activities and facilities. These comments were to be considered by the consultant in the development and subsequent update of the city's ADA Transition Plan. Individuals with disabilities, groups representing people with disabilities and other interested persons were encouraged to attend this public forum.

The public forum was publicized through the AZ Republic newspaper and announcements were mailed to individuals and organizations representing the disabled community. Attendance was light and there were no questions or comments specific to the self evaluation process or the development of the Transition Plan.

The city issued the following public notice inviting the public to the forum:

**PUBLIC FORUM
ADA Transition Plan**

The City of Phoenix, in collaboration with Americans with Disabilities Act (ADA) consultant Abilities UNlimited, Inc., will be holding a public forum.

We are interested in hearing from individuals regarding the accessibility of City of Phoenix programs, activities and facilities. These comments will be considered by the consultant in the update of the city's ADA Transition Plan. The Transition Plan provides steps that the city will take to become even more accessible to the public.

Individuals with disabilities, groups representing people with disabilities and other interested persons are encouraged to attend this public forum.

Date: Tuesday, Aug. 15, 2006
Time: 4 to 6 p.m.
Location: Burton Barr Central Library
Pulliam Auditorium
1221 N. Central Ave.
Phoenix, AZ 85004

**Alternate format materials and reasonable accommodations are available by contacting 602-262-7502/voice or 602-534-1557/TTY. Please give 72-hour notice. **

CONTACT INFORMATION

Bill Scott, Abilities UNlimited, 602-547-1880
billscott@abilitiesunlimited.com

Joyce Grossman, Acting Deputy Director
City of Phoenix Equal Opportunity Department
602-534-0118 or 602-534-1557/TTY



City of Phoenix

9.0 Development of the ADA Transition Plan

The ADA Transition Plan contains detailed documentation of physical barriers that were identified during surveys of the City's buildings and facilities. These department-by-department surveys were conducted over a three year period between 2003 and 2006. The findings of the surveys are contained in a comprehensive computer database that is housed in the City of Phoenix Equal Opportunity Department that is located on the 7th floor in the Calvin C. Goode Building.

Due to the ADA compliance oversight responsibilities of their programs, buildings and facilities, the Parks and Recreation Department maintains a separate ADA database that was developed by a consultant specifically to meet their needs. The Parks Department's ADA compliance data can be reviewed at their office located on the 16th floor in the City Hall Building.

At the time of the development of this Transition Plan the Street Transportation Department was in the second year of a possible five year program to assess ADA compliance in the public right-of-way which includes the review of nearly 2,000,000 curb ramps citywide. This data is also collected and stored electronically and can be reviewed in the Street Transportation Department which is located on the 5th floor of the City Hall building.

Due to the frequent addition of new construction and on-going structural modifications and renovations to existing buildings and facilities, it is not possible for the surveys to provide a comprehensive real-time listing of complying architectural or physical features in every structure throughout the City of Phoenix. For that reason it is important to note that improvements made to facilities after the date of the surveys are not included as part of this ADA Transition Plan. Departments also made an effort to ascertain the estimated cost of barrier removal over a three to five year period beginning with 2007 through 2012. Due to on-going significant escalations in material and labor costs historically, as a rule, estimators are inclined to use a 10% escalation factor per year to address future market prices.

9.1 Compliance Requirements

Based on the self evaluation, the ADA Transition Plan is required by the U.S. Department of Justice to contain the following at a minimum:

- A list of the physical barriers in city facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities. This includes; Identifying structural barriers including readings and measurements of access elements and documenting those that directly impact the accessibility and usability of buildings and facilities where programs and/or services are provided to people with disabilities.

The areas that were reviewed for accessibility and usability were limited to public areas only, with the understanding that employee only areas are addressed under the provisions of Title I of the ADA as reasonable accommodations provided, as requested, for employees with disabilities.

- A detailed outline of the methods to be utilized to remove these barriers and make the facilities accessible. This requires that;

Each identified structural barrier is accompanied by a specific recommendation for barrier removal. These recommendations are subject to changing environmental and budgetary constraints as well as alternative methods of achieving access based on recognized construction methodologies and industry standards. Utilizing the Americans with Disabilities Act Accessibility Guidelines (ADAAG), specific detailed descriptions were provided to give guidance as to what is required to bring the identified access element into compliance with the ADA.

- The schedule for taking the necessary steps to achieve compliance with Title II. 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.

The City of Phoenix is projecting a three to five year time frame for removal of identified barriers. It may become necessary to extend this time frame for such departments as the Street Transportation Department which has primary responsibility for the compliance status of more than 2,000,000 curb ramps in the public right of way city-wide. Another department that may need an extended time frame is the Transit Department which is responsible for at least 340 bus stops throughout the City.

As interim measures, to the extent possible, the City of Phoenix will provide assurance that any program or service in a given location that has limited accessibility will also be made available in a location that is accessible to people with disabilities. It is recommended that those areas that present unique challenges will be given extra time and attention to determine the technical feasibility of achieving compliance, as well as identifying innovative methods and alternatives that may be used when facilities cannot be made physically accessible.

- The name of the official responsible for the plan's implementation. The Equal Opportunity Department carries out the city's programs and policies that prohibit discrimination in employment, housing, education and public accommodations as it relates to the general population, including people with disabilities. The City of Phoenix does not have an individual assigned as the ADA Coordinator at this time, but there are ADA liaisons within each department that assisted with the development of this report.

9.2 Priorities and Cost Estimates for Barrier Removal

The City of Phoenix is making an on-going effort to prioritize barrier removal to the extent possible, and assign cost estimates to the eradication of identified barriers.

- Recommendations for prioritizing removal of identified barriers are based on two standards. One is the recognized standard established by the U.S. Access Board and is referenced in the ADA. The consultant for this project has recommended additional priorities that are referred to as Scheduling Priorities. The purpose for these priorities is to assist the Department with identifying which barriers should be removed first and which can be removed at a later date. The Scheduling Priorities recommendations are just that, recommendations, and should not be interpreted as having any legal or regulatory foundation. Additionally, these recommendations may be amended by the appropriate department personnel, and may be subject to approval by the Department and/or the City of Phoenix. (See Section VIII. for Prioritization Matrix).
- Cost estimates are assigned to every identified barrier where structural modifications are needed to provide or enhance accessibility for people with disabilities. R. S. Means CostWorks® Computer Software is a recommended tool for tracking identified barriers and monitoring any subsequent modifications or corrective action taken. CostWorks is a commercial computer software program developed specifically to facilitate the management of architectural accessibility programs.

CostWorks will enable the departments to meet accessibility mandates by providing managers with consistent and thorough methods to track and evaluate programs and facilities and to implement changes. CostWorks fiscal management capability provides a means to estimate costs, prepare budgets, work plans and accurate justifications for funding. CostWorks or a comparable computer software program is recommended.

10.0 Assessment Process Results and Findings by Department

The facility compliance status of each department was reviewed to ascertain its compliance with Title II of the ADA. This process was undertaken to determine if their services, programs, or activities, when viewed in their entirety, are readily accessible to, and usable by individuals with disabilities. This standard is known as "program accessibility", and applies to all existing facilities within the City of Phoenix.

Each department was also charged with identifying structural barriers within each of its buildings and facilities that are open to the general public. This was achieved by conducting accessibility surveys of the various structures where the departments provide programs and/or offer services to the public. Although Title II of the ADA allows for solutions that do not require architectural changes to a facility, the City is required to

develop an ADA Transition Plan that describes any structural or physical changes required to ensure program accessibility.

Data Consolidation Methodology

AUI reviewed self assessment data that consisted of approximately 500 excel workbooks (85 Aviation workbooks), each consisting of anywhere from a single work sheet, to as many as 90 worksheets (Library) to 203 worksheets (City Clerk). Additionally, a single worksheet may contain as many as 14 pages of data (Convention Center). This volume of data was unknown and was not anticipated at the beginning of the project. The consultants were therefore required to spend an inordinate amount of time reviewing, analyzing, and extracting data pertinent to the Transition Plan. In several cases the relevant information was missing, i.e., Finance Dept., Public Defender, and others (see attached tables), or was in a format that was not consistent with that required for entry into the database.

The content of the data submitted, specifically pertinent to Title II of the ADA and the ADA Transition Plan, was not consistent when going from one department's data to another. It appeared that there was a lack of understanding as to just what information was requested and what information was relevant or applicable to Title II. As an example; the City Clerk Department listed all 134 polling locations that are used for voting in the City of Phoenix. This is not relevant since these locations are not properties owned by the City. The City can not make modifications to private property that is used by agreement as voting locations only. Additionally, many of these locations are places of worship and are not covered by the ADA.

A template was designed as a guide for the format into which the data relevant to Title II was to be entered and stored. This data was compromised previously due to the quality of the data received in the early stages of the project. It was necessary to request that information be re-submitted by the various departments, data from NSD, Public Defender, Convention Center, Aviation (program only), Arts and Culture, Parks (program only), and Police (program) was either missing or for some reason was not clearly available. AUI recognized that more than one template would be necessary to capture data relating to (1) programs and services, (2) facilities, costs and priorities, and (3) personnel involved in the Self Assessments. The database could not be populated until AUI had received the relevant data in a consistent format from the departments.

After several submissions of the updated data that was entered into the template and forwarded by the departments to AUI, data entry into the Access database could commence. Due to the volume of data, this was a tedious process that required several months to complete. Additionally, the massive amounts of data collected by the Parks and Recreation Department and the Street Transportation Department are stored in their own departmental databases, possibly to be incorporated with the citywide database at a later date. The identified barriers,

recommendations for corrective actions, etc. are stored electronically in the citywide Access database and will be updated annually.

There are general structural accessibility issues common to all floors within the City Hall building, the Calvin C. Goode building, and other public buildings throughout the city where programs and services are provided. These issues are not generally elevated to the level of prohibiting people with disabilities from physically accessing and participating in the various departmental programs and services.

There remains much to be done in the area of structural barrier identification and related cost estimating as the City attempts to achieve full compliance with the mandates of the ADA. As the cost of construction materials continues to escalate in the coming years, the identification and prioritization of barrier removal will become all the more crucial to achieving the goal of maximizing the integration of people with disabilities into the mainstream of community life citywide.

The following is a department-by-department description of the general ADA compliance status of each department. This process includes an overall description of the department; the programs and services provided by the department; identified programmatic barriers, and; a statement describing the facilities compliance status of the department. Specific information regarding identified barriers, recommendations for barrier removal, timelines, etc. are not included in this portion of the Transition Plan, but can be reviewed in the Access database that is housed in the Equal Opportunity Department on the 7th floor of the Calvin C. Goode building at 251 W. Washington Street.

In the development of this ADA Transition Plan, the assessment of each of the 34 departments and functions within the City of Phoenix produced recommendations specific to the programs and services provided to the public. These recommendations are put forth for the purpose of enhancing services to people with disabilities. They are programmatic in nature, and should be viewed as additional guidance along with the facilities modifications recommendations identified in the Transition Plan Database.

Department / Facility Name

- Aviation
- Budget & Research
- City Auditor
- City Clerk
- City Council
- City Manager
- Convention Center
- Community & Economic Development
- Development Services
- Downtown Development
- Engineering & Architectural Services
- Equal Opportunity
- Finance
- Fire
- Housing
- Human Services
- Information Technology
- Law
- Library
- Mayor's Office
- Municipal Court
- Neighborhood Services
- Office of Arts and Culture
- Parks
- Personnel
- Planning
- Police
- Public Defender
- Public Info.
- Public Transit
- Public Works
- Retirement
- Street Transportation
- Water Services

Aviation Department

3400 East Sky Harbor Boulevard
Suite 3300

The Aviation Department operates one of the largest airports in the country. It is committed to creating a positive relationship with the Phoenix metropolitan community, business partners, tenants and airport customers through open communication, goodwill activities community outreach and education programs. It also provides the latest information on security requirements and travelers assistance for the comfort of all passengers.

Programs/Services

- Passenger Services
- Business Opportunities/Shops and Venders
- Phoenix Airport Museum Program
- Navigator Volunteer Program
- Kids Corner

Community Programs

- Public Events
- Speakers Bureau
- Education & Training Programs
- Media Relations
- Construction Information
- Noise Information Programs

Identified Programmatic Barriers

Review of the data provided indicated no significant barriers that would prevent people with disabilities from participating in Aviation Department programs and services.

Recommendations

- Update department website to include some activities under Kids Corner that are accessible to people who are blind or visually impaired and use screen reader software to access the web.
- Provide Disability Awareness training to volunteer Navigators to enhance assistance provided to all visitors to the airport.
- Encourage/Require airlines to provide Disability Awareness training to all personnel interacting with the public on a regular basis, as required by the Air Carrier Access Act.

Facility Compliance Status

The main offices of the Aviation Department are housed at 3400 East Sky Harbor Boulevard. The accessibility compliance status of this building comes under the jurisdiction of the Aviation Department and was included in a floor-by-floor accessibility

assessment of the building which revealed no barriers that would prevent people with disabilities from physically accessing and participating in their programs and services. The Aviation Department is responsible for approximately 152 buildings and facilities located throughout the City of Phoenix, including 126 at Sky Harbor Airport, which encompasses Terminals 2, 3, and 4; eleven at the Goodyear Airport in Goodyear, AZ, and; 15 at Deer Valley Airport. The Aviation Department retained the consulting services of Studio 4 Interiors, Ltd. to review each of the three airport's facilities as identified in the Facilities Reports.

Summary of Findings Report

The Aviation Department's list of facilities serving the public for Phoenix Sky Harbor International Airport, Phoenix Deer Valley Airport and Phoenix Goodyear Airport is extensive. Aviation and Equal Opportunity Departments concurred in one of the required meetings, that the most efficient way to review facilities and to meet the first deadline of June 17, 2005, was to base the review on a square foot basis, starting with the largest facilities and working through the list.

The Aviation Department contacted Engineering Architectural Services and through the Annual Service program hired Mr. Denis McKitrck, Principal, Studio 4 Interiors, Ltd. to review each of the three airport's facilities as identified in the Facilities Report. The list of the airport facilities listed below has been reviewed and is included in the report.

- Westwind Aviation FBO
- 2739 E. Washington - ADOT Licensing Facility
- Terminal 4 International Facilities Pedestrian Route
- Executive Terminal Parking Shelters
- 624 N. 24th Street - Tonto East & West Parking Structures
- 2949 E. Washington - Aerotech Building
- Arizona Game & Fish Hangar
- Airport Beacon & FAA ATCT Tower
- Civil Air Patrol Hangar
- Executive Hangars E1-E4
- Executive Hangars #1-23
- Executive Hangar Viad/Pacific Connection
- 2745 E. Airline - Wash Racks Service Bays
- 3547 E. Sky Harbor Blvd. - ARFF#19
- 3800 E. Sky Harbor Blvd. - Terminal 4 Parking Garage/Toll Plaza
- 142 W. Deer Valley Road - Bank One Hangar
- 530 W. Deer Valley Road - Cutter Aviation FBO
- 702 W. Deer Valley Road - Deer Valley Main Terminal & Administration
- Deer Valley Restaurant
- Deer Valley - North Wash Rack
- Deer Valley - Service Canopy

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- Deer Valley – West Covered Parking #1 & 2
 - Deer Valley – West Wash Rack
 - 3200 Sky Harbor Blvd. - Terminal 2 Parking Lot
 - 3800 Sky Harbor Blvd. - Terminal 4 Building
 - 2010 S. 24th Street - N&S Mohave Employee parking Lots
 - 3300 Sky Harbor Blvd. - Operations Center
 - 3300 Sky Harbor Blvd. - Parking Operations Building
 - 3300 Sky Harbor Blvd. - Parking Operations Shelter
 - 3917 E. Airline - Corporate Hangar Facility
 - 3949 E. Airline - ARFF#29
 - 4400 E. Sky Harbor Blvd. - East Economy Security & Parking Administrative Bldg.
 - Goodyear Airport - 1658 E. Litchfield Road, Terminal & Administrative Office
 - Goodyear - Covered Car Shelters #1 & 2
 - Goodyear - Aircraft Wash Rack
 - Goodyear - Dormitory Building #53 (ATCA)
 - Goodyear - Dormitory Building #54 (ATCA)
 - Goodyear - Dormitory Building #55 (ATCA)
 - Goodyear - Training Building #57 (ATCA)
 - Goodyear - Hangar #18/Maintenance (Timco)
 - Goodyear - Building #32 Facilities Shop (Timco)
 - Goodyear - Hangar #52/Maintenance (Timco)
 - Goodyear - Security Building/Entrance to Hangars #18, #32, #52 (Timco)
 - SHC - East Economy Security & Parking Administration Bldg./Shelters.
 - Employee Parking Tram Shelters (Same as 624 N. 24th Street)

The consultant's findings identify a number of items in the report as either Code 1 or 2 categories (Program Impact Use Code). Below is a brief list of some of them. The Aviation Department will further discuss on how to address these items to ensure that they continue to meet ADA requirements. Some of the items referenced are already in the process of being corrected through on-going projects, (i.e. strobes, bathrooms, crosswalks, areas of refuge) others will need to be addressed through pending construction projects or the use of JOC contractors. In addition, they initially requested a second Scope of Work from the consultant to estimate the costs associated with items in this report. It was rather high so staff has provided rough estimates for the items mentioned. Minor required changes will be addressed with the various divisions and corrected per the Implementation Schedule or when it makes most sense, while more extensive items will be budgeted for and completed over the next few years. The list includes:

- Reconfigure counters and sinks in a number of areas
- Install designated pathways, ramps, parking spaces, ADA doors
- Reconfigure handrails, restrooms, pathways, sprinkler system, hall, and slopes
- Reconfigure elevator at DV Tower

-
- Relocate paper towel holders, toilets, mirrors, defibrillator, fire cabinet etc.
 - Install ADA compliant parking signs
 - Replace showers to comply with ADA

The Aviation Department has also completed the following ADA Summary of Findings Report 2 that includes the following:

Aviation Department Newly Completed ADA Projects

- Terminal 4: ADA Safe Havens of Refuge at passenger Level/Core Building and the Concourses
- Terminal 3: ADA Safe Havens of Refuge are under design and will commence construction in fourth quarter
- Production of Signage Standards Manual: Based on the latest 2004 ADA/ABA Guidance Requirements
- Rental Car Center: Construction of Adult Changing Stations, ADA compliant signage, accessible pathways, elevators etc.
- Terminal 3 and 4: Universal Ticket Counters have been designed and are ready to be installed
- New ADA Terminal Building Directories: Have been produced to replace existing ones
- Passenger Information/Paging Assistance System (Pips/Pals): Were installed in all airport terminals to allow visual paging
- Assistance Call Boxes: Emergency blue call boxes were installed throughout the airport to assist customers with emergency responses or questions
- Salt River Project (SRP) Hangar: Completed new entrance ramp at correct slope

Budget and Research Department

City Hall
200 W. Washington Street
14th Floor

The Budget and Research Department directs the preparation and administration of the annual operating budget and capital improvement program. Responsibilities include: Revenue estimating, develop and review expenditure estimates, fund forecasting, financial analyses, legal budget compliance, long range fiscal planning and conducting organizational and management studies.

