



ADA Accessibility Program

FY 2016/2017 Accomplishments and Goals Report

Civil Rights Division

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1 Introduction & Overview

Introduction

The Texas Department of Transportation (TxDOT) has a long history of being committed to providing for the safety, reliability and accessibility of the public the agency serves. The people of Texas have come to expect the best highway system in the United States from this agency and should be able to now expect the best transportation system for all of our citizens. TxDOT is proud to be a part of changes and progress that can unite, serve and further the safe and efficient movement of goods, services and people that ensure everyone is included.

We are responsible for the operation and management of more than 195,000 lane miles of roadways on the State Highway System. This responsibility includes more than 53,000 bridges, 3,400 miles of interstate, an estimated 26,000 miles of sidewalks and other pedestrian facilities and more than 2500 Department-owned buildings across the State.

The Department understands its duty to provide accessibility for all users of its services and programs, including persons with disabilities. We are striving to provide accessible public services and facilities for persons using Texas's state roadways and other transportation facilities. TxDOT continues to expand its outreach activities to include local agencies, advocacy groups and coordination with other agency civil rights programs: Title VI, Limited English Proficiency, Environmental Justice, etc.

This report covers Program activities during the FHWA's Fiscal Year, October 1, 2016 through March 31, 2017 (FY2016/2017) and is a description of the ADA Accessibility Program since the new ADA Compliance Program Administrator was hired on October 3, 2016. The items covered in this report include: TxDOT's accomplishments and goals in six (6) areas: awareness, communication, training, outreach, grievances and monitoring. Reporting our successes to FHWA and revising the 2004 Transition Plan has been the cornerstone of the ADA Accessibility Program.

Overview

The Americans with Disabilities Act (ADA) is a civil rights law that mandates an equal opportunity for individuals with disabilities. The ADA prohibits accessibility discrimination to jobs, public accommodations, government services, public transportation, and telecommunications. The Texas Department of Transportation (TxDOT) is required to conduct a comprehensive re-evaluation of its policies, programs, and facilities to determine the extent to which individuals with disabilities may be restricted in their access to services and activities.

Access to civic life by people with disabilities is a fundamental goal of the Americans with Disabilities Act (ADA). To ensure that this goal is met, Title II of the ADA requires state and local governments to make their programs and services accessible to persons with disabilities (28 CFR 35.149-35.151). This requirement extends not only to physical access at government facilities, programs, and events – but also to pedestrian facilities in public rights-of-way.

The Texas Department of Transportation developed an ADA Transition Plan in 2004 as required by law, and is currently in the process of updating that document.

2 Assurance for ADA and 504

TxDOT complies with Section 504 of the Rehabilitation Act of 1973 (504), the Americans with Disabilities Act (ADA) and related Federal and State laws and regulations. The Department provides assurance to the U.S. Department of Transportation, Federal Highway Administration (FHWA) signifying its commitment to disability nondiscrimination. See *Attachment A* for the ADA/504 Assurance

3 Applicable Laws, Regulations, Standards and Guidance

The Agency's ADA/504 Program is governed by a number of nondiscrimination laws, regulations and standards, including but not limited to:

- *Title VI* of the *Civil Rights Act* of 1964 (Title VI), as amended www.justice.gov/crt/about/cor/coord/titlevi.php
- *Architectural Barriers Act* of 1968 (ABA) *NOTE: The ABA has been superseded by the 2010 ADA Regulations. Accessibility requirements of the ABA are now included in the 2010 ADA Standards for Accessible Design.*
- *Section 504* of the *Rehabilitation Act* of 1973 (504) http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=browse_usc&docid=Cite:+29USC794
- *Civil Rights Restoration Act* of 1987 (CRRRA) (www.fhwa.dot.gov/legsregs/directives/notices/n4720-6.htm)
- *Americans with Disabilities Act* of 1990 (ADA) (www.ada.gov/pubs/ada.htm)
- *ADA Amendments Act* of 2008 (ADAAA) (www.ada.gov/pubs/ada.htm)
- *28 CFR Part 35* (<http://www.ada.gov/regs2010/ADAregs2010.htm>)
- *49 CFR Part 27* (ecfr.gpoaccess.gov/cgi/t/text/text-idx?c=ecfr&tpl=/ecfrbrowse/Title49/49cfr27_main_02.tpl) and (ecfr.gpoaccess.gov/cgi/t/text/text-idx?c=ecfr&sid=02002b19d6775853841a58ebfec66ff1&rgn=div5&view=text&node=49:1.0.1.1.21&idno=49)
- FHWA 2006 Memorandum, *Clarification of FHWA's Oversight Role in Accessibility* www.fhwa.dot.gov/civilrights/memos/ada_memo_clarificationa.htm
- *ADA Standards for Transportation Facilities* (www.access-board.gov/ada-aba/ada-standards-dot.cfm)
- *Draft Guidelines for Accessible Public Rights of Way* (www.access-board.gov/prowac/)

The Texas Department of Transportation is obligated to observe all requirements of Title I in its employment practices; Title II in its policies, programs, and services; any parts of Titles IV and V that apply to TxDOT's programs, services, or facilities; and all requirements specified in the ADA Accessibility Guidelines (ADAAG) that apply to facilities and other physical holdings. Title II has the broadest impact on the State. Included in Title II are administrative requirements for all government entities employing more than fifty people. These administrative requirements are:

- Completion of a self-evaluation;
- Development of an ADA complaint procedure;
- Designation of a person who is responsible for overseeing Title II compliance; and
- Development of a transition plan if the self-evaluation identifies any structural modifications necessary for compliance. The transition plan must be retained for three years.

Pursuant to the Rehabilitation Act of 1973, Section 504, no otherwise qualified individual with a disability in the United States, as defined in section 705 (20) of this title, shall, solely by reason of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance or under any program or activity conducted by any Executive agency or by the United States Postal Service.

For the purposes of this section, the term "program or activity" means all of the operations of –

- (1)(A) a department, agency, special purpose district, or other instrumentality of a State or of a local government; or
- (B) the entity of such State or local government that distributes such assistance and each such department or agency (and each other State or local government entity) to which the assistance is extended, in the case of assistance to a State or local government.

ADA Coordinator

As required by 28 CFR 35.107(1), the Department employs a Statewide ADA/504 Coordinator who facilitates training, complaint investigation, technical support, guidance, customer service and other ADA program services and activities. The TxDOT Statewide Coordinator is:

Michael D. Bryant, Director
Civil Rights Division
125 E. 11th Street
Austin, TX 78701
512-416-4700 (Voice)
512-486-5539 (FAX)
1-800-735-2989 (TTY)
7-1-1 (Relay Texas)
Michael.D.Bryant@txdot.gov

ADA Compliance Program Administrator

Juanita J. Webber
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Austin, TX 78701
512-416-4700 (Voice)
512-486-5539 (FAX)
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The Agency's ADA Compliance Program Administrator since October, 2016, Webber has provided guidance to transform the ADA/504 Accessibility Program, developed mission, values and goal statements to support TxDOT's overall mission, established the Agency's policies and procedures for accessibility and is instrumental in directing training and outreach activities related to accessible transportation services and facilities. Webber has facilitated the data collection process for the ADA self-evaluation and Transition Plan for services, programs, activities and facilities.

The Agency is comprised of twenty-five districts and thirty-four divisions. In addition to the Statewide ADA Coordinator and ADA Compliance Program Administrator, an ADA Liaison has been assigned who is responsible for program implementation at the district and division level. Each ADA Liaison coordinates compliance activities with the Compliance Program Administrator and submits required compliance reports and other goals and accomplishments updates, which are encompassed in this report. See **Attachment B** for a list of ADA Liaisons with contact information. The list is updated regularly.

4 Accessible Services & Programs

All TxDOT public involvement is conducted without regard to disability. All public notices make this affirmative assurance and provide contact information and deadlines for requesting reasonable accommodation. Persons requiring alternative forms of communication, including Braille, during public hearings, open house events or any other event where the public may be invited, may contact the event sponsor via telephone or email.

The Agency websites are routinely reviewed to ensure continued compliance with 508. The ADA/508 website may be found at: http://crossroads.org/civ/ada_program.htm. Guidance is provided to Agency website designers on how to develop on-line information compliant with the 508 requirements. The guidance for Agency staff may be found at: http://crossroads.org/civ/ada_program.htm. (NOTE: This is an Intranet site and may only be accessed by in-house staff or authorized consultants.) The public may obtain information regarding the ADA Accessibility Program at www.txdot.gov which is currently being updated to meet the revisions of the new section 508 standards of the Rehabilitation Act of 1973, as amended. The Agency's website includes detailed information about the ADA/504 Program, notices, memoranda and links to training & other resources. This information is maintained and kept current with federal and state accessibility regulations, standards and guidance.

