

City of Minneapolis

Request for Committee Action

To: Health, Environment & Community Engagement
Date: 7/25/2016
Referral: N/A
From: Neighborhood & Community Relations
Lead Staff: David Rubedor, Director, Neighborhood and Community Relations
Presented by: David Rubedor, Director, Neighborhood and Community Relations
File Type: Receive & File
Subcategory: Presentation

Subject:

Review the City of Minneapolis' Americans with Disabilities Act (ADA) Action Plan, release for a 30-day public comment period, and report back for City Council adoption by October 2016.

Description:

Receiving and Filing the process to update the City's ADA Transition Plan consisting of policies and strategies to comply with Title II of the ADA.

Previous Actions:

None

Ward/Address:

All Wards

Background/Analysis:

ADA Action Plan

The Americans with Disabilities Act (ADA) Action Plan is an updated comprehensive policy document to comply with the ADA and enhance the City of Minneapolis' programs and services. The plan identifies the City's ADA infrastructure along with strategies and timelines for modifications and enhancements for barrier removal.

The City adopted a city-wide ADA Transition Plan in 1993. With the passage of the ADA in 1990, state and local government agencies were mandated to conduct self-evaluations to identify deficiencies and barriers for people with disabilities. At the time, the City's ADA Transition Plan outlined policies and strategies for modification and removal of physical barriers.

In 2015, the Neighborhood and Community Relations (NCR) Department elected to pro-actively conduct an evaluation of programs and services. At the same time, Finance and Property Services began an ADA assessment of city-owned and leased buildings. In 2012, Public Works evaluated City owned public right of ways, sidewalks and curbs. The culmination of NCR, Property Services, and Public Works assessments lead to the development of a comprehensive and updated ADA Action Plan.

Current State and Improvement

In 2016, the City increased its commitment by dedicating .8 FTE to ADA Title II compliance and enforcement. Recognizing accessibility is everyone's responsibility, a systems-approach was taken for improving accessibility of City policies, procedures, and infrastructure.

Over the course of this program:

- NCR has facilitated trainings for 80+ staff on the ADA, Accessible Documents, and IT and Web Accessibility.
- Worked with the 311 department to enhance the ADA Grievance System
- Established the Accessibility Liaison Network - an internal City workgroup made up of 18 departments, was formed for enterprise support around the ADA and Limited English Proficiency.
- Completed evaluations for City Programs and Services (NCR), City Owned and Leased Spaces (Finance and Property Services), and Public Right-of-Ways (Public Works).
- Partnered with the Civil Rights department and Minneapolis Parks and Recreation Board to organize a celebration of the 25th Anniversary of the ADA with a mayoral proclamation
- Incorporated inclusion of people with disabilities within engagement strategies for major policy initiatives, strategic City work groups, and key-decision making processes.

The City's ADA Action Plan details the City's ADA infrastructure, policies and procedures for accessibility and inclusion of people with disabilities. Over the past 25 years, the ADA has grown and incorporated new standards, regulations and practices to remove barriers of access for people with disabilities. New regulations, standards and practices address emerging and evolving fields of accessible design, public space and building development, participation to decision making processes, and technology.

The City's ADA Action Plan is crafted to be comprehensive by including enhancements and improvements for programs, services, and policies to meet current and future regulations. It covers not only modification and removal of physical barriers but programmatic barriers as well. This is to elevate the City's operations to be accessible and inclusive of people with disabilities.

The ADA Action Plan includes:

- Legal requirements: The plan fulfills ADA Title II requirements by identifying an ADA Title II Coordinator, grievance procedure, internal workgroup (Accessibility Liaison Network), and public commission (Minneapolis Advisory Committee on People with Disabilities).
- Program and Service enhancements
 - Opportunities to increasing staff capacity and knowledge on accessible practices
 - Captioning informational videos and public meetings
 - Resource allocation for development of accessible materials and content
 - Improving the City's website accessibility to achieve WCAG 2.0 Level AA
 - Public education campaign on emergency management and people with disabilities
- Executive summary for corrective actions of city owned and leased spaces (Property Services)
- Executive summary for corrective actions for City owned right of ways, sidewalks and curbs (Public Works)