Programs/Services

- Director's Office
- Program Budgeting & Research
- Operating Budget Development
- Capital Budget Development

Identified Programmatic Barriers

Review of the data provided indicated no barriers that would prevent people with disabilities from participating in Budget and Research programs and services.

Facility Compliance Status

The Budget and Research Department is housed in the City Hall building on the 14th floor. The accessibility compliance status of the City Hall building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the City Hall building revealed no barriers on the 14th floor that would prevent people with disabilities from physically accessing and participating in Budget and Research programs and services.

City Auditor Department

Historic City Hall
17 South 2nd Avenue
Suite 200

The City Auditor Department supports the city manager and staff and elected officials in meeting residents' needs for quality government services. They provide independent and objective feedback on the City's programs, activities, and functions. Their work is to see that City resources are used effectively and honestly. The City Auditor does the following:

- Conducts internal audits of city departments, contractors, etc. The results of audits are documented and issued in a written report. The reports are issued to city management; however, since reports are public record, citizens or other parties may request a copy.
- Conducts hearings which provide citizens an independent, objective review of their protests. Hearings are held relating to water bills, false alarm charges, and disposition of stolen property, as well as for aviation ground transportation service providers.
- As part of research for projects or upon request of other city departments, the City Auditor Department often facilitates citizen focus groups. Citizen focus groups are meetings conducted with citizens to gain their input on a certain topic.

Program / Services

- Audits
- Hearings
- Focus Groups/ Presentations

Identified Programmatic Barriers

Review of the data provided found no barriers that would prevent people with disabilities from participating in City Audit Department programs/services.

Statement of Commitment

Management staff fully endorses and supports the concept of equal business and employment opportunities for all individuals, regardless of race, color, sex, religion, age, national origin, or handicap. It also includes efforts to reach people having disabilities with news of employment and business opportunities with our Department and to communicate our desire to accommodate needs they may have that would make their affiliation possible.

Recommendations

- Develop a written policy/procedure which describes how requests for effective communication will be processed and outcomes tracked to ensure compliance.
- Provide Disability Customer Service Awareness training to “front-line” staff which includes use of a TTY and Relay service protocol on an annual basis.

Facility Compliance Status

The City Auditor Department is housed in the Historic City Hall building on the 2nd floor. The accessibility compliance status of the Historic City Hall building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the Historic City Hall building revealed no barriers on the 2nd floor that would prevent people with disabilities from physically accessing and participating in City Auditor programs and services.

City Clerk

City Hall
200 W. Washington Street
15th Floor

The City Clerk's Office serves the public, elected officials and the City organization by providing effective processing, distribution and retention of information and official records; conduct of elections; annexations; and other public services as well as day to day citywide support services such as mail, electronic messaging and printing.

Program / Services

- Elections
- Property Records
- Braille/Special Support
- Council Support
- License Services
- Lobbyist Program
- Open Meetings
- Official Records

Identified Programmatic Barriers

Review of the data provided indicated no significant barriers that would prevent people with disabilities from participating in City Clerk programs and services.

Recommendations

As new materials are printed, the TTY number should be printed on all business cards, letterhead, brochures, etc.

Facility Compliance Status

The City Clerk Department is housed in the City Hall building on the 4th floor. The accessibility compliance status of the City Hall building comes under the jurisdiction of the Public Works Department. The City Clerk Department holds open meetings and is also responsible for the Elections Division/Special Services, both located on the 15th floor; the Department's Braille/Special Support, Help Desk/Website Support, and License Services are located on the 10th floor of the City Hall building. A floor-by-floor accessibility assessment of the City Hall building revealed no barriers on any floor that would prevent people with disabilities from physically accessing and participating in City Clerk Department programs and services.

City Council Office

City Hall
200 W. Washington Street
11th Floor

The City Council office advises and prepares City Council members in all aspects of their responsibilities as elected officials. This includes interpreting existing policies and programs and developing new policies and programs as requested by City Council members. The office also serves as the liaison to the city manager and city management in meeting the needs of the elected officials.

Programs/Services

- ADMINISTRATIVE DIVISION
 - Information and referral
 - Internal statement of commitment
 - External statement of commitment
 - Administration letterhead/TTY #
 - Administration business cards

- DISTRICT 1
 - Business cards

- DISTRICT 2
 - Issues and Information breakfast

- District 2 Newsletter
 - District 2 resource guide

- District 3
 - District 3 business cards
 - Breakfast with Bilsten

- DISTRICT 4
 - Continental breakfast meeting

- DISTRICT 5
 - District 5 letterhead
 - District 5 newsletter
 - District 5 breakfast meeting

- DISTRICT 6
 - Crime prevention
 - Town hall
 - District 6 coffee chat
 - Crime prevention summit

-
- DISTRICT 7
 - Block watch summit/with Mayor
 - Senior and children Christmas activities
 - Block watches various – community meetings
 - Business cards
 - Letterhead
 - Business breakfast w/community
 - DISTRICT 8
 - District 8 business cards
 - AZ Dept of Housing conference
 - Roundtable
 - Newsletter
 - Neighborhood open house

Identified Programmatic Barriers

Review of the data provided indicated no barriers that would prevent people with disabilities from participating in community based City Council programs and services. The structural configuration of the City Council Chambers building does preclude full access and participation by people with disabilities. The unique design of the building and its potential status for inclusion in the Historic Buildings Registry create some significant challenges to meeting the needs of people with disabilities, particularly those who are mobility impaired.

Facility Compliance Status

The City Council Department is housed in the City Hall building on the 11th floor. The accessibility compliance status of the City Hall building comes under the jurisdiction of the Public Works Department. City Council members hold open meetings available to the public in each of the City's eight districts. The locations of these meetings are coordinated by Program Contact Person for ADA Issues. City Council meetings are held twice weekly in the City Council Chambers located at 200 W. Jefferson Street. This facility is also under the jurisdiction of the Public Works Department which has identified several structural barriers to public participation by people with disabilities.

City Manager's Office

City Hall
200 W. Washington Street
12th Floor

The City Manager's Office is responsible to the Mayor and City Council for the day-to-day management and operation of the city. The office works closely with the Mayor and City Council, helping them formulate objectives and programs.

Programs/Services

- Community Contact & Business Operations
- Public Meetings
- Outreach
- Boards and Commissions
- Veteran's Commission
- Phoenix Substance Abuse Prevention Commission
- Healthier Phoenix Initiative
- Phoenix Citizens Corporation
- 25 Cities Initiative
- Criminal Justice Coordinating Committee
- Minority/Woman/Small Business Enterprise Public Forum
- MAC Phone Line

Identified Programmatic Barriers

Review of the data provided indicated no barriers that would prevent people with disabilities from participating in City Manager programs and services.

Facility Compliance Status

The City Manager's Office is housed in the City Hall building on the 12th floor. The accessibility compliance status of the City Hall building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the City Hall building revealed no barriers on the 12th floor that would prevent people with disabilities from physically accessing and participating in City Manager's Office programs and services.

Community and Economic Development Department

City Hall
200 W. Washington Street
20th Floor

The Community and Economic Development Department stimulates economic activity by offering a diverse range of value-added business programs to build, revitalize, and sustain a quality community for Phoenix businesses and residents. The department also provides businesses with financial collateral so they can obtain business loans to enable business expansion; consultation services to businesses to assist them with various issues such as developing a business or marketing plan; a workforce program to assist workers who have been laid-off in finding a new job at a similar level by providing training and other job assistance, and; a program to provide training and education to qualified youth to prepare or train them for the workforce to find quality employment.

Additional activities of the department include: providing bonds to assist in financing projects for businesses to expand via capital improvements; consultation assistance to businesses along the light rail route; loans to qualifying businesses at a below market rate; outreach programs to small businesses for training classes and legal clinics; persuading both international and domestic businesses to relocate to Phoenix, and; business development along the Rio Salado Corridor.

Program / Service

- Management Technical Assistance
- Workforce Investment Act (WIA) Dislocated Worker program
- Youth Programs
- Adult Programs
- Foreign Trade Zone Development
- Industrial Development Authority Bonds
- Light Rail Alignment Business Assistance Program
- New Markets Loan Program
- Small Business Marketing and Outreach
- International/Domestic Business Attraction
- Retail Development
- Rio Salado/Beyond the Banks Redevelopment

Identified Programmatic Barriers

Review of the data provided indicated no significant barriers that would prevent people with disabilities from participating in Community and Economic Development programs and services.

Recommendations

Update the department's website to include "ALT" descriptions on existing links.

Facilities Compliance Status

The Community and Economic Development Department is housed in the City Hall building on the 20th floor. The accessibility compliance status of the City Hall building comes under the jurisdiction of the Public Works Department. This department also has administrative offices on the 19th floor of City Hall, and administers programs at three other locations around the City of Phoenix. These locations and related programs include the following;

- City Hall - 19th & 20th Floors
WFC - 9801 N.7th St.
WFC - 3405 N. 51st Ave.
WFC - 4732 S. Central
 - City Hall - 19th & 20th Floors
WFC - 9801 N.7th St.
WFC - 3405 N. 51st Ave.
WFC - 4732 S. Central
 - City Hall - 19th & 20th Floors
WFC - 9801 N.7th St.
WFC - 3405 N. 51st Ave.
WFC - 4732 S. Central
 - City Hall - 19th & 20th Floors
WFC - 9801 N.7th St.
WFC - 3405 N. 51st Ave.
WFC - 4732 S. Central
- Workforce Investment Act (WIA) Dislocated Worker** - A workforce program designed to assist workers who have been laid-off in finding a new job at a similar level by providing training and other job assistance.
- WIA Rapid Response** - When companies notify CEDD they are going to layoff employees, this program assists those employees in finding immediate employment through such services as on-site job fairs.
- WIA Youth Programs** - Provides training and education to qualified youth to prepare or train them for the workforce and find quality employment.
- WIA Adult Programs** - Provides training and education to qualified adults to prepare or train them for the workforce and find quality employment.

The Community and Economic Development Department's self assessment of the locations where these programs are offered to the public revealed no structural barriers that would prevent individuals with disabilities from participating in and enjoying the full benefits the programs have to offer.

Development Services Department (2 Locations)

City Hall
200 W. Washington Street
2nd & 3rd Floors
and 438 W. Adams

The Development Services Department manages the development approval process to assure safe buildings and compatible site improvements that enhance the urban environment and promote economic vitality. It does this by: participating in meetings with customers seeking to construct large commercial buildings, providing plan review services for building, civil, site, and landscape projects, issuing building permits, conducting on-site inspections of structural, electrical, and plumbing/mechanical components of commercial and residential buildings, conducting off-site inspections of infrastructure construction, providing on-site plan review and inspections for tenant improvements in industrial buildings, and providing general administrative functions such as administering the journeyman license test and issuing apprentice licenses to plumbers, responding to records inquiries, and assessing impact fees.

Programs/Services

- Major Commercial (including building, site, traffic, landscape)
- PCD (Planned Community Development)
- Journeyman/Apprentice Licensing
- AFP (Annual Facility Permit)
- Backflow Prevention
- Commercial Inspections
- Residential Inspections
- Civil Inspections
- Administration
- DAC (Development Assistance Center)
- Central Log-in/Cashier/Info Counter
- Signs
- Residential Permits
- Civil Counter 7 & 8
- Minor Commercial (including building, site, traffic, landscape)
- Communications
- Records
- Impact Fees

Identified Programmatic Barriers

Review of the data provided indicated no significant barriers that would prevent people with disabilities from participating in Development Services Department programs and services.

Recommendations

- Provide Disability Awareness training which includes use of the TTY and Relay service to front-line staff on a regular basis.
- Update printed business cards and publications with the City's TTY number and a statement about the availability of alternate formats.

Facilities Compliance Status

The Development Services Department is housed at City Hall, 200 West Washington, and at 438 West Adams. The accessibility compliance status of these buildings comes under the jurisdiction of the Public Works Department. A complete accessibility assessment of these buildings revealed no barriers that would prevent people with disabilities from physically accessing and participating in Development Services Department programs and services.

Downtown Development Office

City Hall
200 W. Washington Street
20th Floor

The Downtown Development Office is dedicated to the development and enhancement of the economic, academic and cultural vitality of the urban core that is uniquely Phoenix. The office was established in July 2004 to guide the growth and development of the downtown area. It is responsible for several major initiatives which will contribute to the revitalization of downtown Phoenix. Some of these projects include:

- The Phoenix Biomedical Campus at Copper Square, anchored by the headquarters facility for TGen/IGC, as well as the Arizona Biomedical Collaborative (ABC)
- The new Arizona State University Downtown Campus
- The University of Arizona College of Medicine and College of Pharmacy
- Publicly-financed Sheraton Downtown Hotel
- Light Rail Transit-oriented development

In addition to these projects, the Office is working on increasing the number of residential units in downtown, attracting additional bioscience development and promoting mixed-use development.

Program / Service

- Urban Planning
- Business Development
- Commercial Revitalization
- Development Assistance

Identified Programmatic Barriers

Review of the data provided indicated no identified barriers that would prevent people with disabilities from participating in Downtown Development Office programs and services.

Statement of Commitment

The Downtown Development Office staff fully endorses and supports the concept of equal business and employment opportunities for all individuals, regardless of race, color, age, sex, religion, national origin, disability, or sexual orientation. The office also fully endorses, supports, and intends to comply with all requirements of the Americans with Disabilities Act (ADA) and ensure that sexual harassment in the workplace is not tolerated. The purpose of this statement is to affirm our commitment to compliance with all ADA requirements and to the concepts of Equal Employment Opportunity.

Facility Compliance Status

The Downtown Development Office is housed in the City Hall building on the 20th floor. The accessibility compliance status of the City Hall building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the City Hall building revealed no barriers on the 20th floor that would prevent people with disabilities from physically accessing and participating in Downtown Development Office programs and services.

Engineering and Architectural Services Department

City Hall
200 W. Washington Street
7th Floor

The Engineering and Architectural Services Department is responsible for all engineering and architectural work for the city, including the design and construction of the City's capital improvement projects. The Department strives to provide engineering excellence, architectural vision and superior customer service.

Program / Services

- Administration
- DCM I
- DCM II
- Environmental
- Utilities
- Labor Compliance
- Geographic Technology
- Bid Specifications
- Contracts Administration
- Personnel

Identified Programmatic Barriers

Review of the data provided indicated no significant barriers that would prevent people with disabilities from participating in Engineering and Architectural Services Department programs and services.

Statement of commitment

The Engineering and Architectural Services Department fully endorses and supports the concept of equal business and employment opportunity for all individuals, regardless of race, color, age, sex, religion, national origin, disability or sexual orientation.

Recommendations

- Develop means of access to an Assistive Listening System for use in Public hearings and Pre-bid conferences.
- Provide Disability Awareness training to staff making them aware of the importance of auxiliary aids and services.

Facility Compliance Status

The Engineering and Architectural Services Department is housed in the City Hall building on the 7th floor. The accessibility compliance status of the City Hall building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the City Hall building revealed no barriers on the 7th floor

that would prevent people with disabilities from physically accessing and participating in Engineering and Architectural Services programs and services.

Equal Opportunity Department

Calvin G. Goode Building
251 W. Washington Street
7th Floor

The Equal Opportunity Department carries out the city's programs and policies that prohibit discrimination in employment, housing, education and public accommodations. The department also promotes awareness of needs and opportunities for minorities, women and the disabled. It provides developmental, educational, leadership and recognition programs for diverse groups, and provides human relations and fair housing assistance.

Programs/Services

- Director's Office
- Public Meetings
- Community/Business
- Outreach
- Vendor Affirmative Action
- Minority/Woman/Small Business Enterprise Certification
- Minority/Woman/Small Business Enterprise Directory
- Certification Workshops
- Advertising
- Presentations
- Human Relations Commission
- Disabilities Issues Commission
- Abilities Counts Luncheon
- Women's Commission
- International Women's Day
- Compliance/Enforcement
- Fair Housing Enforcement
- Outreach Efforts
- ADA Compliance
- Equal Employment Opportunity Program
- Employment Affirmative Action
- Meetings
- Reassessment Of Current Programs, Services & Activities
- Training In All Areas
- Public Meetings In All Areas

Identified Programmatic Barriers

Review of the data provided indicated no programmatic barriers that would prevent people with disabilities from participating in Equal Opportunity Department programs and services.