“The Agency operates DriveTexas™ to provide real-time traffic and travel information on state maintained roadways: roadway conditions, construction, lane closures, accidents, congestion and severe weather information affecting traffic. DriveTexas™ allows persons to obtain travel information via telephone or an interactive website. Persons who are hearing impaired may access DriveTexas™ on the internet at www.drivetexas.org; or by contacting the Relay Texas Service at 7-1-1 via their teletype (TTY) and asking the operator to dial 800-452-9292. Persons who have visual impairments are encouraged to use the Interactive Voice Response System (IVR) by calling 800-452-9292.”



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Mailing Address: 125 E. 14th Street • Austin, TX 78704

Americans with Disabilities Act (ADA) Program
[SharePoint Reporting Portal](#)
[ADA Liaison Meeting Presentation \(2/24/2017\)](#)
[ADA Liaison Meeting Booklet](#)

ADA Documents
[ADA Mission, Values and Goals](#)
[ADA Notice of Nondiscrimination](#)
[ADA Nondiscrimination Statement](#)
[ADA Assurance](#)

ADA Training
[United States Access Board Animated Signage Video](#)
[ADA National Network \(Self-paced training, 10 Modules\)](#)
[Texas Dept. of Licensing & Regulation \(Texas Accessibility Academy\)](#)

Resources
[The Americans with Disabilities Act](#)
[FHWA ADA Program](#)
[FHWA Procedures Manual for Processing External Discrimination Complaints](#)
[National Center for State Courts ADA Resource Guide](#)
[ADA Checklist for Existing Facilities - Standards for Accessible Design](#)
[ADA Checklist for Existing Facilities - Readily Achievable Barrier Removal](#)
[Public Involvement Email Examples](#)
[Focus Group Agenda Example](#)
[ADA Focus Group Presentation Example](#)
[Disability Rights Organizations](#)

5 Nondiscrimination Policy Notice

The Department is an equal opportunity employer and strives to make all of its services, programs, activities and facilities accessible with regard to disability in compliance with 28 CFR 35.130. Toward this end, the Department has issued policies and procedures reflecting this intent:

The Department's Equal Employment Opportunity Policy may be found at:
<http://crossroads.org/hrd/EEO/home/main.asp>

The Department's ADA Policy Notice (*Attachment C*) is posted on the Department website at:
<http://crossroads.org/civ/ includes/docs/Attachment%20B.pdf>

The Department's ADA Nondiscrimination Statement is posted on the Department website at:
<http://crossroads.org/civ/ includes/docs/Attachment%20C.pdf>

The Department's ADA Assurance is posted on the Department website at:
<http://crossroads.org/civ/ includes/docs/Attachment%20D.pdf>.

All are available by hard copy and in alternative formats upon request.

6 ADA Grievance Procedure

28 CFR 35.107(b) requires a public entity that employs more than 50 people to adopt and publish a grievance procedure providing for the prompt and equitable resolution of complaints alleging discrimination on the basis of disability access to any governmental facility, program, service or activity provided by the entity.

The resolution of any grievance or inquiry will require reviewing the nature of the noncompliance, establishing governing entities and reviewing options for accommodating remedies to the location of interest. In determining possible solutions to the issue, TxDOT will consider the health and safety of others, the feasibility of alterations, the cost of the possible solutions, availability of funding, ease of implementations and how the solution compares in priority to other proposed ADA projects. The resolution of any one grievance or inquiry by TxDOT does not constitute a precedent upon which TxDOT is bound to or which the complainant party shall solely rely.

TxDOT shall take all necessary steps to ensure that communications with any and all members of the public notifying the ADA Compliance Administrator (Civil Rights Division) in Austin, TX or the District(s) ADA Liaison of the ADA grievances are addressed appropriately. Guidelines established within the following Grievance Procedures are intended to safeguard the processing of all TxDOT complaints associated with ADA/504 concerns.

Grievances pertaining to ADA/504 accessibility shall be processed through formal procedures established herein by TxDOT (*Attachment D*) in compliance with 28 CFR. 35.107(b) and 49 CFR 27.13(b) that requires the Department to: respond within fifteen (15) days of a complaint; to

conduct affirmative attempts for substantive resolution; and continuing actions where conciliation is not possible. Complaints are maintained indefinitely, including complainant name; bases; issue(s); resolution, if any; and follow-up, if any. Complaints not within the Department's jurisdiction are referred to appropriate parties with original complaint maintained with referral action as appropriate. The *ADA Grievance Procedure* is posted on the Department's Website and on public information bulletin boards at central offices and in each district. The *ADA Grievance Procedure* is available in alternative formats upon request. It is available at: www.txdot.gov/inside-txdot/division/civilrights.html or <http://www.txdot.gov/inside-txdot/contact-us/complaints.htm>.

7 Accessibility Planning, Design & Construction

- A. **Department Building Facilities** - TxDOT currently owns 2,641 facilities throughout the state of Texas. There are three types of classes of buildings: (a) 657 - Class A which are occupied with people; (b) 950 - Class B which houses equipment, shops and some people; and (c) 921 - Class C which are salt sheds, canopies or used for storage. A Facility Condition Assessment (FCA) was performed to evaluate the overall health and condition of each TxDOT facility. The assessment focused on the core structure and the supporting systems (such as electrical, mechanical, plumbing, ingress, egress, roofing, accessibility, fire safety and protection, exterior envelop, etc.) As a result, the FCA created a baseline for each facility; thereby, creating a rudimentary baseline for accessibility compliance of each occupied facility. Beginning September, 2017 Class A and B facilities will undergo an extensive self-evaluation to identify all ADA accessibility deficiencies.

Architectural Consultants will be contracted to complete a 72-point checklist, similar to the ADA Checklist for Existing Facilities (Attachment E) and provide an executive summary of the findings and recommended solutions to meet ADA standards. These findings and recommendations will be included in the final revised Transition Plan, August 2019. All new and altered buildings include accessible features for disabled staff and visitors that meet the ADA accessibility requirements, as well as Texas Accessibility Standards.

- B. **Public Rights of Way** - The Department is working to improve accessibility of its public rights of way. All projects that include pedestrian facilities undergo an ADA review to determine the need for accessibility upgrades to existing facilities and/or addition of new accessible elements. Project design documents include accessibility upgrades to pedestrian facilities within each project. Design documents receive multiple reviews for safety and accessible elements. Construction projects include in-house and consultant inspections to ensure accessible features are built correctly. (*Attachment F- Pedestrian Access: Improving Accessibility in Public Rights of Way*).
- C. **Public Involvement** - The Department actively pursues public involvement opportunities. CIV works closely with the Office of Public Involvement. TxDOT's Public Involvement Policy states: "The Texas Department of Transportation (TxDOT) commits to purposefully involve the public in planning and project implementation by providing for early,

continuous, transparent and effective access to information and decision-making processes. TxDOT will regularly update public involvement methods to include best practices in public involvement and incorporate a range of strategies to encourage broad participation reflective of the needs of the state’s population.” The policy can be found at <http://crossroads/org/opi/>.

Each district office has a Public Involvement Officer to assist with various outreach events. Regional public involvement specialists are designated to assist districts with various stages of planning. Additionally, the Office of Public Involvement collaborates with CIV in sharing information about the ADA Accessibility Program through the “Connecting Our Communities” newsletter. (*Attachment G*) Many resources can be found on their website at: <http://crossroads/org/opi/>.

In an effort to improve participation in public involvement meetings and events, procedures were implemented to help provide effective communication and foster inclusion with every potential visitor or staff member requiring special accommodations. (*Attachment G*).

8 Maintenance Review and Accessibility

TxDOT is required by the regulations to conduct a self-evaluation of all of its public pedestrian rights of way, facilities, programs and activities. During this process all asset inventory is evaluated to pinpoint barriers that may limit accessibility. Web accessibility and policies and practices are also included in this evaluation. TxDOT has the inventory listed below and is currently in the data collection phase of the process for revising the 2004 Transition Plan. (See Timeline under the “Accomplishments” subheading of this report).