Summary Table of Recommended ADA Enhancements for City Programs and Services

Department	Evaluation	Recommended enhancements/modifications	On-Going Costs	One Time Costs
311	Programs & Services	311 Mobile App accessibility update	0	0
City Attorney's Office	Programs & Services	Maintain existing policies and procedures	0	0
City Clerk's Office	Programs & Services	Post signage around City Council Chambers on how to request accommodations.	0	0
Communications	Programs & Services	Caption informational videos and public meetings, and create accessible materials and content (digital and print-related)	\$150,000 (vendor) \$200,000 (2 FTE)	0
Community Planning and Economic Development	Programs & Services	Maintain existing policies and procedures	0	0
Office of Emergency Management	Programs & Services	Emergency management plan and public education for people with disabilities	0	0
Health Department	Programs & Services	Maintain existing policies and procedures	0	0
Human Resources	Programs & Services	Maintain existing policies and procedures	0	0
Information Technology	Programs & Services	Achieve Section 508 and WCAG 2.0 Level AA compliance with the City's website management system	\$100,000 (1 FTE)	\$1,500,000
Neighborhood and Community Relations	Programs & Services	Title II compliance support and educational training to City enterprise, and neighborhood education and technical assistance	\$90,000	0
Minneapolis Fire Department	Programs & Services	Maintain existing policies and procedures	0	0
Minneapolis Police Department	Programs & Services	Maintain existing policies and procedures	0	0
Regulatory Services	Programs & Services	Update public materials to include Accessibility Block and conduct annual review of correspondent template letters	0	0
Total			\$540,000	\$1,500,000
Finance and Property Services	City owned & leased buildings	Implement corrective actions for prioritized deficiencies in City owned and leased spaces	See page 22	
Public Works	Pedestrian right-of-ways, sidewalks & curbs	Implement corrective actions for prioritized deficiencies with City public right-of-ways, sidewalks and curbs	See page 26	

Timeline for development of the ADA Action Plan

These were the steps taken to conduct a City-wide ADA Evaluation leading to the development of the ADA Action Plan

- **2014**
 - November
 - Joint Council study session between NCR and Communications around LEP, language services and communication practices
- **2015**
 - January-May
 - NCR meet with the City Attorney's Office for initial evaluation process and plan development
 - Hired ADA Consultant through the City's RFP bidding process
 - June:
 - NCR and ADA Consultant began the ADA evaluation kick-off
 - Meet with department leaders and City Council to inform about what the ADA evaluation is and utilizing an engagement process
 - Briefing with City Coordinator's Office
 - Conducted first Accessibility Liaison Network on department participation and responsibility within the evaluation process. The liaison network is made up of 19 staff members representing 18 departments
 - Presented to Minneapolis Advisory Committee on People with Disabilities
 - Meet with Property Services and around respective evaluation work, information and partnership
 - July-September
 - NCR staff and ADA Consultant conducted 100+ hours of interviews with staff (from 15 departments) to learn about program and service protocols, policies and practices
 - ADA consultant implemented staff survey and public ADA Perceptions Survey
 - NCR and ADA Consultant hosted two electronic and information technology trainings
 - October-December
 - NCR's ADA Consultant submitted an evaluation report and recommended enhancements
 - Review of evaluation report with City Coordinator's Office
 - NCR received recommendations with department directors and program managers for input on corrective actions, implementation strategies, timelines and budget consideration
 - NCR provided additional consultation on legal requirements, and current and best practices
- **2016**
 - January-May
 - NCR worked with departments on contributed sections to the plan
 - Worked with Property Services and Public Works on contributed executive summaries
 - Department leaders received draft copies of the plan for review and comment
 - June
 - Reviewed plan with City Coordinator's Office

- Initiated legal review - pending final confirmation of compliance with minimum federal and state laws

Financial Review:

No financial impact.

Although the plan identifies estimated costs, adoption of the plan is limited to policy. Departments will bring budget requests for enhancements through the established budget process.

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Enter SUPB goals explanation.

Attachments:

1. ADA Action Plan document