Statement of Commitment

Phoenix values and respects the diversity of its residents and employees. The Equal Opportunity Department provides leadership and works to ensure equal opportunity for all Phoenix residents.

Facility Compliance Status

The Equal Opportunity Department is housed in the Calvin G. Goode Building on the 7th floor. The accessibility compliance status of the Calvin G. Goode Building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the Calvin G. Goode Building revealed no barriers on the 7th floor that would prevent people with disabilities from physically accessing and participating in Equal Opportunity Department programs and services.

Finance Department

251 W. Washington Street

The Finance Department is responsible for maintaining a fiscally sound organization that conforms to legal requirements and to generally accept financial management principles. Services provided include debt management and capital financing, advisory support, accounting and financial reporting, procurement of materials and services, treasury services, risk and inventory management, tax and licensing programs administration, and acquisition and management of real property.

Programs/Services

- Accounts Division
- Banking & Cashiering
- Collections
- Inventory Management
- Purchasing Division
- Real Estate
- Risk Management
- SAP/Technical Division
- Tax Division
- Utilities Accounting Division

Identified Programmatic Barriers

Review of the data provided indicated no programmatic barriers that would prevent people with disabilities from participating in Finance Department programs and services.

Facility Compliance Status

The Finance Department is housed in the Calvin C. Goode Building on numerous floors. The accessibility compliance status of the Calvin C. Goode Building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the Calvin C. Goode Building revealed no barriers on the floors that would prevent people with disabilities from physically accessing and participating in Finance Department programs and services.

Fire Services Department

150 South 12th Street

The Phoenix Fire Department is one of the busiest fire departments in the United States. Phoenix currently has 53 fire stations and 9 battalions. It has 58 engine companies, 14 ladder companies, and 33 rescue companies (ambulances). The Phoenix Fire Department employs 1,938 members (approximately 1,588 sworn members and 350 civilians).

The Phoenix Fire Department serves the fifth largest city in the nation -- over 515.8 square miles and 1.47 million people. Many of them will need help at some time or another. In 2005, Phoenix Firefighters responded to a total of 160,730 calls for service. Of those, 125,422 were Emergency Medical Services (EMS) calls. The average response time for 2005 was 5:04.

Programs/Services

- Alarm Room
- Alternative Response Units
- Ambulance Billing
- Baby Shots Program
- Blood Pressure Checks
- Business Service Reports
- Cadet Program
- Choose To Survive Program
- Code Desk/Permits
- Community Emergency Services (CENS)
- Day Care/Group Home Inspections
- Emergency Access
- Event and Trade Show Inspections
- Fire FitKids Program
- FireStar Program
- Fire Investigations/Reports
- Fire Safety Advisory Board and Appeals
- Hazardous Materials Advisory Committee
- Homeland Security
- Occupancy Records
- Parking Enforcement
- Performance Auditing Complaints
- Personnel
- Plan Review/Inspections
- Pool Complaints
- Safe Haven for Newborns
- Site Inspections/New Construction
- Smoking Ordinance
- Special Event Permits
- Urban Search & Rescue (USAR)

Statement of Commitment

The Phoenix Fire Department fully endorses and supports the concept of equal business and employment opportunities for all individuals regardless of race, color, age, sex, religion, national origin, disability or sexual orientation.

The Department also fully endorses, supports, and intends to comply with all requirements of the Americans with Disabilities Act (ADA) and ensure that sexual harassment in the workplace is not tolerated. The purpose of this statement is to affirm our commitment to compliance with all ADA requirements and the concepts of Equal Employment Opportunity.

Furthermore, members of management are also responsible for removing any obstacles that limit the hiring or promotional opportunities of any person due to their race, color, religion, age, national origin, sex, disability or sexual orientation.

Identified Programmatic Barriers

Review of the data provided indicates that most programs of the Fire Services Department are accessible to people with disabilities.

Recommendations

- Review program locations. Those taking place in older fire stations with limited physical access may need to be relocated to a more accessible station.
- Update Media publications containing references to TDDs to TTYs and make reference to the availability of Alternate Formats.
- Provide training to staff regarding the availability of communication aids or alternative services for individuals with disabilities- what they are, where to access them, etc.
- Provide awareness training for staff in service areas where they are unaware of emergency evacuation procedures for people with disabilities.
- Assess the need for the placement of additional TTYs in other sections of the Fire Department.
- Provide Disability Awareness training for staff including the use of TTYs and the Relay service.

ADA COMPLIANCE SUMMARY

- Media publications containing references to TDDs will be changed to TTYs in future printings.
- There are several service related areas where it appears that staff members are unaware of the availability of communication aides or alternative services for individuals with disabilities. Written procedures will be established to educate staff.
- Training will be provided to those members in areas identified where they are not aware of evacuation procedures as they relate to the disabled community.
- We will also assess the need regarding the placement of additional TTYs in other sections of the Fire Department.

Facility Compliance Status

The Fire Department Administrative Office is housed at 150 South 12th Street, Phoenix, AZ . Fire Department personnel have reviewed the accessibility compliance status of this building. No barriers were identified that would prevent people with disabilities from physically accessing and participating in Fire Department programs and services. The Fire Department has retained the services of a Public Works vendor to perform facility reviews.

Other facilities under the jurisdiction of the Fire Department located throughout the City of Phoenix include the following:

FACILITIES SERVING THE PUBLIC (Combined)

12/22/06
(updated)

Facility Name:

Address:

Fire Operations Center

150 S. 12th St.

Support Services

2625 S. 19th Ave.

*Fire Station 1

323 N. 4th Ave.

No Station 2 Exists

*Fire Station 3

1257 W. Pierce St.

*Fire Station 4

1601 N. Third Ave.

*Fire Station 5

1840 E. Cambridge Ave.

*Fire Station 6

368 W. Apache St.

*Fire Station 7

403 E. Hatcher Rd.

*Fire Station 8

1025 E. Polk St.

*Fire Station 9

330 E. Fairmont Ave.

*Fire Station 10

2731 N. 24th Dr.

*Fire Station 11

2727 E. Roosevelt St.

*Fire Station 12

4247 N. 32nd St.

*Fire Station 13

2828 N. 47th Pl.

*Fire Station 14

1330 N. 32nd Ave.

*Fire Station 15

4730 N. 43rd Ave.

*Fire Station 16

1216 S. 18th St.

*Fire Station 17

1531 E. Missouri Ave.

*Fire Station 18

5019 N. 23rd Ave.

Under
Construction

**Fire Station 19

3547 E. Sky Harbor Blvd.

*Fire Station 20

726 W. Glendale Ave.

*Fire Station 21

1212 S. 27th Ave.

*Fire Station 22

230 E. Roeser Rd.

*Fire Station 23

4416 S. 32nd St.

*Fire Station 24

2602 N. 43rd Ave.

*Fire Station 25

4010 N. 63rd Ave.

*Fire Station 26

3301 W. Rose Lane

*Fire Station 27

12449 N. 32nd St.

*Fire Station 28

7409 S. 16th St.

*Fire Station 29

3949 E. Air Lane Way

*Fire Station 30

2701 W. Belmont

Aviation
Restricted Site

| | | |
|--------------------------------------|---|--------------------------------------|
| *Fire Station 31 | 5730 E. Thunderbird Rd. | |
| *Fire Station 32 | 42nd St. & Baseline Road | In design |
| *Fire Station 33 | 2409 W. Cactus Rd. | |
| *Fire Station 34 | 50 N. 51st Ave. | |
| *Fire Station 35 | 646 E. Paradise Lane | |
| *Fire Station 36 | 21602 N. Ninth Ave. | |
| *Fire Station 37 | 16602 N. 40th St. | |
| *Fire Station 38 | 5002 E. Warner-Elliott Loop | |
| *Fire Station 39 | 2276 W. Southern Ave. | |
| *Fire Station 40 | 3838 N. 83rd Ave. | |
| *Fire Station 41 | 2501 W. Morningside Dr. | |
| *Fire Station 42 | 3246 W. Greenway Rd. | |
| *Fire Station 43 | 4110 E. Chandler Blvd. | |
| *Fire Station 44 | 7117 E. McDowell Rd. | |
| *Fire Station 45 | 2545 E. Beardsley Road 15402 S. Market Place Way | |
| *Fire Station 46 | | |
| No Station 47 Exists | | |
| *Fire Station 48 | 5230 W. Happy Valley Rd. | |
| *Fire Station 49 | 3750 E. Dynamite Blvd. | |
| *Fire Station 50 | 20225 N. 35th Ave. | |
| No Station 51 Exists | | |
| *Fire Station 52 | 21650 N. Tatum Blvd. F. C. I. P; 37900 N. 45th Ave. | |
| *Fire Station 53 | | |
| *Fire Station 54 | 99th Ave. & Campbell | Under Construction |
| No Station 55 Exists | | |
| *Fire Station 56 | Carefree & I-17 | Under Construction |
| *Fire Station 57 | 17th Ave & Dobbins Rd. | In Design |
| *Fire Station 58 | 4718 W. Dobbins Rd. | |
| No Station 59 Exists | | |
| No Station 60 Exists | | Need Property Beginning Design |
| *Fire Station 61 | 19th St. & Indian School | |
| *Fire Station 62 | 99th Ave & Lower Buckeye | In Design |
| Central/Encanto District (F.S.#1) | 323 N. 4th Ave. | District Offices |
| Camelback East District (F.S.#12) | 3217 E. Glenrosa Ave. | District Offices |
| **Sky Harbor District (F.S.#19) | 3547 E. Sky Harbor Blvd. | District Offices |
| Maryvale/Estrella District (F.S.#25) | 4010 N. 63rd Ave. | District Offices |

| | | |
|---|---------------------------|------------------|
| Deer Valley/Gateway District (F.S.#41) | 2501 W. Morningside Dr. | District Offices |
| South Mountain District (F.S.#22) | 230 E. Roeser Rd. | District Offices |
| Laveen/Ahwatukee District (F.S.#58) | 4718 W. Dobbins Rd. | District Offices |
| Laveen/Ahwatukee Batt. Chiefs (F.S.#43) | 4110 E. Chandler Blvd. | District Offices |
| Paradise Valley/ Desert View Dist. (F.S.#52) | 21650 N. Tatum Blvd. | District Offices |
| *Old Health Center (Old 15) | 3315 W. Indian School Rd. | |
| *Old Station 8 | 541 W. Encanto Blvd. | |
| *Old Fire Station 29 | 4056 E. Washington St. | |
| *Wellness Center (Old 25) | 4032 N. 59th Ave. | |
| *Command Training Center (Old 30) | 7717 N. 27th Ave. | |
| *West Fire Prevention (Old 44) | 1602 N. 72nd Lane | |
| *Phoenix Training Academy | 2430 S. 22nd Avenue | |

FACILITIES RESTRICTED TO EMPLOYEES ONLY

Facility Name:

Address:

| | |
|----------------------------|------------------|
| ***Special Ops (T/A Annex) | 2450 S. 22nd Ave |
|----------------------------|------------------|

OTHER FACILITIES - NO CITY PROGRAM, SERVICE, OR ACTIVITY PROVIDED

Facility Name:

Address:

| | | |
|---------------|-------------------|---------------------------------|
| Old Station 5 | 1401 E. Thomas Rd | Leased to Mothers Against Gangs |
|---------------|-------------------|---------------------------------|

** Partial public access and/or services*

*** Partial public access restrictions and additional security provisions per FAA*

***** FEMA and Homeland Defense operations - restricted to employee only access*

Due to the age and extent of barriers at the following facilities, no significant work is planned as these facilities will be replaced via future bond projects:

Fire Stations 4, 6, 7, 11, 13, 20, 21, 22, 24, 27, 28 and 58

Housing Department

251 W Washington Street
4th Floor

The Housing Department provides and promotes diversified housing opportunities and enriches the quality of life for low-to moderate-income families, seniors, and persons with disabilities by developing, managing, and subsidizing affordable housing. The City owns approximately 3,500 units of public and other affordable housing and manages over 5,200 housing choice vouchers. These programs provide homes to over 25,000 Phoenix residents. The department provides services and referrals to assist residents reach their goals and attain self-sufficiency. The department also provides financing to private for-profit and nonprofit partners in creating additional housing in our community.

Program / Services

- Housing Admin/Management Services
- Modernization
- Employment & ADA Liaison
- Development and Home Ownership
- Applications & Information
- Section 8
- Technology
- Conventional Housing
- Resident Services
- Scattered Sites:
- Senior Housing
- Affordable Housing

Identified Barriers

Review of data provided found no barriers that would prevent people with disabilities from participating in the Housing Department's programs/services.

Statement Of Commitment To Customers

The Housing Department staff fully endorses and supports the concept of equal access to business and employment opportunities for all individuals, regardless of race, color, age, sex, religion, national origin, disability, or sexual orientation.

The Housing Department also fully endorses, supports, and intends to comply with all requirements of the Americans with Disabilities Act (ADA). We fully intend to support equal employment opportunity and comply with all ADA requirements through our recruitment and employment practices.

Facility Compliance Status

The Housing Department is housed in the Calvin G. Goode Building on the 4th floor. The accessibility compliance status of the Calvin G. Goode Building comes under the jurisdiction of the Public Works Department. A floor-by-floor

accessibility assessment of the Calvin G. Goode Building revealed no barriers on the 4th floor that would prevent people with disabilities from physically accessing and participating in Housing Department programs and services.

Housing Department services are also offered in the following locations, all of which are reported as ADA Accessible.

- 830 E. Jefferson
- Foothills Facility
- Pine Towers
- Fillmore Garden
- Maryvale
- Washington Manor

Human Services Department

City Hall
200 W Washington Street
17th, 18th & 19th Floors

The Human Services Department provides a comprehensive array of services to help people achieve their highest level of self-sufficiency. Services and programs reach a diverse population of Phoenix residents from preschool children participating in Head Start programs to older adults attending senior center activities. Programs provide a safety net of services to the community, working to prevent homelessness, maintain independent living and keep at-risk youth in school. Services extend a helping hand to residents in times of crisis or need. The department operates 17 senior centers, 150 Head Start classrooms and four family services centers.

Programs/Services

- Community Services
- Education/Head Start
- Senior Services
- Youth Services
- **Senior Services Division - 200 W Washington 17th Floor**
Ahwatukee – Foothills
5051 East Elliot

Chinese Senior Center
734 W Elm

Manzanita Senior Center
3581 W Northern

McDowell Place Senior
1845 E McDowell

Senior Opportunities West
1220 S 7th Ave

Senior Services East
1818 S 16th ST
- **Workforce Connection Div. - 200 W Washington 19th Floor**
- **Community Services Division - 200 W Washington 17th Floor**
Central PHX. Family Services Center
1250 S 7th Ave

Sky Harbor Family Services Center
1818 S 16th ST

Travis Williams Family Services CNT
4732 S Central
Sunnyslope Family Services Center
914 W Hatcher

John F. Long Family Services Center
3454 N 51st Ave

Watkins Winter Overflow Shelter
1120 W. Watkins

Local Alcohol Reception Center

- **Education Division - 200 W Washington 19th Floor**

Head Start Classroom Sites

Friendly House
201 E. Durango

Neighborhood Ministries
1929 W. Fillmore St.

Riverside Elementary District
1414 S. 51st Ave.

Stardust Head Start
1308 E. Apollo

Phoenix Pappas Elementary
355 N. 5th Ave

Identified Programmatic Barriers

Review of the data provided indicated no barriers that would prevent people with disabilities from participating in Human Services programs and services.

Facilities Compliance Status

The Human Services Department is housed in the City Hall building on the 17th, 18th & 19th floors. The accessibility compliance status of the City Hall building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the City Hall building revealed no barriers on the 17th, 18th & 19th floors that would prevent people with disabilities from physically accessing and participating in Human Services Department programs and services.

Information Technology Department

251 W. Washington Street
6th Floor

The Information Technology Department coordinates the use of information technology across the various departments and agencies of Phoenix city government to ensure that accurate and timely information is provided to citizens, elected officials, management and staff. The department also manages the city's radio, telephone, and enterprise computer network systems.

Program / Services

- Cable Television Complaint Services (phone or e-mail)
- City Switchboard Services
- Phoenix Web Services
- Employment Practices
- Enterprise Technology Management
- Enterprise Technical Services
- Management Services
- Phoenix Regional Wireless Network
- Enterprise Business Applications Services
- Enterprise Telecom and Network Infrastructure Services

Identified Programmatic Barriers

Review of the data provided indicated no significant barriers that would prevent people with disabilities from participating in Information Technology programs and services.

Recommendations

- Place the Cities' TTY number on Cox and Qwest cable bills to provide better access for deaf and hard of hearing customers who want to make a complaint.
- Complete any outstanding access barriers identified during the May 2006 evaluation of the City of Phoenix website

Facility Compliance Status

The Information Technology Department is housed in the Calvin C. Goode Building on the 6th floor. The accessibility compliance status of the Calvin C. Goode Building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the Calvin C. Goode Building revealed no barriers on the 6th floor that would prevent people with disabilities from physically accessing and participating in Information Technology programs and services.

Law Department

City Hall
200 W. Washington Street
Suite 1300

The Law Department provides a wide array of legal services to City government and the citizens of this community. The Law Department is responsible for prosecuting misdemeanor offenses, prosecuting over 70,000 cases per year. The City Prosecutor's Office is one of most innovative in the country, implementing community prosecution programs that reduce crime and which serve as a model for other prosecuting agencies throughout the country. In addition, the Law Department's civil division is responsible for defending the City in civil lawsuits as well as providing legal advice to the Mayor, City Council, City management and all of the City's departments.

Program / Service

- In Person Contact With The Public
- Telephone Contact With The Public
- Written Communications, Brochures, Subpoenas, Forms, Discovery, Website
- Speaking At Community Events
- Diversion Programs:
 - Prostitution Diversion and Prostitution Solicitation Diversion
 - Domestic Violence and Positive Alternatives
 - Shoplifting Diversion Program

Identified Programmatic Barriers

Review of the data provided indicated no significant barriers that would prevent people with disabilities from participating in Law Department programs and services.