Inventory

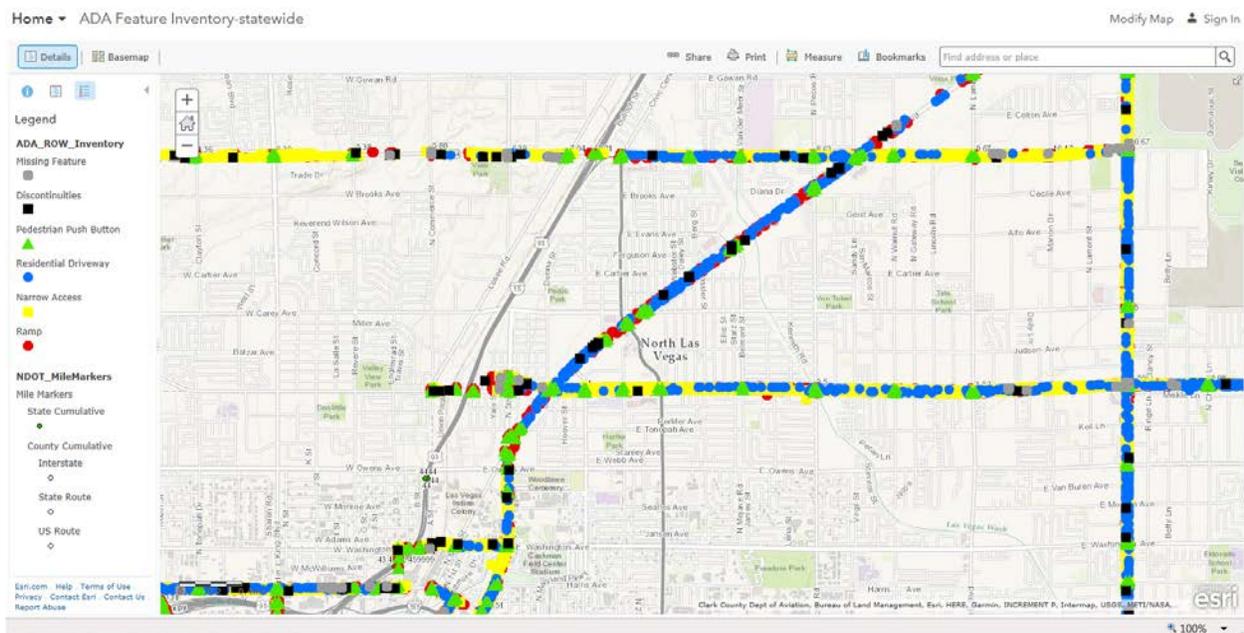
Pedestrian Public Right-of-Way	Facilities	Activities	Programs
Curb Ramps	Buildings leased or owned by TxDOT	Program Accessibility	Transit
Sidewalks	Bus Stops	Policies & Procedures	Railroad
Crosswalks	Rest Areas	Employment, Contracting and Licensing	Aviation
Roadways	Travel Information Centers	Effective Communication	Maritime
		Public Meetings	
Non-road facilities (shared use paths, connections between neighborhoods, schools and greenway trails)	Scenic Areas	Training	

Various checklists have been identified to facilitate the self-evaluation process for existing facilities and program accessibility. (*Attachment E*)

The Department is currently customizing an interactive Geographic Information System (GIS) like the one in the picture below to help document potential accessibility barriers and track modifications or improvements. A map of the statewide ADA Feature Inventory would be set up for TxDOT. This map will allow anyone to view details and photos of the condition of ADA features (sidewalk, ramps, pedestrian signals/push buttons, etc.) within TxDOT's right-of-way.

Once the self-evaluation is completed, recommendations and a schedule for removing barriers will be identified and included in the 2019 Transition Plan. An update will be provided to FHWA and the disabled community every six (6) months until the draft of the plan is completed. Finally, the draft transition plan will be available for public comment for a period of thirty (30) days. Benchmark dates have been identified to generate input from key stakeholders as follows:

- April, 2017
- October, 2017
- April, 2018
- October, 2018
- April, 2019
- June, 2019 (Public Comment)
- August, 2019 (Final Transition Plan)



9 Oversight of Sub-Recipients

In accordance with 23 CFR, 200.9(b)(7), TxDOT is responsible for developing and implementing an effective subrecipient monitoring program that conducts reviews of cities, counties, consultant contractors, suppliers, universities and colleges, planning agencies and other recipients of federal-aid highway funds with whom it does business.

A state-wide inventory is being completed to identify all subrecipients. All districts and divisions will provide the point of contact person and pertinent contact information to CIV.

An initial survey (*Attachment H*) containing basic ADA requirements has been created which will be distributed mid-April to 100% of the subrecipients identified. Other questionnaires have been created or identified which will be used during latter stages of the monitoring process.

The criteria to determine which subrecipients require a desk review and which ones may require an on-site review is currently being developed. Priority for conducting reviews will be given to those recipients of federal highway funds with the greatest potential to impact those individuals covered by the Americans with Disabilities Act and sections 504 and 508 of the Rehabilitation of 1973, as amended.

The results from the initial survey will be analyzed at the end of June, 2017. Training will be provided to the subrecipients regarding expectations, required reporting and upcoming desk and on-site reviews during October-December, 2017. The final assessment tool should be completed at the end of December, 2017. The first desk reviews should begin in April, 2018 and site reviews are scheduled to begin in July, 2018.

<https://www.surveymonkey.com/r/CKTT6W6>

10 Design Standards

In 1992, TxDOT chose the *ADA Standards for Accessible Design* as its accessibility standards. In November 2006, U.S. Department of Transportation (DOT) adopted new *ADA Standards for Transportation Facilities* (ADASTF, www.access-board.gov/ada-aba/ada-standards-dot.cfm). When modifying and updating the Department's Road & Bridge *Design Standards*, the Department has been proactive about meeting or exceeding the federal accessibility standards in its State standards. The majority of the TxDOT Design Standards have been revised to meet the *2006 ADASTF*. The widths of accessible routes, where possible, match the revised draft *Guidelines for Accessible Public Rights of Way* (PROWAG, www.access-board.gov/prowag/). For the current and prior design standards, see: <http://ftp.dot.state.tx.us/pub/txdot-info/des/specs/specbook.pdf>.

11 Accomplishments for 2016/2017

The Texas Department of Transportation (TxDOT) understands its duty to provide accessibility for all users of its services and programs, including persons with disabilities. We are striving to provide accessible public services and facilities for persons using Texas' state roadways and other transportation facilities. Significant progress in assuring compliance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973 has been made in the following areas: updating the 2004 Transition Plan; meeting FHWA reporting requirements; awareness, internal and external communications; outreach/public involvement; training; processing grievances; and developing and implementing a subrecipient monitoring program.

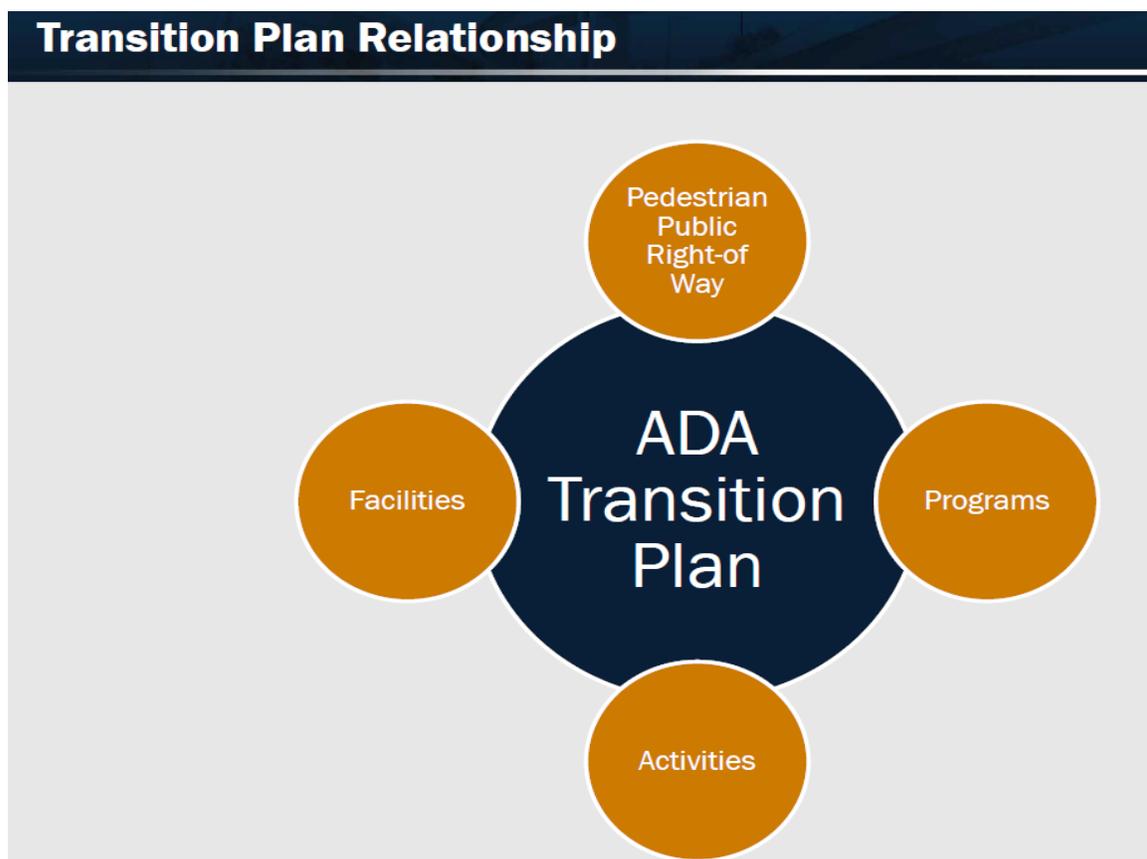
The following activities have been accomplished since October 3, 2017:

- 100% of Districts and 82% of Divisions identified an ADA Liaison;
- 96% of the Districts submitted the required FHWA Quarter 1 Dashboard Report;
- 64% of the Divisions submitted the required FHWA Quarter 1 Dashboard Report;
- 3 selected Districts submitted Resurfacing Audit Review Information to FHWA timely;
- Houston District fully investigated and responded to a toll road signs grievance;
- District and Division ADA Liaisons recommended potential ADA training topics and offered suggested dates to host ADA public outreach events;
- FHWA Dashboard Reporting Portal was established for each District and Division;
- First ADA Liaison meeting was held on December 9, 2016;
- ADA Compliance Program Administrator visited several District offices including Atlanta, San Antonio, Waco (Bell County Safety Rest Area), Laredo, including the LaSalle County Safety Rest Area and the Travel Information Center, and Houston, including the LaMarque facility and the Galveston-Bolivar Ferry;
- Individuals have been identified to serve on District ADA Accessibility Committees;
- Individuals have been identified to serve on a Department Advisory ADA Accessibility Committee;
- A successful public involvement meeting was held on November 16, 2016 with disability advocacy representatives to solicit input regarding safety and other ADA accessibility concerns;
- Houston District completed construction of curb ramps at various locations and completed construction of frontage roads and intersection improvements; sidewalks, curb ramps and pedestrian poles;
- Significant efforts made by the Districts and Divisions to address ADA Accessibility Program;
- Held March monthly ADA liaison meeting via WebEx;
- Conducted market research for additional ADA training opportunities;
- Provided one-on-one ADA training to TOD ADA liaison;
- Provided one-on-one ADA training to TPP ADA liaison;
- Compiled, reviewed and analyzed data in the ADA reporting portal;
- Met with CMD to discuss and plan implementation of the revised section 508 standards;
- Met with Workforce Development Director to discuss the ADA training options for the Agency;
- Attended ADA training for Section 508 - Web Content;
- Assisted districts and divisions with reporting requirements;

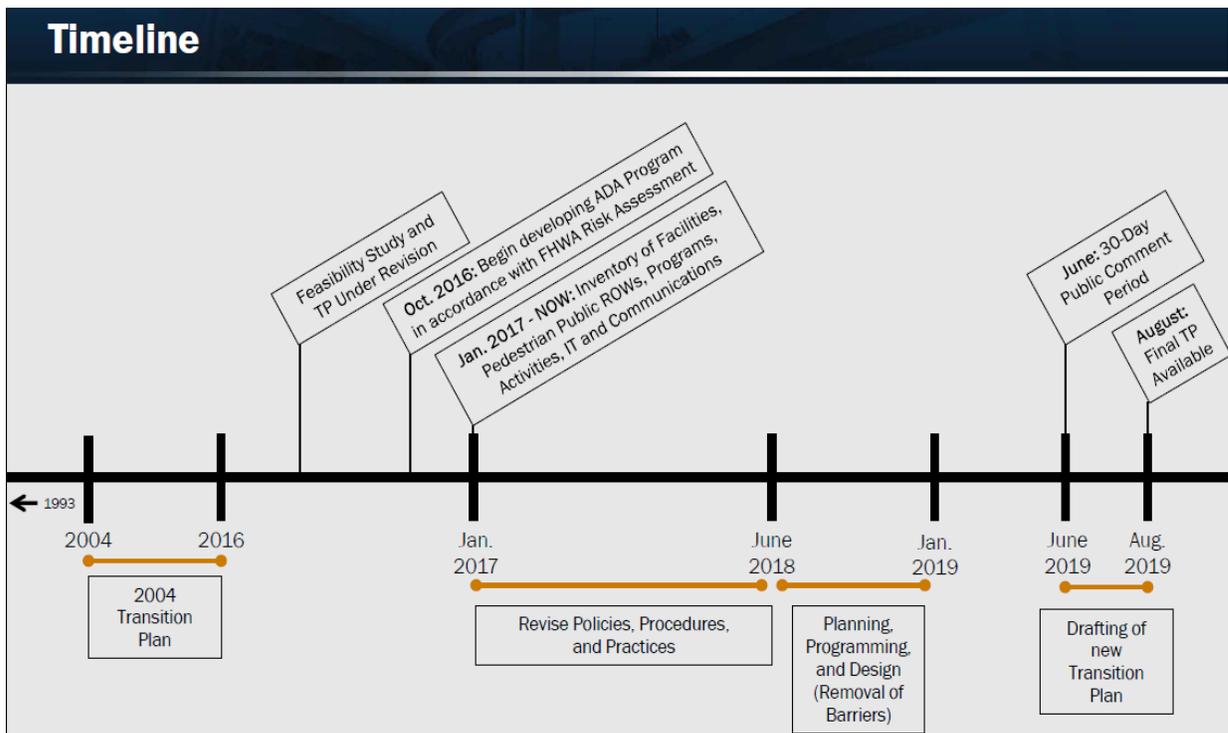
- Met with Public Involvement to discuss and begin planning major outreach event scheduled for July 26, 2017;
- Drafting and collecting information for the FY 2016/2017 Accomplishments and Goals Report due to FHWA;
- Held second ADA Liaison Meeting on February 24, 2017 in Austin;
- Evaluated training opportunities with Southwest ADA Center;
- Site visit to Atlanta District; Met with the ADA Team to discuss ADA concerns and reporting requirements;
- Met with Procurement to discuss auxiliary aids specifications and services and contracts;
- Met with SSD to establish a plan to evaluate the facilities inventory. ADA checklists identified to help with evaluation;
- Met with the Aviation Division to discuss ADA requirements, subrecipients and other reporting requirements;
- Met with Traffic Operations to discuss the at-grade crossings and establish an inventory evaluation plan;
- Defined timeline for final transition plan;
- Identified public outreach dates - July 26, 2017 & December 4, 2017;
- Set benchmark dates to provide update to disabled community; and
- Provided TxDOT's Leadership team with ADA Training (*See Attachment M*)

A. Updating the 2004 Transition Plan

The diagram below represents the components that make up TxDOT's newly revised Transition Plan. The projected date of completion of the Transition Plan is no later than August, 2019. Strides have already been made in each area to support efforts to revise the plan. All of the districts and divisions are collaborating with CIV to ensure that the self-evaluations are conducted timely and accurately. Although consultants will be contracted to perform the official assessments, many districts and divisions have already begun preliminary evaluations of accessibility areas. Committees will be developed to brainstorm, discuss and plan the formal strategy for removing necessary ADA deficiencies or barriers.



The timeline depicts the revision progress that has been made so far in updating the 2004 Transition Plan. All four components mentioned in the previous paragraph are being addressed according to this timeline. TxDOT is currently in the data collection phase known as the self-evaluation period. Examples of checklists used to record data pertaining to facilities, programs and web content are provided in other sections of this report. Specialized technical software is being used to collect the public rights-of-way inventory which is identified in the (*Attachment F- Pedestrian Access: Improving Accessibility in Public Rights of Way*).



B. FHWA Reporting Requirements

CIV created the Reporting Portal to store data and other information that highlights TxDOT's successes. Many of our districts and divisions are working on exciting projects that improve accessibility for all persons; however, success stories have gone untold. The reporting portal not only helps with FHWA reporting requirements, but it also provides an additional channel for ideas to be shared across districts and divisions, and encourages dialogue regarding ways to improve our ADA Accessibility Program.

The reporting portal includes a designated ADA file for all information pertaining to the ADA Accessibility Program. The ADA file is then broken down into two (2) folders: one for districts, and the other for divisions. The district and division folders are further broken down to include a file folder for each one of the twenty-five (25) districts and thirty-four (34) divisions. Each individual district and division file contains seven (7) folders which include: (1) FHWA Dashboard Report; (2) FY 2016/2017 Accomplishments and Goals; (3) Training; (4) Committee Meetings; (5) Grievances; (6) Subrecipients Monitoring; and (7) Miscellaneous. The folders were specifically created to coincide with the goals and expectations that were outlined for TxDOT by FHWA. The aforementioned methodology helps to ensure that TxDOT maintains compliance in all measurable areas.