Recommendations

- Update departmental website with "ALT" descriptions on graphics and images making it more accessible to all visitors.
- Revise AP&P Non-Discrimination Policies, #1.4, 2.4 and 2.5. (See 2.A.vii).
- Provide disability awareness training including use of the TTY and creating documents in alternate formats to Law Department reception staff.
- Provide training for Law Department staff in how to accommodate people who are deaf and hard of hearing audience members at community events.
- Update brochures with TTY and Alternative format statement when they are next printed.

Facility Compliance Status

The Law Department Civil Division is housed in the City Hall building on the 13th floor. The accessibility compliance status of the City Hall building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the City Hall building revealed no barriers on the 13th floor that would prevent people with

disabilities from physically accessing and participating in Law Department programs and services.

The Law Department Criminal Division is housed in the Municipal Court Building on the 2nd, 8th and 9th floors. The accessibility compliance status of the Municipal Court Building comes under the jurisdiction of the Public Works Department.

Library Department

Burton Barr Central Library
1221 N. Central Avenue

The Phoenix Public Library is featured on Phoenix At Your Fingertips, the City of Phoenix's online system and World Wide Web page. This is where one can find out about library services, locations, hours and facilities, special collections and how to get a library card. The Department manages a wide variety of information and resource data available to the public including: catalogs of books, magazine indexes and information databases, Calendar of Events, kids programming, Teen Central Online, business resources and senior living resources.

Programs/Services

- Materials Viewed/Used Inside Library Facilities
- Materials Outside The Library
- Reservation Of Specific Materials
- Mailing Of Materials To Individuals With Special Needs
- Inter-Library Loan
- Subscription Data Bases
- Arizona Images Collection
- Reference Service (In-Library)
- Reference Service (Telephone)
- Reference Service (On-Line)
- Reference Service (Fax to Go)
- Grade One at the Library
- Reading Programs
- Exhibits
- Partnerships with the Arts Community
- Community Space
- Meeting Rooms For Use By The Public
- Meeting Rooms For Use By City Groups
- Tours
- Outreach
- Assistive Devices For Individuals With Special Needs
- Exam Proctoring
- Print and Copy Services

Identified Programmatic Barriers

Review of the data provided indicated no barriers that would prevent people with disabilities from participating in Library programs and services. The Library Department is also a resource to other departments in the City of Phoenix for converting printed materials to alternate formats to accommodate the needs of people who are blind or visually impaired.

Facility Compliance Status

The Library Department is housed at 1221 N. Central Ave. The accessibility compliance status of this building and the six branch libraries come under the jurisdiction of the Library Department. A branch-by-branch accessibility assessment of the Central Library building and the six branch libraries revealed multiple structural barriers, but none that would prevent people with disabilities from physically accessing and participating in Library Department programs and services.

The Central Library and six branch library locations are as follows:

- Burton Barr Central Library
1221 North Central Avenue
Date: Surveyed on May 3, 2005
- Desert Broom Branch Library
29710 North Cave Creek Rd
Date: Surveyed May 24, 2005
- Desert Sage Branch Library
7602 W Encanto Blvd
Date: Surveyed May 6, 2005
- Harmon Branch Library
411 West Yavapai
Date: Surveyed May 13, 2005
- Ironwood Branch Library
4333 E Chandler Blvd
Date: Surveyed May 10, 2005
- Juniper Branch Library
1825 W Union Hills Dr
Date: Surveyed May 16, 2005
- Mesquite Branch Library
4525 Paradise Village Parkway North
Date: Surveyed May 20, 2005

The Library Department has added two facilities since the initial submission of their self evaluation report. The two facilities are Palo Verde, which is newly remodeled, and Cesar Chavez branch. Since there is no report of an accessibility survey being conducted at either branch, there can be no determination of ADA compliance at this time.

Mayor's Office

City Hall
200 W. Washington Street
11th Floor

Programs Services & Activities

- Internal Statement of Commitment
- Block Watch Summit
- Coffee Chats Council Dist 1,5
- Coffee Chats Council Dist 2,3
- Coffee Chats Council Dist. 4,7
- Coffee Chats Council Dist. 6, 8
- Constituent Issues
- Constituent Recognitions
- Formal Meeting
- Information and Referral
- Intergovernmental Affairs/ Interaction
- Letterhead/TTY #/ business cards
- Mayor's Commission on Disability issues
- Policy Meeting
- Policy Reviews
- Public Outreach & Education
- State of the City Address
- Zoning Meeting

Identified Programmatic Barriers

Review of the data provided indicated no significant barriers that would prevent people with disabilities from participating in Mayor's Office programs and services.

Facility Compliance Status

The Mayor's Office is housed in the City Hall building on the 11th floor. The accessibility compliance status of the City Hall building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the City Hall building revealed no barriers on the 11th floor that would prevent people with disabilities from physically accessing and participating in Mayor's Office programs and services.

Municipal Court

300 W. Washington Street

The Municipal Court is the judicial branch of Phoenix city government and is also a part of the State of Arizona court system. The Court consists of both Civil and Criminal Division courtrooms. Civil traffic, minor criminal traffic, parking, and environmental charges are heard in the Civil Division courtrooms. Major criminal traffic and non-traffic criminal misdemeanor violations are heard in the Criminal Division courtrooms. The Municipal Court also issues Orders of Protection and Injunctions Against Harassment. The Phoenix Municipal Court handles cases ranging from minor traffic violations to Class 1 misdemeanors. The Court is a separate branch of city government and a part of the statewide court system, subject to the authority of the Supreme Court.

Program/Services

- **Administration Division**
 - Judicial Selection Advisory Board

- **Management Services Division**
 - Customer Service Program
 - Defensive Driving Program

- **Civil Division**
 - Customer Call Center
 - Correspondence & Research
 - Civil Central Files
 - Security
 - Customer Service
 - Courtroom Operations (Civil arraignments and hearings)
 - Closed Records

- **Criminal Division**
 - Jury Center
 - Screening and Assessment Services
 - Criminal Arraignments and Trials
 - Central Files
 - Warrants/Non-Compliance
 - Jail Court & K-Court
 - Court Interpreter Services for the entire Department
 - Orders Of Protection & Injunctions Against Harassment
 - Abused Animal & Vicious Animal Petitions/Seizures

- **Financial Management Division**

- Financial Screening
- MCED Unit
- Bond Window
- Refunds & Disbursements
- Tax Intercept
- Delinquent Accounts Unit
- External Collections

- **Judicial Division**

Identified Programmatic Barriers

Review of the data provided indicated no significant barriers that would prevent people with disabilities from participating in Municipal Court programs and services.

Recommendations

- Cordova Building- Customer Entry Lobby/ Information Desk (1st Floor) Re-do signage at front entry directing people who need assistance or special accommodations to the information booth on the 1st floor.
- Cordova Building- Customer Service Counter (3rd Floor) Provide one sign at the Civil Central Files Customer Service Counter on the 3rd Floor to inform customers that they can request materials in alternate formats.
- Cordova Building- Financial Management Delinquent Accounts Issue a directive to staff regarding the Court's TTY number and provide training in the use of a TTY and/or Relay service.
- Cordova Building- Criminal Central Files (3rd Floor) Provide one sign at the Criminal Central Files Customer Service Counter on the 3rd Floor to inform customers that they can request materials in alternate formats.
- Defensive Driving Schools - Monitor contracts to ensure the accessibility of classrooms or that alternative accessible locations are used when needed.

Facility Compliance Status

The Municipal Court is housed in the Valdemar A. Cordova Municipal Courts building. The accessibility compliance status of the building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the Municipal Courts building revealed no barriers that would prevent people with disabilities from physically accessing and participating in Municipal Court programs and services.

Neighborhood Services Department

City Hall
200 W. Washington Street
4th Floor

The Neighborhood Services Department was created to preserve and revitalize Phoenix neighborhoods and to help residents access city services. It's investment in healthy neighborhoods is an investment in the residents of Phoenix, in a sense of community, and in an ethic of shared pride. The department's mission is to preserve and improve the physical, social and economic health of Phoenix neighborhoods, support neighborhood self-reliance, and enhance the quality of life for residents through community-based problem solving, neighborhood-oriented services and public/private cooperation.

Programs/Services

Administrative Services

- Oversees the department budget, human resources and information systems
- Administers Neighborhood Initiative Program for comprehensive neighborhood revitalization
- Assists with department planning and research
- Provides liaison services to the City Manager and City Council offices

Community Development

- Manages grant-funded programs, including CDBG projects
- Develops housing and promotes home ownership
- Supports commercial building development and rehabilitation
- Coordinates infrastructure improvements and land acquisitions

Coordination

- Administers Fight Back programs
- Provides housing counseling to landlords and renters
- Issues neighborhood involvement notifications for capital improvement projects
- Oversees public outreach and education programs

Preservation

- Resolves blight, property maintenance and zoning problems
- Enforces Neighborhood Preservation and Zoning ordinances
- Educates residents about the Neighborhood Preservation and Zoning ordinances

Revitalization

- Administers Graffiti Busters and sign abatement programs
- Provides financial assistance for home repairs
- Remediates lead hazards in privately owned low-income housing

Identified Programmatic Barriers

Review of the data provided indicated no barriers that would prevent people with disabilities from participating in Neighborhood Services Department programs and services.

Facility Compliance Status

The Neighborhood Services Department is housed in the City Hall building on the 4th floor. The accessibility compliance status of the City Hall building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the City Hall building revealed no barriers on the 4th floor that would prevent people with disabilities from physically accessing and participating in Neighborhood Services programs and services.

This department also administers programs at several other locations around the City of Phoenix. These locations and related programs include;

- Graffiti Warehouse
64 N 48th Avenue
Phoenix AZ
Graffiti Removal
- Graffiti Warehouse
64 N 48th Avenue
Phoenix AZ
Paint and Tool Leading Program
- Graffiti Warehouse
64 N 48th Avenue
Phoenix AZ
Paint Sprayer Training on Wheels
- Graffiti Warehouse
64 N 48th Avenue
Phoenix AZ
Illegal Sign Removal Program
- Palomino Elementary School
15833 North 29th Street
Phoenix AZ
Provide Information and referrals

Parks and Recreation Department

City Hall
200 W. Washington Street
16th Floor

The Parks and Recreation Department provides, operates and manages a variety of programs for city residents. Examples include aquatic lessons, arts and culture classes and events, golf, tennis, senior Olympics, youth development programs, programs listed on Phoenix.gov, Phoenix Activity City (after-school and summer programs), team and league sports, ranger led outdoor programs and tours, Camp Colley activities, adaptive recreation opportunities, employment program, internship opportunities, etc.

Parks and Recreation Department Facilities

- Acres of Deserts Parks/Preserves: 29,376*
- Acres of Developed City Parks: 4,374
- Acres of street landscape/median maintained by Parks staff: 885

Number of:

- City Parks: 174
- Tennis Courts: 140
- Soccer/football fields: 66
- Softball fields: 86
- Baseball fields: 20
- Golf Courses: 8 (five championship, 3 nine-hole)
- Pools: 29
- Recreation/Teen centers: 21
- Community Centers: 11
- Museums, arts, cultural facilities: 6
- Special use/special interest facilities: 8

* figure does not include department-owned land not yet developed for public use. Including land purchased for the future Sonoran Preserve, the total preserve/desert park acreage is 31,276.

Programs/Services

Structured Programs

- Aquatics Programs
- Cultural Services & Performing Arts
- Special Interest Classes
- At Risk Youth Programs
- After School Enrichment Programs
- Adult and Youth Sports Programs

-
- Special Population Programs/Adaptive Recreation
 - Special Events
 - Senior Programs
 - Outdoor Leisure and Nature Programs
 - Baseball

Unstructured Programs

- Rock Climbing And Repelling
- Biking, Skate Boarding, Golfing, Picnicking
- Jogging, Exercising, Relaxing
- Playing In A Safe Open Space, Enjoying Nature And Leisure Activities
- Sports Free-Play Activities, Horse Back Riding
- Safe And Hazard-Free Playground Play, Trails

Administrative and Departmental

- Parks Development Citizen Commission
- Parks Board
- Communications
- Special Operations

Identified Programmatic Barriers

Review of the data provided indicated no significant barriers that would prevent people with disabilities from participating in Parks and Recreation Departments programs and services.

Recommendations

Update course on-line registration to make it more accessible to those registering for a class using a screen reader to access the website.

Facilities Compliance Status

The Parks and Recreation Department is housed in the City Hall building on the 16th floor. The accessibility compliance status of the City Hall building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the City Hall building revealed no barriers on the 16th floor that would prevent people with disabilities from physically accessing and participating in Parks and Recreation Department programs and services.

The Parks and Recreation Department has conducted an ADA compliance assessment of all park facilities throughout the City of Phoenix. This survey is continuous and is being updated. This assessment identified numerous structural barriers in a wide variety of locations. At some specific sites, an identified non compliant physical barrier may prevent people with disabilities from physically accessing Parks and Recreation programs; however similar services are provided in other park sites that are accessible

and compliant. This information is contained in a database that can be reviewed at the Parks Department on the 16th floor in the City Hall building.

Personnel Department

135 N. 2nd Avenue

The Personnel Department partners with departments and employees to hire, compensate, support, and develop a diverse workforce that is dedicated to delivering high-quality services to the community.

Programs/Services

- Public Meetings / Hearings: Civil Service Board Meetings, Personnel Rule amendments, Deferred Compensation Board, Health Care Benefits Trust Board
- Fire / Emergency evacuation of EDTA
- Personnel Building (Facility)
- Employment Policies (Personnel Rules, Administrative Regulations, City Charter/Code, Memoranda of Understanding)
- Benefits/Retiree Medical Services
- Classification & Compensation
- Employee Development
- Human Resource Application Support (IT Services)
- Employment Services
- Recruiting/Job Fairs
- Labor Relations
- Records and Placement
- Wellness & Employee Assistance
- Employee Driver Training Academy (EDTA)

Identified Programmatic Barriers

Review of the data provided indicated no barriers that would prevent people with disabilities from participating in Personnel Department programs and services.

Facilities Compliance Status

The Personnel Department is housed at 135 N. 2nd Avenue, Phoenix. The accessibility compliance status of the building at 135 N. 2nd Avenue comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the building revealed no barriers that would prevent people with disabilities from physically accessing and participating in Personnel Department programs and services.

In addition, the Employee Driver Training Academy was reviewed and the Academy facility's doors were adjusted (April 25, 2006). This facility is now ADA compliant.

Phoenix Convention Center

100 N. 3rd Street

The Phoenix Convention Center Department's vision is to become the premier convention and entertainment complex in North America through distinctive venues, caring services and memorable experiences.

Programs/Services

The Phoenix Convention Center Department manages and operates the Phoenix Convention Center, Orpheum Theatre, Herberger Theater Center, Symphony Hall and 7 parking facilities. Although there are no specific programs accessed by the public, many of the events booked in these facilities are open to the public.

Statement of Commitment

The Phoenix Convention Center is committed to ensuring that its facilities, services and activities are readily accessible and useable by qualified persons with disabilities in accordance with the Americans with Disabilities Act of 1990 (ADA). Every effort will be made to make reasonable accommodations to ensure full participation of everyone.

Facility Compliance Status

The Phoenix Convention Center is located at 100 North 3rd Street in the heart of Phoenix' Copper Square and comes under the jurisdiction of the Convention Center Department. A thorough accessibility assessment of this building revealed no barriers that would prevent people with disabilities from physically accessing and participating in Convention Center programs and services.

The Convention Center is currently undergoing a \$600 million expansion and remodel that will triple the size of meeting and exhibit space. The remodel will include accessibility for people with disabilities in all public areas.

- The Symphony Hall is located at 75 N. 2nd Street. A major remodel was completed in the fall of 2005, which brought the 1972 building into compliance with ADA regulations.
- The Orpheum Theater is located at 203 W. Adams Street. The theater was originally opened in 1929 and a major remodel was completed in the early 1990's. The city of Phoenix purchased the Orpheum Theatre in 1984. It was listed on the National Register of Historic Places in 1985 and is the only theatre designated historic in the Valley. Renovation included:
 - Better accessibility for physically challenged patrons (ADA compliance)
 - Expanded lobby and interior upgrades
 - Easy access to the box office

-
- The Herberger Theater Center is located at 222 E. Monroe Street. The Herberger Theater Center was built in 1989, and conceived as a pivotal piece in the redevelopment and revitalization of downtown Phoenix. Herberger Theater Center accessibility features include:
 - Ramps that provide easy access to theater seating
 - Accessible seating available in all price ranges
 - Infrared provides audio amplification
 - Audio description and Braille or large print programs are available for many shows
 - Arizona Theatre Company offers on-stage tactile tours at audio described performances
 - Service dogs are welcome
 - The theater provides ushers trained in American Sign Language at scheduled ASL performances

Phoenix Office of Arts and Culture

City Hall
200 W. Washington Street
10th Floor

The Phoenix Office of Arts and Culture was established within the City Manager's Office by the Phoenix City Council to advance the growth and development of the city's arts and cultural community. The Office of Arts and Culture manages the city's public art program, administers a grants program, supports arts education, conducts research, provides information and assistance to artists and cultural organizations, and oversees the city's cultural planning efforts. The Office of Arts and Culture works with other city departments that manage cultural facilities and programs. Collectively, these efforts result in a broad range of artistic and cultural opportunities for Phoenix residents and visitors.