Reporting and Reporting Portal

Name	Modified	Modified By
ADA	November 10, 2016	Sierra Fallin
DBE	July 25, 2016	Adrian Garza
DDC SOP	February 14	Carlos Rodriguez
HUB	January 2	Sierra Fallin
LG	Yesterday at 2:07 PM	Carlos Rodriguez
Sunset	September 6, 2016	Adrian Garza
Title VI	July 25, 2016	Diana Miranda

CIV ADA Page: http://crossroads.org/civ/ada_program.htm

Reporting Portals for Districts: <https://txdot.sharepoint.com/sites/office-ocr/intranet/Reports/Forms/AllItems.aspx?RootFolder=%2Fsites%2Foffice-ocr%2Fintranet%2FReports%2FADA%2FDistricts&FolderCTID=0x012000A8F15E198C8C2A4F89946FA7F3282F5C&View=%7B1FBBA44D-0A5D-48AC-93E0-AD4CB6878BF0%7D>

Reporting Portals for Divisions: <https://txdot.sharepoint.com/sites/office-ocr/intranet/Reports/Forms/AllItems.aspx?RootFolder=%2Fsites%2Foffice-ocr%2Fintranet%2FReports%2FADA%2FDivisions&FolderCTID=0x012000A8F15E198C8C2A4F89946FA7F3282F5C&View=%7B1FBBA44D-0A5D-48AC-93E0-AD4CB6878BF0%7D>

C. Awareness

An ADA presence has been created on the CIV website. An evaluation is currently underway to determine ways to improve ADA accessibility on the website. The ADA Compliance Program Administrator was featured in the TxDOT TN Magazine (See *Attachment K*) in an effort to introduce her to the TxDOT family and to inform districts and divisions of the changes to the ADA Accessibility Program. Some future strategies to meet the “awareness” goal include creating an accessibility marketing campaign, a newsletter to highlight the successes of the program and provide general information and develop a brochure that introduces the ADA Accessibility Program to external stakeholders.

D. Internal and External Communications

Steps have been taken to improve internal and external communications about ADA accessibility. The Compliance Program Administrator has met with multiple TxDOT districts and divisions to discuss the “new” ADA Accessibility Program. To keep the lines of communication open, ADA Liaisons were designated for 100% of the districts and approximately 82% of the divisions. An ADA Committee has been established in each district and an ADA Advisory Committee which is comprised of members from various divisions is being established. (See *Attachment I*) for roles and responsibilities. The ADA liaisons and committees are required to meet as follows:

1. **Liaison Meetings**

- Every 3rd Thursday of the month
- Via WebEx
- 10:00 a.m. – 12:00 p.m.
- Training the first 30 minutes of the meetings

2. **Committee Meetings**

- Meet once per quarter
- May be conducted via WebEx, telephone conference or in-person
- Agenda and minutes must be kept on file
- Minutes are uploaded to the Reporting Portal and placed in the “Committee Meetings” file
- Administration will designate members of the ADA Advisory Committee (Divisions)

E. Outreach/Public Involvement

A general input public involvement meeting was held on November 16, 2017. Several stakeholders of the disability rights advocacy community participated in this outreach event. TxDOT received feedback that focused on safety, mobility and the Transition Plan. To improve public involvement participation with the disabled community, TxDOT will host future outreach events which may be geared toward awareness, education or general input. The following dates have been identified as possible public involvement outreach days. The first two dates will be celebrated annually to bring awareness to ADA accessibility. Five of the dates are designated as “general input” events to provide periodic updates to the disabled community and key stakeholders of the progress of the development of the revised Transition Plan. June, 2019 is designated as the “Public Comment Period” in order to allow the public to “weigh in” on the proposed transition plan. The final date is the projected date to release the official 2019 Revised Transition Plan for the Agency.

1. DATES

July 26, 2017 – Anniversary Date (ADA)

December 4, 2017 – International Disability Awareness Day

General Input: Public Involvement (scheduled near benchmark dates)

April, 2017

October, 2017

April, 2018

October, 2018

April, 2019

June, 2019 (Public Comment)

August, 2019 (Final Transition Plan)

Procedures were developed to assist districts and divisions when hosting public meetings. Several resources are provided on the Crossroad website to help with planning successful meetings. The Office of Public Involvement partnered with CIV to provide Public Involvement training to introduce TxDOT’s Public Involvement Policy and offer meeting strategies.

2. Public Meetings

- Accessible Location
- Effective Communication
- Special Accommodation Statement
- Auxiliary Aids & Service

F. ADA Training

The Workforce Development section of TxDOT's Human Resources Division offered ADA training to TxDOT employees. Based on the evaluation of training content in the TxDOT training catalog, there are 3 main training events that cover topics and/or policy related to the Americans with Disabilities Act:

DEV225 – New Employee Orientation – 1,219 Employees Trained

EL2016 – HR Policy Manual Training – 1,760 Employees Trained

DEV205 – Equal Employment Opportunity Training – 7,794 Employees Trained

As background, the presence of DEV204 in the training catalog appears to be a vestige of the time period when TxDOT made the transition to computer based training to fulfill the training requirement in Labor Code Section 21.010. After the initial training of the existing workforce with DEV204, all employees were then put on a 2-year training cycle for DEV205, obviating the need for DEV204. TxDOT (HRD) tracks completion of DEV205 monthly and all supervisors are informed if they have an employee who is not compliant with completion of DEV205 within 30 days of hire and once every 2 years. DEV205 is intended for all audiences (employees & supervisors/managers).

The ADA Compliance Program Administrator administered a brief survey of the ADA Liaisons to determine a needs assessment and identify topics of interests. Although, the courses listed in the internal box below were mentioned frequently in the survey, the following course codes and training (DES122, DEV204, EL5010, EL5011, EL5012) provided through TxDOT's ELM system, didn't have any completions for USG FY16-present.

Trainings

Internal

- All employees and supervisors (online in ELM)
- ADA Liaisons (WebEx each meeting, March – September)
- Short Course (October, 2017)
- Specialized Trainings
 - DES 122 – Design & Const. for Ped. Access
 - DEV 204 – NEO ADA Non-Supervisors
 - DEV 268 – Title II and Title III of ADA
 - EL 5010 – Curb Ramps & Blended Transition
 - EL 5011 – Handrail Essentials
 - EL 5012 – Sidewalk Essentials

Market research was conducted to identify other ADA training opportunities which would provide learning experiences to gain an understanding of:

- “Who’s covered under the ADA?”
- The Interactive Process
- “Cultivating Workplace Best Practices”
- “The Rights of Individuals with Disabilities in the Workplace”
- Reasonable Accommodations and the Interactive Process
- Review of ADA Title II Obligations
- ADA Customer Service
- ADA Reasonable Accommodations and Modifications

The goal is to implement a comprehensive ADA training program at the beginning of the 2017/2018 fiscal year. ADA Liaisons and other staff members are encouraged to register for course offerings listed in the box for external ADA training. Finally, the ADA Compliance Program Administrator has attended multiple training through the U. S. Access Board, the National ADA Network and will attend the Texas Accessibility Academy in July, 2017.

External

- ADA National Network (self-paced training; 10 Modules; certificate) <http://www.adatitle2.org>
- FHWA – Designing Pedestrian Facilities for Accessibilities (October)
- Texas Dept. of Licensing & Regulation (Texas Accessibility Academy) <https://www.license.state.tx.us/ab/taa.htm>
- U. S. Access Board (various accessibility courses) <https://www.access-board.gov/training>

G. Grievances

An ADA Grievance Policy has been developed and is outlined in other parts of this report. To date, TxDOT has successfully responded to one (1) formal grievance and is in the process of responding to one (1) informal complaint. Training covering the grievance policy, the grievance process and investigative reporting will be provided to all ADA Liaisons and staff members of districts and divisions.

H. Subrecipient Monitoring Program

TxDOT's Subrecipient Monitoring Program is in its beginning stages. An initial survey has been created and will be distributed in early summer. A subrecipients list has been compiled and is being evaluated for accuracy. The goal is to have a final list by April 30, 2017. Desk and site-reviews will begin in 2018.

12 Goals for 2016/2017

- Continue to foster inclusion and provide accessibility to all visitors and TxDOT employees
- 100% reporting compliance for all districts and divisions
- Complete the 2019 Transition Plan
- Identify the criteria for the desk and site reviews for the subrecipient monitoring program
- Create a technical manual for the ADA Subrecipient Monitoring Program
- Develop a comprehensive ADA accessibility policy and manual for the Agency
- Design an ADA accessibility marketing campaign, including a newsletter and brochure
- Establish an ADA Auxiliary Aids Library

13 FHWA – Civil Rights Visit

TxDOT’s ADA Coordinator and ADA Compliance Program Administrator, Civil Rights Division met with Mark Arrington, FHWA Civil Rights Program Manager for Texas on October 12, 2016. Several deficiencies in the TxDOT ADA Accessibility Program were identified. Numerous non-compliance issues were cited, including failure to report updates of compliance with program requirements; lack of internal and external communication of the ADA Accessibility Program; lack of public involvement with disabled community; failure to monitor sub-recipients that receive FHWA financial assistance; insufficient training for employees and sub-recipients regarding ADA accessibility requirements; and unequitable and slow response to grievances filed by the disabled community.