The Phoenix Arts and Culture Commission, a diverse group of citizen volunteers, is appointed by the Mayor and City Council to advise on the development of arts and culture in Phoenix. The Commission includes representatives from the cultural, business, and education communities and the general public. The Commission is supported by other citizens and arts professionals who serve on panels to review applications and make recommendations regarding grant awards and selection of artists for public art projects.

Through ongoing advocacy efforts and relationships with other agencies and organizations, the Phoenix Office of Arts and Culture and the Phoenix Arts and Culture Commission work together to increase awareness of the city's rich cultural diversity, the role of the arts in enhancing education and addressing social issues, and the contributions of arts and culture to Phoenix's economy and quality of life.

Programs/Services

- Arts Grants Program
- Artist Career Development Grants
- Public Art Program
- Maintains city-owned art collection
- Arts-in-Education Program
- Assistance and information services/public workshops/networking/ individual consultations.
- Cultural Facilities Resource Guide
- Valley Ethnic Resource Directory

Municipal Art Collection

The Office of Arts and Culture manages the city's Municipal Art Collection of ceramics, paintings, prints and photographs by Arizona and regional artists, and historic artworks. These works are located throughout Phoenix City Hall, the Calvin C. Goode Building, and other city buildings – primarily in public areas. An inventory of the locations of these works is available, but locations change on a weekly basis. It can be assumed that the accessibility of the buildings that house these pieces will be addressed in the reporting of the responsible city departments.

21ST Century Community Learning Center Grant Program

We are in the second year of a five year grant funded program serving nine schools in the Phoenix Elementary District. Participating schools are:

- Mary McLeod Bethune 1310 South 15th Avenue
- Ann Ott School 1801 South 12th Street
- Ralph Waldo Emerson School 915 East Palm Lane
- Silvestre S. Herrera School 1350 South 11th Street
- Augustus H. Shaw School 123 North 13th Street
- Whittier School 2000 North 16th Street
- Maie Bartlett Heard School 2301 West Thomas Road
- Thomas A. Edison School 804 North 18th Street
- Capitol School 330 North 16th Avenue

Grants Program

The Phoenix Office of Arts and Culture awards grants to non-profit organizations and schools to support a variety of arts and cultural activities in Phoenix. These grants support hundreds of activities each year in facilities throughout the city. All grantees are required to sign a Grant Conditions letter which states “Any grantee in performing under this contract shall not discriminate against any worker, employee or applicants, or any member of the public, because of race, color, religion, gender, national origin, age or disability”.

Meetings and Workshops

All public meetings and workshops coordinated by the Phoenix Office of Arts and Culture are held in accessible facilities.

Carver Museum and Cultural Center

The City of Phoenix is spending \$2.1 million in 2001 cultural bond funds for the renovation of the George Washington Carver Museum and Cultural Center (415 E. Grant) which is housed in a school building constructed in 1926. The facility is owned by the Phoenix Monarchs Alumni Association. In June 2001, the city entered into a 25 year lease with the Association which conveyed the right to the City to occupy the Museum's Main Building and Art Gallery/Shop building as a museum and cultural center. In June 2001 the city also entered into an Operating Agreement with the Association to allow

the Association to continue to occupy and run the leased premises as a public museum and cultural center. Thus, it is technically the Association, not the City, that is responsible for operating the Museum and Cultural Center. The Phoenix Office of Arts and Culture is the city department responsible for monitoring both the lease and the operating agreement with the Association.

Identified Programmatic Barriers

Review of data provided indicated no barriers that would prevent people with disabilities from participating in POAC programs and services.

Facilities Compliance Status

NOTE: The Office of Arts and Culture will work with the city departments responsible for the facilities or city property where public art projects are located to assess accessibility. In some instances, completed projects are located on non-city property.

Planning Department

City Hall
200 W. Washington Street
Floors 2 and 6

The Planning Department guides the physical development of the city. Examples of the department's work include implementation of the Phoenix General Plan, administration and updating of the zoning ordinance, processing of rezoning requests and general plan amendments, development of area and neighborhood plans, development of long range growth strategies, development and implementation of freeway mitigation programs, and support of the Planning Commission, Board of Adjustment, Village Planning Committees, and Design Review Standards Committee.

Programs/Services

- Public Meetings
- Public Hearings
- Village Planning Meetings

Identified Programmatic Barriers

Review of the data provided indicated no programmatic barriers that would prevent people with disabilities from participating in Planning Department programs and services.

Statement of Commitment

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, the City of Phoenix provides persons with disabilities equal access to its services, programs and activities. The City of Phoenix will provide reasonable accommodations to persons with disabilities whenever necessary to ensure their full participation.

Facility Compliance Status

The Planning Department is housed in City Hall on the 2nd and 6th the floors. The accessibility compliance status of the City Hall building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the City Hall building revealed no barriers on the 2nd or 6th floors that would prevent people with disabilities from physically accessing and participating in Planning Department programs and services.

This department also administers programs at several other locations around the City of Phoenix. These locations and related programs include;

| Facility | Programs/Services | Survey Date/Date of CIP completion |
|---|---|------------------------------------|
| Ahwatukee Foothills Sr. Center 5051 D Elliott Rd Ahwatukee | Ahwatukee Foothills Village holding public meetings, providing information | Note 1 |
| Washington Adult Center 2240 W. Citrus Way Classrooms #4 & 5 | Alhambra Village holding public meetings, providing information | Note 2 |
| Gateway Comm. College 10840th Street, Rm 111 Phoenix | Camelback East Village, SAP holding public meetings, providing information | Note 5 |
| Phoenix Central Library 1221 N. Central Ave Phoenix | Central City Village holding public meetings, providing information | Note 4 |
| Deer Valley Community Center 2001 W Wahall Dr. Multipurpose Room Phoenix | Deer Valley Village, Infra- structure, N. Gateway Village holding public meetings, providing information | Note 3 |
| Paradise Valley Community CTR 17402 N 40th St D-3 Paradise Valley | Desert View Village holding public meetings, providing information | Note 3 |
| Phoenix College 3310 N. 20th Avenue Phoenix | Encanto Village holding public meetings, providing information | Note 5 |
| Fowler School District Board Rm. 1617 S. 67th Avenue Phoenix | Estrella Village, Infrastructure holding public meetings, providing information | Note 5 |
| Aguila Golf Course Club House 7858 S. 35th Ave. | Laveen Village holding public meetings, | Note 3 |
| Desert Sky Mall/Community Rm. 7611 W. Thomas Rd. Phoenix | North Gateway Village holding public meetings, providing information | 11/4/2004 |
| Cowden Center 9202 N 2nd ST. Phoenix | North Mountain Village holding public meetings, providing information | 3/15/2005 |
| Paradise Valley Community Ctr. 17402 N 40th St Multipurpose Room | Paradise Valley Village holding public meetings, providing information | Note 2 |
| South Mountain Environmental Education Center 10409 S Central Ave | South Mountain Village holding public meetings, providing information | Note 2 |

| | | |
|---|--|--------|
| City Council Chambers 200 W Jefferson Phoenix | Numerous Meetings holding public meetings, providing information | Note 3 |
| Phoenix City Hall 6-East 1st Floor Assy. Rm 200 W Washington | Numerous Meetings holding public meetings, providing information | Note 3 |
| Travis L. Williams Family Services Center 4732 S. Central Ave | South Mountain SubCommittee holding public meetings, providing information | Note 1 |
| Burton Barr Library Auditorium Willetta St. & Central Ave Phoenix | Station Area Plan (SAP), holding public meetings, providing information | Note 4 |
| Shaw Elementary School Audit. 13th Street/Washington | Station Area Plan (SAP), holding public meetings, providing information | Note 5 |

- Note 1 - See Housing Department ADA Compliance Report for any barriers and compliance.
 Note 2 - See Parks Department ADA Compliance Report for any barriers and compliance.
 Note 3 - See Public Works Department ADA Compliance Report for any barriers and compliance.
 Note 4 - See Library Department ADA Compliance Report for any barriers and compliance.
 Note 5 - See U.S. Department of Justice Disability Rights Section documentation for any barriers and compliance.

Police Department

620 W. Washington Street

Guiding Values (1 of 5)

The Police Department is committed to all aggressive response to criminal enforcement of the law and the protection of constitutional rights throughout the City of Phoenix.

Programs/Services

- Accessibility Compliance Enforcement Program
- Auto Theft - Valley HEAT
- Communications/911
- Crime Free Multi-Housing
- Graffiti Hotline
- Patrol/Law Enforcement
- Phoenix Neighborhood Patrol
- Public Records
- Sex Offender Notification
- Silent Witness
- Traffic Safety Program
- Victim Services
- Wake-Up CEAS Violence

Identified Programmatic Barriers

Review of the data provided indicated no significant programmatic barriers that would prevent people with disabilities from participating in Police Department programs and services.

Recommendations

Update the following print materials to include a TTY number and statement regarding the availability of Alternate Formats.

- Patrol /Law Enforcement Parking citation
- Silent Witness All sources
- Sex Offender Notification Mailed notice
- Sex Offender Notification Brochure
- Auto Theft - Valley HEAT Prevention information

Facility Compliance Status

The Police Department Headquarters is housed at 620 W. Washington Street. The accessibility compliance status of this building comes under the jurisdiction of the Public Works Department. A complete accessibility assessment of the Police Department Headquarters building revealed multiple structural barriers, but none that would prevent people with disabilities from physically accessing and participating in Police Department programs and services.

Other facilities under the control of the Police Department located throughout the City of Phoenix include the following:

FACILITIES SERVING THE PUBLIC

DATE:9/8/04

Facility Name:

Police & Public Safety Building
South Mountain Precinct: Administration Building
Squaw Peak Precinct: Administration Building
Desert Horizon Precinct: Administration Building
Maryvale Precinct: Administration Building
Cactus Park Precinct: Administration Building
Central City Precinct: Administration Building
Ahwatukee Foothills Substation
Paseo Highlands Park/Goelet A. Beuf Substation
Jefferson Street Substation
Tactical Support Bureau: Administration Building
Family Investigations
ChildHelp Center

Address:

620 W. Washington St.
400 W. Southern Ave.
6206 N. 24th St.
16030 N. 56th St.
6180 W. Encanto Blvd.
12220 N 39th Ave.
1902 N. 16th St.
4053 E. Mountain Sky Ave.
3435 W. Pinnacle Peak Rd.
333 E. Jefferson St.
302 W. Union Hills Dr.
2120 N. Central Ave
2346 N. Central Ave.

FACILITIES RESTRICTED TO EMPLOYEES ONLY

Facility Name:

South Mountain Precinct: Cycle Storage Shed
South Mountain Precinct: Fuel Station
South Mountain Precinct: Vehicle Service Building
South Mountain Precinct: Shooting Range
Squaw Peak Precinct: Storage Shed#1
Squaw Peak Precinct: Storage Shed#2
Squaw Peak Precinct: Garage Shelter
Squaw Peak Precinct: Cycle Storage Shed
Squaw Peak Precinct: Vehicle Maintenance Building
Squaw Peak Precinct: Gas Island Shelter
Tactical Support Bureau: Administration Building
Tactical Support Bureau: Storage Shelter
Traffic Bureau: Storage Shed
Defensive Driving Track: Restroom Building
Defensive Driving Track: Parking Shelter
Maryvale Precinct: Vehicle Service Station & Range
Police Academy: Reloading & Target Building
Police Academy: Tactical Village/Mock Strip Mall

Address:

400 W. Southern Ave.
400 W. Southern Ave.
400 W. Southern Ave.
400 W. Southern Ave.
6206 N. 24th St.
6206 N. 24th St.
6206 N. 24th St.
6206 N. 24th St.
6206 N. 24th St.
6206 N. 24th St.
6206 N. 24th St.
102 E. Deer Valley Rd.
302 E. Union Hills Dr.
3443 S. Central Ave.
8645 W. Broadway Rd.
8645 W. Broadway Rd.
6180 W. Encanto Blvd.
10001 S. 7th Ave.
10001 S. 7th Ave.

| | |
|--|-------------------|
| Police Academy: Tactical Village/Mock Apartment | 10001 S. 7th Ave. |
| Police Academy: Tactical Village/Mock House | 10001 S. 7th Ave. |
| Police Academy: Tactical Village/Mock Convenience Store | 10001 S. 7th Ave. |
| Police Academy: Locker Rooms and Weight Room | 10001 S. 7th Ave. |
| Police Academy: Range Shelter/Review Stand | 10001 S. 7th Ave. |
| Police Academy: Armory Building | 10001 S. 7th Ave. |
| Police Central Warehouse: Warehouse Building | 100 E. Elwood St. |
| Police Central Warehouse: Vehicle Inspection Garage | 100 E. Elwood St. |
| Salt River Service Center: Warehouse | 3045 S. 22 Ave. |
| Salt River Service Center: Storage Shelter | 3045 S. 22 Ave. |
| Salt River Service Center: Vehicle Impound Yard/Warehouse | 3045 S. 22 Ave. |
| Salt River Service Center: Records Storage | 3045 S. 22 Ave. |
| Desert Horizon Precinct: Service Station/Range Building | 16030 N. 56th St. |
| Central City Precinct: Service Station/Range Building | 1902 S. 16th St. |
| Cactus Park Precinct: Service Station/Fuel Island | 12220 N 39th Ave. |

OTHER FACILITIES - NO CITY PROGRAM, SERVICE, OR ACTIVITY PROVIDED

| <u>Facility Name:</u> | <u>Address:</u> |
|---|-------------------------|
| Arizona Center: Police office | 455 N. 3rd St. |
| Cactus Park Precinct: Modular Office Building | 12220 N. 39th Ave. |
| Central City Precinct: Modular office Building | 1902 N. 16th St. |
| Spectrum Mall: Police Bike Office | 1724 W. Montebello Ave. |
| Defensive Driving Track: Main Building/Classroom | 8645 W. Broadway Rd. |
| Defensive Driving Track: Modular Building/Classrooms | 8645 W. Broadway Rd. |
| Police Academy: Recruit Dining & Classrooms | 10001 S. 7th Ave. |
| Police Academy: Tactical Classrooms | 10001 S. 7th Ave. |
| Police Academy: Classroom Building | 10001 S. 7th Ave. |
| Mounted Unit/Turf Paradise: Modular Office Buildings(2) | 1501 W. Bell Rd. |
| Squaw Peak Precinct: Modular Office Building | 6206 N. 24th St. |

Public Defender's Eligibility Office

Municipal Court Building
300 W. Washington Street
4th Floor

Program / Service

- Public Defender Investigator's Eligibility Servicing

Identified Programmatic Barriers

Review of the data provided indicated no significant barriers that would prevent people with disabilities from participating in Public Defender's Office programs and services.

Facility Compliance Status

The Public Defender's Office is housed on the 4th floor in the Valdemar A. Cordova Municipal Courts building. The accessibility compliance status of the building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the Municipal Courts building revealed no barriers on the 4th floor that would prevent people with disabilities from physically accessing and participating in Public Defender's Office programs and services.

Public Information Office

City Hall
200 W. Washington Street
12th Floor

The Public Information Office helps to convey city messages and issues to external and internal audiences through a variety of measures, including posting information daily on phoenix.gov, helping produce brochures and fliers and broadcasting city news and programs on PHX11. The department also helps to spearhead citywide campaigns such as Census surveys, all city elections and bond measures. PIO also publishes a weekly newsletter, City Connection, that is distributed to all city employees and posted on the city's Intranet.

The Department adopts and conveys the Mission and Vision of the City (Seamless Service) to its citizens. Seamless Services is a perspective, a way of doing business that city employees strive to incorporate into their daily work. Whether we are protecting neighborhood streets, battling fires, collecting garbage, providing water to your home, resurfacing streets or keeping the parks clean, providing the best possible service to citizens and visitors is our mission 24 hours every day.

It challenges staff to rise to a standard of excellence in government. It is based on the core values:

- We are dedicated to serving our customers
- We learn, change and improve
- We work as a team
- We focus on results

Programs/Services

- Public Information
- Cable television programming

Identified Programmatic Barriers

Review of the data provided indicated no barriers that would prevent people with disabilities from participating in Public Information Office programs and services.

Facility Compliance Status

The Public Information Office is housed in the City Hall building on the 12th floor. The accessibility compliance status of the City Hall building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the City Hall building revealed no barriers on the 12th floor that would prevent people with disabilities from physically accessing and participating in Public Information Office programs and services.

Part of the Public Information Office includes PHX11, a 24-hour television channel that is located at 140 N. Third Ave. The station broadcasts on Cox Cable 11 and Qwest Cable 11 channels. PHX 11 broadcasts an array of city programming, including mayor and City Council press conferences, segments on police, fire, transit and Sky Harbor, and a show that highlights city programs and services called Everything Phoenix.

Public Transit Department

302 N. 1st Ave.
Suite 900

The Public Transit Department operates and/or over-see contractors who provide various forms of transportation services to Phoenix City residents. These services include:

- A fixed route bus network of 41 fixed routes, eight Express routes, four RAPID routes and two neighborhood circulator routes. Service is provided through three fixed route contractors.
- Complementary paratransit service provided to people with disabilities that meet eligibility criteria under the provisions of the ADA.
- A taxi subsidy to people with disabilities in two programs. Phoenix residents with disabilities can receive a taxi subsidy to go to their work places and dialysis patients are assisted with trips to a dialysis center for treatments.
- The Peer Travel Training Program provides a peer trainer at no cost who will ride with a person and show them how to use the bus.
- Fare media to include the RAPID and Express Monthly Pass, Local Route Monthly Pass and bus tickets.
- Phoenix Youths (6-18), seniors (65 and older), persons with disabilities and Medicare cardholders are eligible for reduced fares on all local City of Phoenix routes. The ADA monthly pass is a reduced fare media offered by mail for passengers with disabilities eligible to use ADA paratransit service.
- Staffing the Citizen Transit commission to provide support in terms of commission meeting scheduling, public notices, recording minutes and agendas as well as assisting in responses to commission inquiries.

Programs/Services

- Fixed Route
- ADA Paratransit Service
- Taxi Subsidy
- Travel Training
- Fare Programs
- Reduced Fare Programs
- Staffing Citizens Transit Commission

Fixed Route

- Local Service
- Express Service
- Circulator Service
- RAPID

Fare Programs

- RAPID & Express Monthly Pass
- Local Monthly Pass
- Tickets
- Pass By Mail

Paratransit

- Same Day / Demand Service

Taxi Subsidy

- Dialysis
- Work Trips

Identified Programmatic Barriers

Review of the data provided indicated no programmatic barriers that would prevent people with disabilities from participating in Public Transit programs and services.

This department also has other locations around the City of Phoenix. These locations, accessibility compliance status, and related programs include;

- Shea Boulevard/ SR51
10203 N. 32nd Street Curb ramp slopes
- Bell Road/ SR51
3434 E. Bell Road No barriers exist
- Bell Road/ I-17
2001 W. Wahalla Ln. No barriers exist
- Ed Pastor Transit Center
10 W. Broadway Road No barriers exist
- Pecos Road/ 40th Street
17010 S. 40th Street No barriers exist
- 79th Avenue/ I-10
7805 W. McDowell Road No barriers exist

Public Transit Offices

- Compass Bank Building
302 N. 1st Avenue No barriers exist

Bus Operating Facilities

- North Operating Facility
2010 W. Desert Cove No barriers exist
- South Operating Facility
2322 Lower Buckeye Road No barriers exist

Passenger Facilities

- Central Station
302 North Central Avenue No barriers exist

-
- Paradise Valley Mall Transit Center No barriers exist
4623 E. Paradise Village Parkway North

 - Sunnyslope Transit Center No barriers exist
8927 N. 3rd Street

 - Metro Center Transit Center No barriers exist
9451 N. Metro Parkway West

 - Desert Sky Transit Center No barriers exist
7611 W. Thomas Road

The review performed by staff shows no existing barriers to ADA accessibility. However, non-compliant items will be addressed in facility upgrades programmed in future years as part of the Facilities Division Capital Improvement Plan.

Summary of Findings Report

The Public Transit Department formed an ADA Compliance Report Review Team that has had four formal meetings to review facilities and programs, services and activities to ensure accessibility and ADA compliance. These meetings were held on March 30, April 22, May 20, June 6, and October 24, 2005. A team meeting was also held February 10, 2006. Additionally, John Cleveland and Becky Johnson met with department staff on numerous occasions to review all of the programs, policies, services, and material provided to the public, and communication systems and alternate format capabilities that educate the public on transit services.

The Department's ADA Compliance Report is organized by the transit services that are provided to the public including passengers with disabilities. The report addresses seven major programs, services and activities to include fixed route transit service, paratransit services, taxi subsidy programs, travel training programs, regular fare programs, reduced fare programs, and the department staffing of the Citizens Transit Commission.

After a complete review of all programs, all areas were found to be in ADA compliance with the exception of four brochures requiring inclusion of the TTY number and a statement regarding the availability of alternate format materials. These four brochures are the Automatic Mail Plan brochure advertising the monthly pass by mail program (will be corrected in next printing of June 2006), and the Easter Seals Taxi Subsidy Program, Transportation Project, and Travel Training brochures, all of which have now been reprinted with the correct TTY and alternate format information.

Other than these brochures, no other non-compliance conditions were found that could represent an accessibility barrier for people with disabilities.

Facilities Compliance Status

The Public Transit Department is housed at 302 N. 1st Ave. on the 9th floor. The accessibility compliance status of this location comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of 302 N. 1st Ave. revealed no barriers on the 9th floor that would prevent people with disabilities from physically accessing and participating in Public Transit Department programs and services.

Technical staff from the Facilities Division at the City of Phoenix Public Transit Department has completed their review of the following seven (7) passenger facilities either recently constructed or upgraded as part of the city's transit system:

- Shea Boulevard/ SR51 Park-and-Ride
- Bell Road/ SR51 Park-and-Ride
- Bell Road/ I-17 Park-and-Ride
- Metro Center Transit Center
- Pecos Road/ 40th Street Park-and-Ride
- Ed Pastor Transit Center at South Mountain Village
- 79th Avenue/ I-10 Park-and-Ride

The review performed by staff shows one (1) barrier to ADA accessibility that will be addressed in facility upgrades programmed in future years as part of the Facilities Division Capital Improvement Plan. No undue burdens exist in providing these upgrades at the Shea Boulevard/ SR51 Park-and-Ride listed in the enclosed documentation. This facility was originally constructed in 1997 and has undergone the first phase of improvements in 2003 to correspond with the opening of RAPID service.

Regional Valley Metro ADA Complaint Process

All ADA complaints including those from ADA paratransit passengers are processed through the RPTA Customer Service Section. Complaints are received, processed, proofed for accuracy and sent to the transit service providers. The provider investigates the complaint according to federal standards found in 28CFR, Part 35, responds to the customer, and takes appropriate action to ensure the resolution of the problem, to include counseling the operator, providing additional training, etc.

Valley Metro ADA policies require that any operator that is the subject of a validated ADA complaint receive refresher training tailored to the specific nature of the complaint.

Each documented ADA investigative report must address each of the seven federal investigative steps found in 28CFR, Part 35. These seven steps are as follows:

- Summary of complaint

-
- Statement of issues
 - Respondent's reply to each issue
 - Findings of fact
 - Citations of pertinent regulations and rules
 - Conclusions of law
 - Description of remedy for each violation

Any complaint that involves a person with a disability is monitored by the ADA Quality Assurance Specialist (who reports to the Public Transit Department Civil Rights Manager) to ensure that the complaint has been appropriately resolved. The ADA Quality Assurance Specialist codes every ADA complaint according to the category of the complaint and enters the complaint into an ADA complaint log. This complaint log is maintained for five years in accordance with 49CFR, Part 27. Proper investigation and processing of ADA complaints has been added to the Performance Indicators for the Veolia Phoenix fixed route contract.

Public Works Department

Barrister Building
101 S. Central Avenue

The Public Works Department has approximately 1,000 employees in seven major divisions. The department provides both internal support to other city departments and external service delivery to Phoenix residents. Department staffing levels as of December 15, 2006 are as follows; the internal support functions include fleet and facilities management operations for a majority of city departments performed by 428 employees; the department's external service delivery is solid waste service including contained and uncontained collections, landfill operation, and recycling provided by 511 employees, and; the remaining 42 employees perform management and administrative duties.

Programs/Services

Administrative Services

- Procurement for Professional Services

Director's Office

- Personnel, Training and Safety
- Public Works Directives
- Special Projects
- Public Information (all communication)

Downtown Facilities

- Event Services
- Parking Services

Metro Facilities and Energy Mgmt.

- Glenrosa Service Center - Parks Bldg.

Solid Waste Contracts and Education

- School Recycling Presentation/ Show
- Recycling Education Outreach Events
- Recycling Facility Tours

Solid Waste Disposal Management

- 27th Ave. Transfer Station/MRF Tours
- North Gateway Transfer Station
- Payments by Accounts Receivables
- Public Hearings and Open Houses

Solid Waste Field Services

- Educational and Informational Literature
- Chapter 27 Education and Enforcement
- BOPA Program

Identified Programmatic Barriers

Review of the data provided indicated no barriers that would prevent people with disabilities from participating in Public Works programs and services.

Facility Compliance Status

The Public Works Department is housed in the Barrister building located at 101 S. Central Avenue, Phoenix. The accessibility compliance status of the Barrister building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the Barrister building revealed no barriers that would prevent people with disabilities from physically accessing and participating in Public Works Department programs and services.

Other facilities under the control of the Public Works Department located throughout the City of Phoenix include the following:

| Location | Survey Date |
|--|--------------------|
| • Valdemar A. Cordova Building 300 W. Washington | 01/27-29/05 |
| • Phoenix City Hall 200 W. Washington | 01/31-02/02/05 |
| • 305 Building including Garage 305 W. Washington | 02/02/05 |
| • Calvin C. Goode Building 251 W. Washington | 02/10/05 |
| • Historic City Hall Building 17 S. 2 nd Ave. | 02/22/05 |
| • City Council Chambers 200 W. Washington | 02/22/05 |
| • Barrister Place 101 S. Central | 03/01/05 |

-
- **Personnel Building** 03/01/05
135 N. 2nd Ave.
 - **Adams Street Facilities including Garage** 03/08/05
Copper Sun Child Development Center:
150 N. 4th Avenue
Phoenix Channel 11: 140 N. 3rd Avenue
 - **438 Building** 03/08/05
438 W. Adams
 - **Glenrosa Service Center** 03/15/05
4020 W. Glenrosa Ave.
 - **North Transfer Station/Materials
Recovery Facility** 03/11/05
30205 N. Black Canyon Highway
 - **Skunk Creek Landfill** 03/11/05
3165 West Happy Valley Road
 - **Solid Waste Transfer Station, Self Haul** 03/15/05
3060 South 27th Avenue
 - **Stores Auction Yard** 03/17/05
2640 South 22nd Avenue
 - **Police & Public Safety Building** 03/22/05
620 W. Washington

The Public Works Department utilized Abilities UNlimited, Inc. to conduct ADA assessments on its facilities that are accessed and utilized by the public. The firm's assessment team included a person with a disability.

Retirement Services Department

Barrister Building

101 S. Central

6th Floor

Program / Service

- Retirement Program Benefits
- COPERS' Retirement Board
- COPERS' Investment Committee
- Disability Assessment Committee
- Legal Review Committee
- Charter Amendments/Policies and Procedures
- Public Safety Retirement Board

Identified Programmatic Barriers

Review of the data provided indicated no programmatic barriers that would prevent people with disabilities from participating in Retirement Services Department programs and services.

Facility Compliance Status

The Retirement Services Department is housed in the Barrister building on the 6th floor. The accessibility compliance status of the Barrister building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the Barrister building revealed no barriers on the 6th floor that would prevent people with disabilities from physically accessing and participating in Retirement Services programs and services.

Street Transportation Department

City Hall
200 W. Washington Street
5th and 6th Floors

The Street Transportation Department plans and provides for the safe, efficient and convenient movement of people and goods on city streets. This is accomplished by responding to transportation needs in relation to street capital improvement planning, street maintenance and pavement management, traffic engineering, traffic signal construction and maintenance, and traffic safety coordination.

Programs/Services

- Light Rail and Your Neighborhood
- Streets & Streetscapes 2006 Bond Program
- East Sonoran Parkway Alignment Study
- Right-of-Way Management Program (RMP)
- Design and Construction of:
 - Major Streets
 - Storm Drains
 - Water Lines
 - Bridges
 - Bike Paths
- Development of Traffic Systems
- Construction, Maintenance and Operation of:
 - Traffic Control Devices
 - Street Lighting Systems
 - Maintenance of the Public Right-of-Way
- Major Street Construction Projects
- Signal Construction Projects
- Traffic Counts
- Street Cleaning
- Street Marking
- Sign Fabrication & Installation
- Street Resurfacing
- Preventative Maintenance
- Parking Meters
- IT Support
- Neighborhood Traffic Management Team
- Investigative Services

Identified Programmatic Barriers

Review of the data provided indicated no significant programmatic barriers that would prevent people with disabilities from participating in Street Transportation Department programs and Services.

Recommendations

- Develop emergency evacuation plans for locations that do not currently have one. Plans should include input from employees and/or others with disabilities.
- Update vendor contracts template to include an ADA compliance statement.

Facilities Compliance Status

The Street Transportation Department is housed in the City Hall building on the 5th and 6th floors. The accessibility compliance status of the City Hall building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the City Hall building revealed no barriers on the 5th or 6th floor that would prevent people with disabilities from physically accessing and participating in Street Transportation Department programs and services.

The Street Transportation Department has retained a consultant to assist with the interpretation of regulations, assessment of current facilities, and establishment of an assessment and compliance plan of ADA Title II as it applies to the Department's facilities and functions. The services to be provided by the consultant include, but are not limited to the following:

- Provide Department staff with interpretation of ADA requirements.
- Work with Department staff, attend meetings, and make presentations.
- Conduct field inspections and evaluations of existing facilities where public access is required as identified in ADA Title II.
- Identify locations and numbers of facilities where public access is required.
- Identify physical obstacles that impede accessibility to individuals with disabilities as specified in ADA Title II and any other applicable guidelines.
- Summarize and compile assessment findings in a database.
- Recommend method to be utilized to remove obstacles and provide accessible facilities.
- Assist in estimation of projected costs for ADA modifications and revisions.
- Recommend system for prioritization of efforts to eliminate any identified barriers.
- Assist in the development of a schedule for implementing recommendations, if any, consistent with ADA Title II.

At the time of the development of this Transition Plan the Street Transportation Department was in the second year of a possible five year program to access ADA compliance in the public right-of-way which includes the review of traffic control devices, crosswalks, and nearly 2,000,000 curb ramps citywide. This data is collected and stored electronically in a database in the Department and can be reviewed in the Street Transportation Department which is located on the 5th floor of the City Hall building.

Water Services Department

City Hall
200 W. Washington Street
8th & 9th Floor

The City of Phoenix Water Services Department consistently provides a reliable supply of drinking water that meets or surpasses all standards for health and safety. More than 90 percent of the water delivered to customers comes from surface water sources. The remaining amount of water comes from groundwater (wells). The surface water is treated at one of five water treatment plants, with a sixth plant coming online in early 2007.

After customers use the water, it is collected and treated at one of the three wastewater treatment plants. Most of the water is recycled - or reclaimed - and is used for agricultural irrigation, industry, or to water large turf areas such as golf courses.

The City of Phoenix Water Services Department, as a government agency, is fee driven and thereby self-supporting and does not rely upon taxes for its operation.

Programs/Services

- Public Information Office
- Pollution Control
- Security Unit
- Consumer Advocate Office
- Billing
- Call Center
- Pay Stations
- Human Resources
- Information Systems
- Purchasing (Finance)
- Records & Property Management
- Support Services
- Water Production
- Wastewater Treatment
- Water Distribution
- Wastewater Collection
- Specialized Services
- Water Conservation Office
- Water Resources Activities
- Development Planning Activities

Identified Programmatic Barriers

Review of the data provided indicated no programmatic barriers that would prevent people with disabilities from participating in Water Services Department programs and services.

Recommendations

Review print hand-outs and brochures and add TTY numbers and Alternate Format statement where needed.

Facility Compliance Status

The Water Services Department is housed in the City Hall building on the 8th & 9th floors. The accessibility compliance status of the City Hall building comes under the jurisdiction of the Public Works Department. A floor-by-floor accessibility assessment of the City Hall building revealed no barriers on the 8th & 9th floors that would prevent people with disabilities from physically accessing and participating in Water Department programs and services.

Other facilities under the control of the Water Services Department located throughout the City of Phoenix include the following:

| Site & Location | Survey Dates |
|--|---------------------|
| • Tres Rios (91st Avenue) 5615 South 91st Avenue | 03/25/05 & 01/18/06 |
| • 91st Avenue WWTP 5615 South 91st Avenue | 03/25/05 |
| • Field Area 3, Northwest Paystation 10255 North 23rd Avenue | 04/05/05 |
| • Deer Valley WTP Admin. Building 3030 West Dunlap | 04/05/05 |
| • Union Hills WTP Admin. Building 2001 East Deer Valley Road | 04/15/05 |
| • South Central Paystation 26 East Baseline Road | 04/19/05 |

-
- **West Paystation** 04/19/05
5036 West Indian School Road
 - **Val Vista WTP Admin. Building** 04/20/05
3200 East McDowell (Mesa)
 - **Verde WTP Admin. Building** 04/20/05
7696 North Red Mountain Road
 - **23rd Ave WWTP and Visitor's Center** 04/26/05
2470 South 22nd Avenue
 - **24th Street WTP Admin. Building** 04/26/05
6202 North 24th Street
 - **Cave Creek Water Reclamation Plant Administration Building** 04/28/05
22841 North Cave Creek Road

11.0 Barrier Removal Prioritization and Scheduling

In creating priorities, it is the City's intent to evaluate all areas of potential deficiency, and to make structural changes where necessary. The assignment of priorities is intended to facilitate public review and to address specific concerns of the local disabled community. It must be emphasized that it is the intent for all individuals with disabilities to be reasonably accommodated by the City.