The TxDOT Risk Assessment Report summarizes the state of the ADA Accessibility Program at that time:

Accessibility Risk Assessment	
PROGRAM ASSESSMENT	RISK
Self-Evaluation	Low
Transition Plan	Low
Policies & Procedures	Moderate
Reporting	High
Awareness	Moderate
Communication	High
Outreach	High
Training	Moderate
Grievances	High
Monitoring	High

LEGEND

Low – Utilizing Good practices
 Moderate – Fair, but could improve
High – Needs immediate improvement

FHWA communicated its expectations of TxDOT's ADA Accessibility Program and provided deadlines for needed improvements. Priorities and goals were set by the newly hired ADA Compliance Program Administrator: (See *Attachment J*). The following initiatives became the basis for planning and development:

ADA Accessibility Program Initiatives

- Comprehensive ADA Accessibility Policy and manual for the Agency
- Grievance process for filing ADA complaints
- ADA Accessibility Plan to bring TxDOT in compliance with FHWA requirements
- Accessibility/marketing/ Awareness Campaign
- TxDOT ADA Accessibility Advisory Committee for the Agency and Divisions
- ADA Meetings and Events Standard Operating Procedures
- Auxiliary Aids Resource Library
- ADA Accessibility Training Program
- Compliance with all FHWA reporting requirements
- Compliance with FHWA program assessment review of TxDOT's Resurfacing Projects

Districts

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Abilene District

Accomplishments:

In accordance with the applicable rules and design standards the district continues to evaluate all roadway projects for ADA compliance. Modifications and additions to highway facilities are incorporated into the plans within the limits of the projects. During this reporting period a new truck relief route was constructed in Howard Co and several other projects improving accessibility and conforming to the standards for ADA requirements. The Abilene District additionally went through every facility we have and identified 132 buildings 31 of which are safety rest areas, the other 101 are occupied with over 250 employees and contractors.

Goals:

A survey will be conducted by contracted consultants to provide requirements necessary to meet ADA standards and improve safety for all.

The district is actively pursuing ADA design training for several engineering employees hired within the last two years. The Accessibility Committee will continue to raise the awareness of district employees and improve documentation of compliance efforts.

**Amarillo
District**

TxDOT is making considerable progress in its reporting efforts. The ultimate goal is for each district or division to highlight accomplishments each six-month reporting period. .

**Atlanta
District**

TxDOT is making considerable progress in its reporting efforts. The ultimate goal is for each district or division to highlight accomplishments each six-month reporting period.

**Austin
District**

TxDOT is making considerable progress in its reporting efforts. The ultimate goal is for each district or division to highlight accomplishments each six-month reporting period.

**Beaumont
District**

TxDOT is making considerable progress in its reporting efforts. The ultimate goal is for each district or division to highlight accomplishments each six-month reporting period.

Brownwood District

Accomplishments:

The Brownwood District has attained several accomplishments during FY16/17 regarding the implementation of process to assist in identifying accessibility issues along with actually improving accessibility in the District. A District ADA Liaison has been named and a District Accessibility Committee have been formed. The committee met during the 2nd quarter. Outreach opportunities were identified which included committee members speaking to maintenance sections regarding accessibility issues and providing training to those personnel in order to help better address any accessibility issues discovered. Accessibility items were discussed among at the 2nd quarter supervisor's meeting. A reporting spreadsheet was provided to all supervisors along with guidance on how to identify and address accessibility issues. Quarterly reporting information has been uploaded to the Sharepoint site. The committee is working to identify ADA training needs and scheduling these with WFD.

Goals:

The Brownwood District's goals for FY16/17 include providing additional awareness training to all district employees. To proactively address any accessibility issues identified. Specific projects include the addition of width and handrail to the steps entering the back door of the District Lab, construction of an ADA accessible walking trail for the City of Early, installation of ADA accessible sidewalks and curb ramps on the US 180 Stephens County project.

Bryan District

Accomplishments:

The Bryan District has made accomplishments improving on accessibility in the District. First we designated a District ADA Liaison who will chair our District Accessibility Committee and serve on the Agency's ADA/504 Accessibility Advisory Committee. We have made reports following the requirements of the Office of Civil Rights. We uploaded quarter 1 dashboard information on December 28, 2016. At the same time we provided a list of desired ADA accessibility training. We have created a District Accessibility Committee and uploaded the first group of members on January 17, 2017. Since attending the February 24, 2017 Liaison meeting in Austin we added more committee members. Our first meeting is scheduled for March 27.

The Bryan District has continued to analyse our facilities, to design and construct accessible curb ramps that remove barriers wherever deficiencies are found as we design and construct projects on State roadway facilities. We coordinate and partner with local communities to promote local projects that connect curb ramps with accessible sidewalks on or connecting to the state system. Such work has been promoted financially with TAP funds and through policy initiatives and activist programs like participation in the creation of and serving on the BCS MPO Active Transportation Advisory Panel.

One of our first accomplishments was on the building facility front. A preliminary survey of our facilities was made with the goal of addressing "low hanging fruit". Accessibility was immediately improved throughout the District by simple changes like clearing accessible routes of chairs, tables and boxes.

On March 1, 2017 we uploaded our first sub-recipients list with contacts to the Civil Rights Division ADA dashboard.

Goals:

Bryan District Liaison or alternate will attend the monthly liaison meeting on March 23, 2017 via WebEx. We will provide any questions for that meeting by March 17. We will refine the sub-recipients list in a timely manner if information from Finance Division indicates additional recipients need to be added. We will upload quarter two FHWA ADA/504 dashboard information on March 30, 2017. We are currently developing an outreach event focusing on active transportation (pedestrian and bicycle mostly, but may include transit). This event will present information on projects and plans throughout the District and solicit citizen input on active transportation issues. A date is set for April 19, 2016. There will be presentations by TxDOT, BCS MPO, two cities, and a student organization among others.

Childress District

Accomplishments:

Several accomplishments were achieved by the Childress District during FY 2016. A District ADA Liaison was named as well as an Accessibility Committee formed. This committee was formed to address and identify accessibility issues within department facilities as well as the District. Outreach to community shareholders will also be formed by the committee and reported quarterly. ADA facilities were recently upgraded on two construction projects within the District as well. The first, a concrete pavement repair project in the towns of Childress and Quanah that included sidewalk and ADA ramps with detectable warnings. And the second, a signal upgrade project in the communities of Clarendon, Memphis, Childress, Quanah, and Chillicothe that included sidewalk, ADA ramps, and pedestrian signal heads with push button detection.

Goals:

The Childress District goals for FY 2017 include providing additional awareness and training to all employees, and to proactively address any accessibility issues that may arise. The Childress District has only one construction project in FY 2017 that will address ADA facilities. FM 401 project, in Childress County, is a drainage improvement project that will include pedestrian sidewalk and ramps with detectable warnings.

**Corpus Christi
District**

TxDOT is making considerable progress in its reporting efforts. The ultimate goal is for each district or division to highlight accomplishments each six-month reporting period.

Dallas District

Accomplishments:

- 1) Working on an ADA project in Mesquite, CSJ 0918-47-114, to make the ramps ADA compliance.
- 2) All facilities are ADA compliance where the public comes in contact with Dallas District's campus.
- 3) For Q1 Dallas District followed The State's EOE.
 - Increased funds for an ADA Curb Ramps project in Mesquite, for additional intersections. (CSJ 0918-47-114).
 - Created another ADA Curb Ramps project in Dallas. (CSJ 0918-47-115).
 - Reduced opening force and closing speed of two (2) doors in the Four Story building in the Dallas District.

Goals:

- Eliminating Barriers to Places of Public Accommodation for People with Disabilities.
- Expanding Equal Opportunities for People with Disabilities.
- Develop a communication program, with the help of PIO, regarding TxDOT's ADA Program, to include outreach to the ADA communities.
- Develop a reporting system.
- Have an ADA Training system available to the employees.

El Paso District

Accomplishments:

ADA Compliance Meeting:

On Thursday, January 5, 2017, a meeting was held with supervisors Edgar Fino, P.E. (Traffic), Tony Loya (Maintenance Administrator) and Tony Uribe, P.E. (Design). Frank Guzman, P.E. (Construction) was also invited, but was not able to attend. During the meeting, there was a discussion on the Federal Highway Administration (FHWA) reporting requirements. Public Outreach was also discussed on conducting meetings with the District's local stakeholders, as well as those located 'down country.' The El Paso District is responsible for El Paso County, Culberson County (Dell City, Fort Hancock and Pine Springs), Hudspeth County (Sierra Blanca, Van Horn), as well as areas such as Alpine, Fort Davis, Marathan, Marfa, Presidio, Terlingua and Valentine. Tony Loya also stated that he was not aware about any issues that needed to be reported regarding the District's facilities. Staff members were asked to provide names of those employees that would be part of the ADA Committee. Staff members also asked to be included in the scheduled quarterly meetings. In addition, they will participate and assist any committee member.