Recommendations for prioritizing removal of identified barriers are based on two standards. One is the recognized standard established by the U.S. Access Board and is referenced in the ADA. This standard is as follows:

| U.S. Access Board Priorities | | |
|---|-------------------------------------|--|
| <p>The U.S. Department of Justice's regulation recommends priorities for removing barriers in existing facilities. Because the resources available for barrier removal may not be adequate to remove all existing barriers at any given time, the regulation suggests a way to determine which barriers should be mitigated or eliminated first. These priorities are not mandatory. Public accommodations are free to exercise discretion in determining the most effective "mix" of barrier removal measures to undertake in their facilities.</p> <p><i>Taken from The ADA Title III Technical Assistance Manual</i></p> | | |
| Priority 1) | Accessible Approach/Entrance | The first priority should be to enable individuals with disabilities to physically enter its facility. This priority on "getting through the door" recognizes that providing physical access to a facility from public sidewalks, public transportation, or parking is generally preferable to any alternative arrangements in terms of both business efficiency and the dignity of individuals with disabilities. |
| Priority 2) | Access to Goods and Services | The next priority is for measures that provide access to those areas of a place of public accommodation where goods and services are made available to the public. For example, in a hardware store, to the extent that it is readily achievable to do so, individuals with disabilities should be given access not only to assistance at the front desk, but also access, like that available to other customers, to the retail display areas of the store. |
| Priority 3) | Usability of Rest Rooms: | The third priority should be providing access to restrooms, if restrooms are provided for use by customers or clients. |
| Priority 4) | Additional Access: | The fourth priority is to remove any remaining barriers to using the public accommodation's facility by, for example, lowering telephones. |

The consultant has recommended additional priorities that are referred to as Scheduling Priorities. The purpose for these priorities is to assist the departments with making objective determinations as to which barriers should be removed first and which can be removed at a later date. These Scheduling Priorities are recommendations, and should not be interpreted as having any legal or regulatory authority. These recommendations may be amended by department personnel, and may be subject to approval by the City of Phoenix. The recommendations for Scheduling Priorities are as follows:

| Scheduling Priorities | | | |
|--|---|--|--|
| <p>These priorities are not mandatory, but are recommendations developed by Abilities UNlimited, Inc. (AUI) and are intended to provide guidance, in conjunction with the four priorities recommended by the Department of Justice, in scheduling the removal of identified barriers. These recommendations may be used in concert with the Department’s recommended priorities regardless of where they fit in Priority #1 through #4 e.g., Priority A, Life Safety, may apply to the Department’s Priority 1, 2, 3, or 4, etc.</p> | | | |
| Priority | Covers | Example | Definition |
| A | Life Safety & Avoidance/Elimination of Hazardous Conditions | An exceedingly steep curb ramp. | This is the highest priority and requires immediate attention to mitigate or eliminate potentially hazardous conditions. |
| B | Readily Achievable Barrier Removal | Re-stripping accessible parking spaces & access aisle(s) | These are the identified barriers that can be removed quickly and easily with the least amount of difficulty and expense. |
| C | Schedule barrier removal within a “reasonable” amount of time | Replace door knobs with lever hardware. | These are the identified barriers that should be scheduled for corrective action within 12 – 24 months (or less). |
| D | Normal maintenance procedures & equipment replacement cycle | Replace drinking fountains with paper cup dispensers with accessible drinking fountains. | Items that are not strictly compliant with ADAAG, yet are safely usable and without difficulty should be replaced with fully compliant accessible items during the normal equipment replacement cycle or regularly scheduled maintenance procedures. |
| E | Costly more complex barrier removal | Relocation of obstructions such as utility poles that prevent curb ramp access. | These identified barriers that can be very costly and/or difficult to modify or replace, and should be addressed in a future budget cycle. This does not apply to those items identified under Priority A. |

12.0 Continued Compliance Measures

12.1 Database explanation

To meet the specific requirements of the ADA, the City of Phoenix has retained the services of the consulting firm, Abilities UNlimited, Inc. to develop the Transition Plan database. The database has been developed using Microsoft's Access as the platform on which this database was built. Feeding this application is more than 200 Microsoft Excel workbooks, with more than 10 worksheets a piece; containing departmental ADA self assessment documents provided to the Equal Opportunity Department by each of the 34 departments and functions. The Access database will consist of 'department', 'location', 'barrier', 'barrier remedy', 'responsible party' and other tables with approximately 1000 records between all departments. The ADA Transition Plan is intended to outline the methods by which physical or structural changes will be made to affect the non-discrimination policies described in Title II.

12.2 Database Project Objectives:

- Move all received MS Excel spreadsheets to a centralized location
- Organize and consolidate files into a single MS Excel source file
- Develop a process to upload source file into an MS Access data structure
- Develop a process to update data tables
- Acquire data reporting requirements
- Redevelop existing reports where possible based on data constraints
- Conduct training on how to access and update data tables

The ADA Transition Plan is required by the U.S. Department of Justice rules to contain at a minimum the following:

- A list of the physical barriers in a public entity'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. 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; and,
- The name of the official responsible for the plan's implementation.

12.3 Approach:

- Each of the 34 departments and functions within the City of Phoenix were charged with the responsibility of conducting a detailed ADA self evaluation of their programs, services, and facilities and to identify those areas where persons with disabilities are excluded from participation or denied benefits of programs, services or activities. It is based on these findings that this ADA Transition Plan has been prepared.
- The self evaluation reports were submitted in Excel spreadsheets to the City of Phoenix Equal Opportunity Department (EOD) and forwarded to the consultant, Abilities UNlimited, Inc. (AUI).
- AUI then reviewed each of the self evaluation reports for the purpose of performing data analysis and validation of the appropriateness, thoroughness, and to the extent possible, the accuracy of the data submitted. This proved to be a daunting task as the self evaluation instrument used by the departments included all aspects of ADA Title II program compliance assessments and went well beyond the facilities compliance data that is required for the ADA Transition Plan. Furthermore, there were little, if any direct linkages established between the programs and services, the locations where they were provided, and the accessibility compliance status of each of the facilities.
- In an effort to establish linkages between the programs and facilities, AUI developed a template in Excel that was distributed to each of the departments. This template specifically requested information regarding each department's programs and services, and the identified barriers found in the facilities where they are provided. Many of the department's responses to the requested data were incomplete and could not be verified for thoroughness and accuracy without conducting "spot checks", at the very least. Since this was not feasible, and with time running out on the allotted time for development of the Transition Plan, there was little alternative but to enter the partial data collected into the Access database with the expectation that this might provide the basis for on-going facilities review updating and reporting in the future.
- All of the accessibility compliance data submitted by the departments that were applicable to facilities housing programs and services that are available to the public was entered into the Access database. The format of the database allows for on-going updating as additional accessibility data is collected and/or structural modifications are made to existing buildings and facilities to achieve compliance with the ADA Accessibility Guidelines. This will also allow data to be entered when the ADAAG is amended, which is expected to occur in the near future.

12.4 Database Functionality

Specific reporting requirements for the Access database have not yet been identified or defined. Identification of the most effective utilization of the Access database might be arrived at in concert with input from the EOD and the yet to be named ADA Coordinator, who will play a critical role in its application on behalf of the City of Phoenix. Also yet to be determined is the specific timetable for database training for EOD personnel which will, at a minimum, allow in the interim for the on-going entry of facilities compliance data as more data is obtained from the departments.

13.0 Grievance Procedures and Instructions

Title II of the Americans with Disabilities Act, (ADA) requires state and local government entities to develop a Grievance procedure for use by “qualified” individuals with disabilities when they feel they have not received equal access to programs, services and activities (including employment) offered to the public by that entity. The Grievance procedure can either be one developed specifically for use by people with disabilities or be one that works for all protected classes so long as people with disabilities are included.

The City of Phoenix refers to Administrative Regulation, AR 2.35 revised, March 22, 2005 for its Grievance procedure. It includes the following areas:

Equal Employment Opportunity Statement of Commitment

- Purpose
- Definitions
- Policy
- Reporting discrimination
- Resolution of complaints
- Nondiscrimination incidents
- Retaliation

In addition, the City of Phoenix has produced a brochure entitled, YOU HAVE A RIGHT TO ACCESSIBLE PROGRAMS, SERVICES AND ACTIVITIES, available in both English and Spanish. In it, the City states, “As a public entity, the city will reasonably modify its policies, practices and procedures to ensure the full participation of everyone.” An informal process is outlined as follows:

- Make your request known as soon as possible. Notify city staff of the desired accommodation.
- Actively engage in discussion on what solution will allow you to participate in the program, service or activity.

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- Work with city staff to identify the accommodation(s) that best fit your needs and which logistically the city is able to reasonably provide.
 - Coordinate with staff to ensure that the accommodation arrangements are possible and can be met in a timely fashion.

In cases where people with disabilities feel the issue was not adequately addressed, they are instructed to contact the Equal Opportunity Department for further assistance.

Title II also requires that the City post "Notice." This means that wherever the public is likely to access programs, activities and services, there should be posted an "ADA Notification" which notes who should be contacted within the City regarding the ADA and access issues that arise. In most cases, the Notice will contain the name of the city's ADA Coordinator.

Recommendations

- Make sure the brochure named above is widely distributed and available at all public access points, i.e., information counters, lobby kiosks, etc.
- Make sure that a Notice announcing the City's commitment to providing equal access to its programs, activities and services with who to contact is posted in all public access points including employee lounges.

14.0 Communications Policy

Under Title II of the Americans with Disabilities Act, the City must ensure that its communications with people with disabilities are as effective as its communications with others. The City is required to provide appropriate auxiliary aids and services where necessary to ensure effective communication. Primary consideration must be given to the choice of auxiliary aid requested by the person with a disability. Whatever auxiliary aid is requested, the City must seek to provide it unless it is determined to be an undue administrative or financial burden.

Examples of auxiliary aids and services that may be provided by the City of Phoenix include:

- Documents in alternate formats such as Braille, large print, computer diskette and audio tape
- Qualified sign language and oral interpreters at city meetings/functions, public events, interviews, etc.
- Captioning services of city-produced television programs and training videotapes
- Accessible meeting facilities
- Availability of city text telephones (TTY's) or relay services that allow direct contact with staff on requests/questions

The City of Phoenix makes use of all of the above options through internal means such as its centralized computerized Braille transcriber and external means such as contracts with Sign Language Interpreter services. In addition, The Burton Barr Library- Special Needs Center makes its services available to Phoenix citizens who need print materials transcribed into Braille and computers equipped with assistive technology are also made available to patrons.

Recommendations

- Develop a written policy describing the process for requesting reasonable modifications and/or auxiliary aids and services. Include steps to be taken if the City determines that an alternate aid will be provided other than the one requested.
- It appears that the area of greatest need is customer service disability awareness training, TTY and Relay service training, emergency preparedness training and adding TTY numbers and alternative format statements to print materials, letterhead and business cards.
- Though department program assessments indicate compliance, some areas of the assessment forms had been pre-filled out with City resource information, i.e., the computerized braille, sign language interpreter organizations on contract, etc. It is important to make sure that front line staff actually knows the location of these resources and how to access them.
- Also, many departments utilize the City Relay service and indicated that staff had not been trained. Even though the department doesn't have its own TTY, it is important that staff know how to place and receive relay calls from the City service.
- In addition, many departments have intentions of adding TTY numbers and alternative format statements on print materials as the publications become ready for reprinting. It will be important for the department ADA coordinator or a designated staff person to make sure this happens.

15.0 Emergency Management Manual Special Needs Population

The current City of Phoenix Emergency Management and Special Needs Population Manuals' reference to the Special Needs population, authored in 2001 is very general in nature. The intent of the manual was to offer general guidelines for Emergency Operations Center staff to follow. The actual service delivery departments such as Police and Fire would have more specific information to guide and support their respective portion of an emergency response.

The current manuals are undergoing a major revision in order to satisfy National Incident Management System requirements. The enhancements include more specific reference to the Special Needs population. The City of Phoenix is also adding a new section regarding Evacuation, influx and outbound, of the Phoenix and Metropolitan area, which also includes specific reference to special needs issues. The manual presents guidelines for management purposes, not in-depth procedures regarding action by the respective emergency response departments. More appropriate detail is anticipated as the process moves forward.

Included in the revision will also be new material addressing long term support services that could be provided by Human Services, Neighborhood Services, Parks and Recreation, Housing, Information Technology, Streets, Aviation and Water, to name some of the project partners. Emergency conditions funding for the general population, in addition to special needs support, is significant and will require resolution and additional funding sources (typically 2-3 able bodied persons and specialized equipment may be required to perform the special needs assist). Adequate and sustained support staff availability during emergency conditions is also a significant issue that will be more difficult to resolve.

While the manuals are being revised, the city is also working though these and other significant issues in order to reasonably support the entire community in times of great need.

16.0 ADA Transition Plan Future Recommendations

In addition to the specific recommendations that are incorporated into the department by department Assessment Process Results (see Section X), the following overarching recommendations are provided. These recommendations are intended for application on a citywide basis with the intention of heightening awareness and positively affecting accessibility to buildings and facilities and the provision of services to people with disabilities for future generations.

- **Appoint an ADA Coordinator for the City of Phoenix:** Public entities with 50 or more employees, such as the City of Phoenix, are required by the U.S. Department of Justice to designate at least one responsible employee to coordinate ADA compliance. Although the law does not refer to this person as an “ADA Coordinator,” this term is commonly used in state and local governments across the country. This should be a full time exempt, non-classified position at the Special Assistant to the City Manager grade level. It should be located in the City Manager’s office in order to have the necessary administrative authority to implement the mandatory requirements of the ADA citywide. The ideal ADA Coordinator candidate will have a thorough knowledge of all aspects of the ADA, Fair Housing, Section 504 of the Rehabilitation Act, and other federal, state, county and municipal laws and ordinances addressing disability issues. This individual will have experience with people with a broad range of disabilities and knowledge of various alternative formats and alternative technologies that enable people with disabilities to communicate, participate, and perform tasks. The ADA Coordinator will be able to effectively advise all City departments regarding their specific requirements for program access, facility access, transportation, communication and administration. Minimum requirements include a Bachelors degree or a minimum of seven years of professional experience in Americans with Disabilities Act (ADA) administration and compliance.

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- **On-going buildings and facilities reviews:** Every department should continue to conduct on-going accessibility assessments of the buildings and facilities where their programs and services are provided and where members of the public are allowed access. The results of these assessments should be coordinated by the ADA Coordinator and entered into the City's ADA compliance database to provide the basis for annual updating until 100% compliance is achieved.
 - **Seek assistance from a cost estimator:** Subsequent to the development of this Transition Plan, a good deal remains to be done in the areas of structural barrier identification and related cost estimating as the City attempts to achieve compliance with the mandates of the ADA. As the costs of construction materials continue to escalate in the coming years, the prioritization of barrier removal will become all the more critical. Due to this continuing rise in the costs of labor and construction materials, the City of Phoenix will need cost projections related to the removal of identified structural barriers that extend through the five year time frame specified in the Access database. Long range fiscal planning provided by the Budget and Research Department, as well as the Architectural and Engineering Department, and possibly an outside source should provide the necessary guidance to address these matters that are crucial to the City's stated goal of maximizing the integration of people with disabilities into the mainstream of community life citywide.
 - **Implementation of a fiscal impact study:** A fiscal impact study should be implemented to validate the accuracy of the sum total of the costs estimated for barrier removal required to achieve compliance with the requirements of the ADA and its impact on the City of Phoenix budget over a three to five year period. This should also be an opportunity to identify potential funding sources that might lessen the fiscal burden on the City of Phoenix.
 - **Allocate appropriate funding to address structural modifications:** With the assistance of a qualified cost estimator and input from the ADA Coordinator and department personnel, funds necessary to eliminate identified structural barriers to City owned and operated buildings and facilities should be allocated on an annual basis over a three to five year period to achieve compliance with the regulatory requirements of the ADA.
 - **Develop a list of Proposed Preferred Objectives:** A professional ADA consultant should be retained to work with the ADA Coordinator and the various departments to develop a list of Proposed Preferred Objectives (PPOs) which will address ambiguities in ADAAG and/or recommendations that meet or exceed the minimum requirements of the ADA Accessibility Guidelines. Additionally, the City should adopt a citywide standard for prioritization of barrier removal that is mandatory and, at a minimum, consistent with the priorities established by the U.S. Access Board. These priorities should also be consistent with the aforementioned Proposed Preferred Objectives (PPOs) to identify scheduling priorities to determine the order in which barrier removal should be carried out.

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- **Require contractors to comply with all current applicable accessibility standards, codes, and guidelines:** The Law Department should review the language that is currently incorporated into construction and non-construction contracts with the city to ascertain if it does, in fact, stipulate a legal requirement for contractors to comply with all current applicable accessibility standards, codes, and guidelines. The legal entity having jurisdiction over contractual compliance with the stated requirements and the penalties for non-compliance by the contractor should be clearly identified.
 - **Provide ADA, Disability Sensitivity and Emergency Preparedness Training:** These training opportunities should be made available to all city employees and should be mandatory for managers and supervisors. Training should also be provided to city employees on the appropriate and effective use of TTYs and the Arizona Relay Service for telephone communications with people who are deaf, hard of hearing, or speech impaired.
 - **Continue development of written disability focused policies and procedures:** These written policies and procedures should include procedures that specifically address disability issues that affect private citizens with disabilities seeking access to programs and services offered by the City of Phoenix who feel they have been the subject of discrimination on the basis of having a disability.
 - **Collaborate with the county and the State of Arizona in developing and maintaining the Emergency Management Manual for Special Needs Populations:** In light of the World Trade Center terrorists attack and natural disasters in New Orleans, Houston, and elsewhere, the need for disaster and emergency preparedness planning is readily apparent. This effort should be on-going and conducted in coordination with the Emergency Operations Center staff, the Arizona Office for Americans with Disabilities and members of the community at-large, including people with disabilities.

Appendices

Appendix A

Common Questions About Title II of The Americans with Disabilities Act (ADA)

The commonly asked questions and answers below are based on “areas that need careful examination” as identified in the Title II ADA Technical Assistance Manual. These questions, as they relate to the City of Phoenix, are intended to provide clarification about how the City is impacted by, and seeks to achieve regulatory compliance with Title II of the Americans with Disabilities Act. The questions are general in nature, and are equally applicable to all state and local governments nationwide.

1. Q: Does the ADA apply to State and local governments?

- A. Title II of the ADA prohibits discrimination against qualified individuals with disabilities in all programs, activities, and services of public entities. It applies to all State and local governments, their departments and agencies, and any other instrumentalities or special purpose districts of State or local governments. It clarifies the requirements of section 504 of the Rehabilitation Act of 1973 for public transportation systems that receive Federal financial assistance, and extends coverage to all public entities that provide public transportation, whether or not they receive Federal financial assistance. It establishes detailed standards for the operation of public transit systems, including commuter and intercity rail (AMTRAK).

2. Q: Does the City of Phoenix have to retrofit every existing municipal building in order to meet the accessibility requirements of the ADA?