ADA Accessibility Committee:

The El Paso District's ADA Accessibility Committee was formed on January 17, 2017. There were currently four (4) members, which includes Efrain Garcia (Facilities), Joe Perez (Design/TP&), Jose Madrid (Traffic) and Kurt Spier (Construction and ADA Coordinator). In addition, David Luce (Alpine Maintenance Supervisor) was asked to join the committee. He will be the primary contact for Alpine, Brewster, Fort Davis, Marathan, Marfa, Presidio, Terlingua and Valentine.

An email was also sent to the committee members on Tuesday, March 21, inviting them to attend Juanita Weber's WebEx meeting scheduled on Thursday, March 23.

Committee Meeting:

The committee's first meeting was held on March 23, 2017. Attendees included: Joe Perez, Kurt Spier. After the meeting, David Luce was contacted (via telephone) and was provided with details of the meeting. Members were provided with an overview the Americans with Disabilities Act, FHWA's reporting requirements and the purpose of the committee.

David Luce will be coordinating a meeting with the "Parking Committee" group from Marfa. Members of this group meet and discuss their concerns regarding sidewalks, parking areas and ADA ramps. Meeting with this organization will be scheduled in April 2017. Coordination meetings with stakeholders will also be made with other surrounding areas, such as Alpine, Brewster, Presidio and Terlingua. Meeting will also be held in April 2017.

Committee will also be conducting an inventory of our facilities. Minor issues will be handled internally. Issues requiring funding will be placed on inventory sheets. The committee was advised that quarterly appointments will be sent.

Goals:

- Complete inspections of the District's facilities.
- Review Letting projects that included federal funding.
- ADA training available for committee members, as well as other employees.
- Provide ADA awareness to the public.
- Identify and eliminate barriers for the people with disabilities.
- Schedule Public Involvement and Events with stakeholders and community.

Fort Worth District

Accomplishments:

- ADA Liaison and committee members have been identified.
- Attended the liaison meeting in Austin on 02-24-17
- Initial committee meeting held on 03-09-17. This meeting also included key upper management.
- After the above meetings were held additional committee members were added to help with the workload.
- Quarter 1 dashboard uploaded on 12-19-16.
- Committee members uploaded on 03-23-17.
- Quarterly meetings are being scheduled and finalized.
- The monthly ADA Liaison meetings have been attended by the liaison as well as all available committee members to help further the program in this district.
- Outreach meeting has been set for 04-12-17 with the Dallas District and the local Council of Governments to partner in the outreach to the community.

Goals:

- Identify training needs within the District.
- Once identified develop a training program to bring a highlighted awareness to the ADA Program.
- Develop and modify our initial sub-recipients list with the help of the finance division.
- Continue to work on and develop outreach programs and opportunities to inform the ADA community of the progress reached through this program.

Entities with Advance Funding Agreements

<u>Entity</u>	<u>County</u>
City of Fort Worth	Tarrant
City of Arlington	Tarrant
City of Aledo	Parker
City of Cleburne	Johnson
Wise County	Wise
Palo Pinto County	Palo Pinto
City of Colleyville	Tarrant
NCTCOG	Tarrant
City of Hudson Oaks	Parker

Houston District

Accomplishments:

Discrimination Complaint – SH 99 – Harris County

In December 2016 the Houston District reviewed a discrimination complaint made by Ms. Pearl Ivey regarding the visibility of the toll road signs in the City of Katy, Texas. An investigation of the signage in a 10 mile radius of the intersection of 1-10 and SH 99 (Grand Parkway) was made to determine if the Toll Road signage was placed according to the governing standards and specifications of the State of Texas. A field investigation was made of the locations referenced in the complaint and all signs were reviewed and determined to meet the applicable standards for the year that the signs were designed. Some signs were designed to exceed the standard, so as to be more legible to the motorist, and the designs were signed and sealed by a licensed professional engineer.

ADA Accessibility Committee

The Houston District ADA Accessibility Committee was formed and had their first meeting on February 10, 2017. A total of 20 invitees consisting of committee members and Maintenance Supervisors attended the meeting. Juanita Webber, ADA Coordinator chaired the meeting and gave a summary of ADA, Risk Assessment (FHWA); Transition Plan, impact on people and the agency, proposed legislation; state and local, and TxDOT responsibilities. The Maintenance Supervisors were instructed on the ADA Checklist for Readily Achievable Barrier Removal and asked to begin the inventory process of their facilities. An inventory spreadsheet would be emailed to each section to list all minor barriers that were identified and corrected and the major barriers that could not be corrected right away. The meeting ended with a Q&A session.

To date all Houston District Maintenance Facilities have reported their inventory spreadsheet listing these barriers.

A preliminary field visit was conducted to identify ADA compliance issues at the Galveston Area Office/Maintenance Facility and the Galveston Ferry office and facilities. Juanita Webber, ADA Administrator, Clyde Jatzlau, Safety Officer, and Jannie Blackmon, ADA Liaison toured the facilities utilizing the ADA Checklist for Existing Facilities, version 2.1, ADA Checklist for Readily Achievable Barrier Removal. Several minor compliance issues were identified and discussed with the facilities' personnel.

The list of sub recipient's was submitted and the ADA quarterly stakeholder's meeting is being planned for April 14, 2017. The next District ADA Accessibility Committee is planned for May 19, 2017.

Goals:

The following construction projects have been identified as ADA goals for FY17 through FY19:

125701049 Mapes 201712 1a 1650 1/21/2017 FM 1092 at West Airport Blvd (0.055 Mi) (4*U) (4*U) Construct Dedicated Turn Lanes, Upgrade Traffic Signals and Crosswalks with Wheelchair Ramps & Connect Exist Sidewalks (Fort Bend)

091272363 Ortiz (Interim) 201805 1a 091272363 011507 21-Jan-17 Cs "Walnut Bend St; from Westheimer St to Westpardrive (0.001 Mi) () (/U)" Recon Roadway including Curb, Gutter Sidewalks, Landscaping, ADA Ramps, Ped Lighting & Repl Water & Storm Water Infrastr (Harris)

091272370 Ortiz (Interim) 201801 1a 091272370 003523 21-Jan-17 Cs Shepherd and Farnham; Westheimer St to IH 69 (0.001 Mi) () (/U) Reconstruct & Widen Sidewalks and ADA Ramps and Installation of Lighting, Benches and Bus Shelters (Harris)

091272387 201811 1a 001989 22-Jan-17 Cs Quitman St; South St to Gano St (0.001 Mi) () (/U)
Reconstruct Back of Curb Infrastructure - Sidewalks, Curbs, ADA Ramps, Pedestrian Lighting and
Landscaping (Harris)

091237230 A. Galland 201708 1a 091237230 001420 30-Aug-16va Various Locations in
City of Conroe (0.001 Mi) () (/R) Ped Infrastructure: Curb & Gutter, Planting Strip Barriers, Sidewalks,
ADA Compliant Ramps, Crosswalks, Signage, Etc. (Montgomery)

005104061 Elahi 201108 1a 000971 19-Jul-11 SH 87 59th Street to Seawall Blvd ADA Curb Ramp
Program FY 11 (Galveston)

091272273 Elahi 201108 1a 000492 19-Jul-11 Vavarious Locations in Harris County ADA Curb
Ramp Program FY 11 (Harris)

Laredo District

Accomplishments:

- Plan another ADA Curb Ramps project. (CSJ 0922-00-062).

Goals:

- With the help of the PIO Laredo district will establish an outreach with the local ADA communities in our district.
- Create a reporting system to be used by all Laredo districts counties when barriers are identifying and addressed.
- Schedule an ADA Training at the Laredo district for all employees.

Lubbock District

The Lubbock district has accomplished many tasks this quarter. It's only been a month since training happened in Austin. This is a group effort that many are involved in here at the district and division levels. Lubbock is not only a district facility it is also a division facility. So we may have more area to cover than an average district office. That being said it has taken quite a few people to create what we have so far and I look forward to educating and consulting more employees as we move ahead.