- A. No. Title II of the ADA requires that the City of Phoenix make its programs accessible to people with disabilities, not necessarily each facility or part of a facility. Program accessibility may be achieved by a number of methods. While in many situations providing access to facilities through structural methods, such as alteration of existing facilities and acquisition or construction of additional facilities, may be the most efficient method of providing program accessibility, the public entity may pursue alternatives to structural changes in order to achieve program accessibility. For example, where the second-floor office of a public welfare agency may be entered only by climbing a flight of stairs, an individual with a mobility impairment seeking information about welfare benefits can be served in an accessible ground floor location or in another accessible building. Similarly, the city may move a public hearing from an inaccessible building to a building that is readily accessible. When choosing among available methods of providing program accessibility, the City must give priority to those methods that offer services, programs, and activities in the most integrated setting appropriate.

3. Q: If the City of Phoenix opts to make structural changes in providing program accessibility, is there a requirement to follow a particular design standard in making those changes?

- A. Yes. When making structural changes to achieve program accessibility, the City of Phoenix must make those changes in accordance with the standards for new construction and alterations.

4. Q: Are there any limitations on the program accessibility requirement?

- A. Yes. The City of Phoenix does not have to take any action that it can demonstrate would result in a fundamental alteration in the nature of its program or activity or in undue financial and administrative burdens. This determination can only be made by the Office of the Mayor or his or her designee and must be accompanied by a written statement of the reasons for reaching that conclusion. The determination that undue burdens would result must be based on all resources available for use in the program. If an action would result in such an alteration or such burdens, the City must take any other action that would not result in such an alteration or such burdens but would nevertheless ensure that individuals with disabilities receive the benefits and services of the program or activity.

5. Q. What architectural design standard must the City of Phoenix follow for new construction and alterations?

- A. The City of Phoenix may choose from two design standards for new construction and alterations. They can choose either the Uniform Federal Accessibility Standards (UFAS) or the Americans with Disabilities Act Accessibility Guidelines for Buildings and Facilities (ADAAG). ADAAG is the standard that must be used for privately-owned public accommodations and commercial facilities under title III of the ADA. If ADAAG is chosen, however, the city is not entitled to the elevator exemption (which permits certain privately-owned buildings under three stories or under 3,000 square feet per floor to be constructed without an elevator).

6. Q. Is the Federal Government planning to eliminate this choice and establish one design standard for new construction and alterations?

- A. Yes. The Department of Justice is proposing to amend its current ADA Standards for Accessible Design (which incorporate ADAAG) to add sections dealing with judicial, legislative, and regulatory facilities, detention and correctional facilities, residential housing, and public rights-of-way. The

proposed amendment would apply these Standards to new construction and alterations under title II. Under the proposed rule, the choice between ADAAG and UFAS would be eliminated.

7. Q: The City of Phoenix wants to make accessibility alterations to city offices which are located in an historic building listed in the National Register of Historic Places. Is the city prohibited from making changes? Which rules apply and what if these alterations would destroy the historic nature of the building?

A. Alterations to historic properties must comply with the specific provisions governing historic properties in ADAAG or UFAS, to the maximum extent feasible. Under those provisions, alterations should be done in full compliance with the alterations standards for other types of buildings. However, if following the usual standards would threaten or destroy the historic significance of a feature of the building, alternative standards may be used. The decision to use alternative standards for that feature must be made in consultation with the appropriate historic advisory board designated in ADAAG or UFAS, and interested persons should be invited to participate in the decision making process.

The alternative requirements for historic buildings or facilities provide a minimal level of access. For example --

- An accessible route is only required from one site access point (such as the parking lot).
- A ramp may be steeper than is ordinarily permitted.
- The accessible entrance does not need to be the one used by the general public.
- Only one accessible toilet is required and it may be unisex.
- Accessible routes are only required on the level of the accessible entrance.

8. Q: But what if complying with even these minimal alternative requirements will threaten or destroy the historic significance?

A. In such a case, which is rare, the city need not make the structural changes required by UFAS or ADAAG. If structural modifications that comply with UFAS or ADAAG cannot be undertaken, the Department's regulation requires that "program accessibility" be provided.

9. Q: Does the City of Phoenix have to provide curb ramps at every intersection on existing streets?

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- A. No. To promote both efficiency and accessibility, the city may choose to construct curb ramps at every point where a pedestrian walkway intersects a curb, but they are not necessarily required to do so. Alternative routes to buildings that make use of existing curb cuts may be acceptable under the concept of program accessibility in the limited circumstances where individuals with disabilities need only travel a marginally longer route. In addition, the fundamental alteration and undue burden limitations may limit the number of curb ramps required.

To achieve or maintain program accessibility, it may be appropriate to establish an ongoing procedure for installing curb ramps upon request in areas frequented by individuals with disabilities as residents, employees, or visitors, which the City of Phoenix has done.

However, when streets, roads, or highways are newly built or altered, they must have ramps or sloped areas wherever there are curbs or other barriers to entry from a sidewalk or path. Likewise, when new sidewalks or paths are built or are altered, they must contain curb ramps or sloped areas wherever they intersect with streets, roads, or highways. Resurfacing beyond normal maintenance is an alteration. Merely filling potholes is considered to be normal maintenance.

10.Q: Where a public library's open stacks are located on upper floors with no elevator access, does the library have to install a lift or an elevator?

- A. No. As an alternative to installing a lift or elevator, library staff may retrieve books for patrons who use wheelchairs. Staff must be available to provide assistance during the operating hours of the library.

11.Q: Does the city's performing arts center that provides inexpensive balcony seats and more expensive orchestra seats have to provide access to the balcony seats?

- A. No. In lieu of providing accessible seating on the balcony level, the city can make a reasonable number of accessible orchestra-level seats available at the lower price of balcony seats.

12.Q: Is the City of Phoenix required to modify its policies whenever requested in order to accommodate individuals with disabilities?

- A. No. The City of Phoenix must make only "reasonable modifications" in its policies, practices, or procedures to avoid discrimination. If the city can

demonstrate that a modification would fundamentally alter the nature of its service, program, or activity, it is not required to make the modification.

For example, where a municipal zoning ordinance requires a set-back of 12 feet from the curb in the central business district and, in order to install a ramp to the front entrance of a pharmacy, the owner requests a variance to encroach on the set-back by three feet, granting the variance may be a reasonable modification of city policy.

On the other hand, where an individual with an environmental illness requests that the city adopt a policy prohibiting the use of perfume or other scented products by its employees who come into contact with the public, adopting such a policy is not considered a "reasonable" modification of the city's personnel policy.

13. Q: Does the requirement for effective communication mean that the city has to put all of its documents in Braille?

- A. Braille is not a "required" format for all documents. The city must ensure that its communications with individuals with disabilities are as effective as communications with others.

The City of Phoenix is required to make available appropriate auxiliary aids and services where necessary to ensure effective communication. Examples of auxiliary aids and services that benefit various individuals with vision impairments include magnifying lenses, qualified readers, taped texts, audio recordings, Brailled materials, large print materials, or assistance in locating items.

The type of auxiliary aid or service necessary to ensure effective communication will vary in accordance with the length and complexity of the communication involved.

For example, for individuals with vision impairments, employees can often provide oral directions or read written instructions. In many simple transactions, such as paying bills or filing applications, communications provided through such simple methods will be as effective as the communications provided to other individuals in similar transactions.

Many transactions, however, involve more complex or extensive communications than can be provided through such simple methods and may require the use of magnifying lenses, qualified readers, taped texts, audio recordings, Brailled materials, or large print materials.

14. Q: Must tax bills from the City of Phoenix be available in Braille and/or large print? What about other documents?

- A. Tax bills and other written communications provided by the City of Phoenix are subject to the requirement for effective communication. Thus, where the city provides information in written form, it must, when requested, make that information available to individuals with vision impairments in a form that is usable by them. "Large print" versions of written documents may be produced on a copier with enlargement capacities.

Brailled versions of documents produced by computers may be produced with a Braille printer, or audio tapes may be provided for individuals who are unable to read large print or do not use Braille. Brailled documents are not required if effective communication is provided by other means. The City of Phoenix has policies in place that meet these requirements.

15. Q: Does the City of Phoenix have to arrange for a sign language interpreter every time staff members deal with people who are deaf or hard of hearing?

- A. Sign language interpreters are not required for all dealings with people who are deaf or hard of hearing. The city is required to make available appropriate auxiliary aids and services where necessary to ensure effective communication.

Examples of auxiliary aids and services that benefit individuals with hearing impairments include qualified interpreters, note takers, computer-aided transcription services, written materials, telephone handset amplifiers, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDD's), videotext displays, and exchange of written notes.

The type of auxiliary aid or service necessary to ensure effective communication will vary in accordance with the length and complexity of the communication involved.

For example, employees can often communicate with individuals who have hearing impairments through written materials and exchange of written notes. In many simple transactions, such as paying bills or filing applications, communications provided through such simple methods will be as effective as the communications provided to other individuals in similar transactions.

Many transactions, however, involve more complex or extensive communications than can be provided through such simple methods and may require the use of

qualified interpreters, assistive listening systems, videotext displays, or other aids or services.

16. Q: Do all city departments have to have TDD's to communicate with people who have hearing or speech impairments?

- A. No. City departments that communicate by telephone must provide equally effective communication to individuals with disabilities, including hearing and speech impairments. If telephone relay services, such as those required by Title IV of the ADA, are available, these services generally may be used to meet this requirement.

Relay services involve a relay operator who uses both a standard telephone and a TDD to type the voice messages to the TDD user and read the TDD messages to the standard telephone user. Where such services are available, city employees must be instructed to accept and handle relayed calls in the normal course of business.

However, State and local agencies that provide emergency telephone services must provide "direct access" to individuals who rely on a TDD or computer modem for telephone communication. Telephone access through a third party or through a relay service does not satisfy the requirement for direct access.

17. Q: Are there any limitations on the City's obligation to provide effective communication?

- A. Yes. This obligation does not require the City to take any action that it can demonstrate would result in a fundamental alteration in the nature of its services, programs, or activities, or in undue financial and administrative burdens.

18. Q: Is there money available to help the City of Phoenix comply with the ADA?

- A. Yes. Funding available through the Community Development Block Grant program at the U.S. Department of Housing and Urban Development may be used for accessibility purposes, such as installation of ramps, curb cuts, wider doorways, wider parking spaces, and elevators. Units of local government that have specific questions concerning the use of CDBG funds for the removal of barriers should contact their local HUD Office of Community Planning and Development or call the Entitlement Communities Division at HUD, (202) 708-1577, for additional information.

General source: DOJ Title II ADA Technical Assistance Manual

Appendix B

Summary of Programmatic Compliance Recommendations by Department

| | Page | Department | Recommendations |
|----|-------------|---|---|
| 1 | 25 | Aviation | <ol style="list-style-type: none">1. Update department website to include some activities under Kids Corner that are accessible to people who are blind or visually impaired and use screen reader software to access the web.2. Provide Disability Awareness training to volunteer Navigators to enhance assistance provided to all visitors to the airport.3. Encourage/Require airlines to provide Disability Awareness training to all personnel interacting with the public on a regular basis, as required by the Air Carrier Access Act. |
| 2 | 29 | Budget and Research | None |
| 3 | 30 | City Auditor | <ol style="list-style-type: none">1. Develop a written policy/procedure which describes how requests for effective communication will be processed and outcomes tracked to ensure compliance.2. Provide Disability Customer Service Awareness training to “front-line” staff which includes use of a TTY and Relay service protocol on an annual basis. |
| 4 | 32 | City Clerk | As new materials are printed, the TTY number should be printed on all business cards, letterhead, brochures, etc. |
| 5 | 33 | City Council | None |
| 6 | 35 | City Manager’s Office | None |
| 7 | 36 | Community and Economic Development | Update the department’s website to include “ALT” descriptions on existing links making the site more accessible to all visitors. |
| 8 | 38 | Development Services | <ol style="list-style-type: none">1. Provide Disability Awareness training which includes use of the TTY and Relay service to front-line staff on a regular basis.2. Update printed business cards and publications with the City’s TTY number and a statement about the availability of alternate formats. |
| 9 | 40 | Downtown Development | None |
| 10 | 42 | Engineering and Architectural Services | <ol style="list-style-type: none">1. Develop means of access to an Assistive Listening System for use in Public hearings and Pre-bid conferences.2. Provide Disability Awareness training to staff making them aware of the importance of auxiliary aids and services. |

| | Page | Department | Recommendations |
|----|-------------|-------------------------------|---|
| 11 | 44 | Equal Opportunity | None |
| 12 | 46 | Finance | None |
| 13 | 47 | Fire Services | <ol style="list-style-type: none"> 1. Review program locations. Those taking place in older fire stations with limited physical access may need to be relocated to a more accessible station. 2. Update Media publications containing references to TDDs to TTYs and make reference to the availability of Alternate Formats. 3. Provide training to staff regarding the availability of communication aids or alternative services for individuals with disabilities- what they are, where to access them, etc. 4. Provide awareness training for staff in service areas where they are unaware of emergency evacuation procedures for people with disabilities. 5. Assess the need for the placement of additional TTYs in other sections of the Fire Department. 6. Provide Disability Awareness training for staff including the use of TTYs and the Relay service. |
| 14 | 52 | Housing | None |
| 15 | 54 | Human Services | None |
| 16 | 56 | Information Technology | <ol style="list-style-type: none"> 1. Place the Cities' TTY number on Cox and Qwest cable bills to provide better access for deaf and hard of hearing customers who want to make a complaint. 2. Complete any outstanding access barriers identified during the May 2006 evaluation of the City of Phoenix website |
| 17 | 57 | Law | <ol style="list-style-type: none"> 1. Update departmental website with "ALT" descriptions on graphics and images making it more accessible to all visitors. 2. Revise AP&P Non-Discrimination Policies, #1.4, 2.4 and 2.5. (See 2.A.vii). 3. Provide disability awareness training including use of the TTY and creating documents in alternate formats to Law Department reception staff. 4. Provide training for Law Department staff in how to accommodate people who are deaf and hard of hearing audience members at community events. 5. Update brochures with TTY and Alternative format statement when they are next printed. |
| 18 | 59 | Library | None |

| | Page | Department | Recommendations |
|----|-------------|------------------------------|--|
| 19 | 61 | Mayor's Office | None |
| 20 | 62 | Municipal Court | <ol style="list-style-type: none"> 1. Cordova Building- Customer Entry Lobby/ Information Desk (1st Floor) Re-do signage at front entry directing people who need assistance or special accommodations to the information booth on the 1st floor. 2. Cordova Building- Customer Service Counter (3rd Floor) Provide one sign at the Civil Central Files Customer Service Counter on the 3rd Floor to inform customers that they can request materials in alternate formats. 3. Cordova Building- Financial Management Delinquent Accounts Issue a directive to staff regarding the Court's TTY number and provide training in the use of a TTY and/or Relay service. 4. Cordova Building- Criminal Central Files (3rd Floor) Provide one sign at the Criminal Central Files Customer Service Counter on the 3rd Floor to inform customers that they can request materials in alternate formats. 5. Defensive Driving Schools - Monitor contracts to ensure the accessibility of classrooms or that alternative accessible locations are used as needed. |
| 21 | 64 | Neighborhood Services | None |
| 22 | 66 | Parks and Recreation | Update course on-line registration to make it more accessible to those registering for a class using a screen reader to access the website. |
| 23 | 68 | Personnel | None |
| 24 | 69 | Convention Center | None |
| 25 | 70 | Arts and Culture | None |
| 26 | 73 | Planning | None |
| 27 | 76 | Police | Update print materials to include a TTY number and statement regarding the availability of Alternate Formats. |
| 28 | 79 | Public Defender | None |
| 29 | 80 | Public Information | None |
| 30 | 81 | Public Transit | None |
| 31 | 86 | Public Works | None |
| 32 | 89 | Retirement Services | None |
| 33 | 90 | Street Transportation | <ol style="list-style-type: none"> 1. Develop emergency evacuation plans for locations that do not currently have one. Plans should include input from employees and/or others with disabilities. 2. Update vender contracts template to include an ADA compliance statement. |

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|----|----|-----------------------|---|
| 34 | 93 | Water Services | Review print hand-outs and brochures and add TTY numbers and Alternate Format statement where needed. |
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Appendix C

Information Technology Department

149 N. 4th Ave.

Phoenix Web Site Second in National Competition

Oct. 6, 2004

The city of Phoenix Web site has placed second in the Center for Digital Government's 2004 Best of the Web contest, an annual competition that attracts hundreds of entries each year.

In its ninth year, the Best of the Web grades city, county, state and education Web sites on innovation, Web-based delivery of public services, efficiency, economy and functionality for improved citizen access.

Phoenix's site, www.phoenix.gov, placed second in the city portal category.

"Since 1995 the goal of [phoenix.gov](http://www.phoenix.gov) has been to offer the same services online that are available in person whenever possible to make it convenient for customers to conduct business with the city," notes Danny Murphy, Phoenix's chief information officer.

"Equally important, the city strives to use technology to increase accessibility to city services and empower people to fully participate in city government."

Fort Collins, Colo., was named the top city portal, with third place going to the New York City site; Chicago and New Orleans tied for fourth, followed by Dallas.

"Clearly, local government leaders have invested a lot of time and resources into building these fabulous sites for the sake of their citizens," Center Director Cathilea Robinett said.

The Center for Digital Government, a national research and advisory institute devoted to information technology policy in state and local government, is a business division of e.Republic, which publishes Government Technology and Public CIO magazines.

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Caveat

The programs, services, and facilities identified in this document, as well as the observations and recommendations are based on the Self Evaluation data collected by the 34 departments and functions using various means and from a variety of sources, including City employees and consultants other than Abilities UNlimited, Inc. There are references to Americans with Disabilities Act Accessibility Guidelines, but do not constitute legal advice and are presented with no warranty either expressed or implied.

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