Accomplishments:

In this quarter here at the district there have been many upgrades for ADA. The first to note is a new ADA ramp added to the AE's office. The next however is new handrails were installed in front and back of the AE's building. Also brought into compliance at the AE's building were steps torn out and built back to compliance this quarter. Inside the same building there was a handicap toilet installed in the men's bathroom. In addition the same bathroom had new grab bars installed by the toilet. New grab bars were also added to the women's restroom. At the headquarters building old steps were replaced with new standard steps and a new wider landing pad was also constructed one on the east side entrance and one set on the entrance to the break room. All the work was done to meet ADA standards. Maintenance personal and I went to measure other doors in the complex to see how much space we had to install handicap buttons and actuators on the entrances to the training center and AE's building. We also traveled outside the district to Plainview to check on a possible addition of a vestibule to the front of their building. The problem they face and have faced for years is accessibility when the wind blows it will blow the handicap accessible door open and it is not safe for workers or visitors that stop by at this area office. After measuring and sending pictures, working with SSD and maintenance. I found out that the addition would not be added because it is considered a capital improvement and there is no money to fix this problem properly. I know it may not seem like an accomplishment to most but at least we know where the problem is and if money comes available then the plans are already complete.

Working with the construction office they came up with an idea to add the ADA items to the blue slip. The blue slip is submitted when a construction project has been completed. They added two columns one for ADA and one for signals. This is so I may be able to tell if I need to follow up in the future with the AE's on any ADA that may have been added during their construction project.

Goals:

Some of our goals include keeping Plainview in mind for compliance and safety. If money comes available the project would cost around \$15,000. Another goal is to keep up with what has been done this coming quarter every month. Next would be getting the public meeting set up for April. Continue to work with maintenance and SSD to add actuators to doors that may not already have them.

Lufkin District

Accomplishments:

Since October 2016, the Lufkin District has continued to complete the various tasks to comply with TxDOT's ADA Accessibility Program, including the following: 1) Completing and uploading FHWA ADA/504 Dashboard for Quarter 1, 2) Providing a list of ADA Accessibility trainings that would be helpful for the Lufkin District, 3) Providing the dates for three (3) outreach events for FY 2017 involving the disabled community, 4) Established an ADA/504 Accessibility Committee for the Lufkin District, 5) Completed and uploaded the Sub-Recipients Monitoring Program, and 6) Have met with several City's to discuss various ADA projects within TxDOT ROW and estimated costs to submit for funding for referenced projects.

Goals:

Lufkin District Liaison or alternate will attend the monthly liaison meeting on March 23, 2017 via WebEx. We will refine the sub-recipients list in a timely manner if information from Finance Division indicates additional recipients need to be added. We will upload Q2 FHWA ADA/504 dashboard information on March 30, 2017.

Odessa District

Accomplishments:

In accordance with the applicable rules and design standards the district continues to evaluate all roadway projects for ADA compliance. Modifications and additions to highway facilities are incorporated into the plans with the limits of the projects. During this reporting period 141 ramps at various locations throughout the district were addressed and are scheduled for construction. A new Safety Rest Area is under construction west of Ft. Stockton that will incorporate all new sidewalks and ramps, with comfort stations designed to current ADA standards. The district also took possession of a new maintenance office in Pecos with all the current accessibility standards.

Goals:

The district is actively pursuing ADA design training for several engineering employees hired within the last 24 months. The Accessibility Committee will continue to raise the awareness of district employees and improve documentation of compliance efforts.

Paris District

Accomplishments:

Paris District – 1st Quarter - Buildings and Grounds

There have not been any changes or updates to ADA to the facilities in the Paris District from October 2016 to March 2017. At this time we have no projects planned in the near future.

Field Areas

We installed signalized pedestrian crosswalks on SH 11 for Texas A&M – Commerce at two locations using Hybrid Pedestrian Signals.

We audited and had records oversight on a Safe Routes to School project in Paris that built bike lanes, pedestrian trails, sidewalks and ADA curb ramps adjacent to and in the surrounding neighborhoods at Thomas Justice Elementary and Crockett Intermediate School.

We are currently building a historic bridge replacement in the city of Clarksville that includes at-grade and bridge sidewalk.

We are currently auditing and have records oversight on a trail project in the City of Paris that includes bike lanes, pedestrian trails, sidewalks and ADA curb ramps. This project spans from the Depot on Bonham Street north and east through Paris to TG Givens Elementary and the Boys and Girls Club.

SH 121 in Bonham, we completed the sidewalks and curb ramps that were included in the project.

Goals:

We have a TAP project scheduled to let in August 2017. New sidewalks and ADA ramps will be constructed on Connaly Street from Davis Street, through the back of the high school, on Gladys Alexander Drive, to where it intersects with Main Street (US 67) and Coleman Lake Park.

In August 2017, we will let 3 TAP projects that will convert old rail bed into a trail in Lamar and Red River Counties. Work will include pedestrian rail on trestle bridges and signing and pavement markings at roadway intersections.

All new and upgraded signal projects that have pedestrian signals are APS (audible pedestrian signals).

We will use the Highway Safety Improvement Program (HSIP) to get funding for accessible projects in our field areas. We used this program to get several accessible projects to upgrade our facilities in last year's program.

Pharr District

Accomplishments:

2nd Q 2017 - Our district ADA accessibility Committee has been created with members from Public Information Office, Central Design, Special Project Development, Construction, and Maintenance. Our first meeting was on March 14, 2017. Our Minutes have been uploaded to our ADA reporting portal. Our March construction letting included: An ADA curb ramp program project to construct ADA compliant facilities at various locations in Hidalgo County (as identified in our ADA transition Plan)

CSJ 0921-02-318

US 281 in Pharr - Overall the project includes - 6,714 SY Sidewalks

FM 2061 in McAllen - 3,499 SY Curb Ramps

SH 336 in McAllen - 25 intersection with pedestrian signal

FM 1016 in Mission - upgrades

Our January 2017 letting included Rural Transportation Alternatives Project (TAP) selected from a statewide competitive project pool. CSJ 0331-04-067 Park Road 100 From the City of South Padre Island Southern City Limits at Isla Blanca County Park to the City of South Padre Island Convention Centre (Approx. 6 miles), PR 100, 16,000 SY Sidewalks, 61 Curb Ramps, 4 intersections upgraded with LED, countdown Audible pedestrian signals

Goals:

Our district ADA accessibility Committee will meet on a quarterly basis to assure the districts implementation of ADA accessibility requirements and for outreach planning meetings. Our accessibility committee will attend monthly ADA Accessibility Program Webex meetings. We plan to have public outreach events involving local ADA advocacy groups on July 26, 2017 and December 4, 2017 (international ADA Day). We are developing our District Sub-recipient list and will report the list to our ADA reporting portal by March 24, 2017. We will encourage district personal to participate in ADA training as available. We will continue to let construction projects identified in the ADA Transition Plan.

Local Governments with Existing, Terminated or Upcoming AFAs

City of Alamo

City of Brownsville

Brooks County

Brownsville Nav. District

Cameron County

Cameron County RMA

City of Donna

City of Edinburg

City of Harlingen

City of Hidalgo

Hidalgo County

Hidalgo County RMA

City of Los Fresnos

City of McAllen

City of Mercedes

City of Mission

City of Penitas

City of Pharr

Port Isabel - San Benito Nav. Dist.

City of South Padre Island

Sullivan City

City of Weslaco

Willacy County

Zapata County

San Angelo District

Accomplishments:

The San Angelo District has made accomplishments improving on accessibility in the District. First a District Accessibility Committee was formed and a designated District ADA Liaison was assigned. The first meeting will be scheduled the last week of March.

Working with the City of San Angelo on a Federal grant project to add ADA ramps to Martin Luther King BLVD.

Upgrading 3 intersections in San Angelo and 1 in Junction adding audible pedestrian signals and ADA ramps.

In process of installing a new traffic signal in San Angelo that meets all ADA requirements.

In the process of letting two contracts to add sidewalks that are ADA compliant in the cities of Eden and El Dorado.

Added 3 ADA compliant ramps to walking track at the District Complex.

Goals:

With the help of the San Angelo district PIO will establish and outreach with local ADA communities in our district.

Create a reporting system to be used by the San Angelo District to identify and report barriers that need to be addressed.

San Antonio District

Accomplishments:

Between December and March of 2017 the San Antonio District identified the District ADA Liaisons, the District ADA Committee and we have set quarterly meeting schedule for the ADA Committee Meetings.

SAT ADA Liaisons attended workshop at Alamo Area Council of Governments (AACOG) on “Area Agencies on Aging: Your Partner in Serving Seniors, Veterans, and Persons with Disabilities.” This workshop provided an opportunity to meet other stakeholders and agencies that deal directly with the disable community. We learned about other programs that are available in the Alamo Area.

The District presented to the Alamo Area Accessibility Transportation Coalition related to the department’s future ADA planning, outreach, and awareness efforts. At that meeting, we discussed members’ concerns about accessibility on the adjacent roadways. Based on our presentation it was recommended that we highlight the importance of connectivity for the disabled community.

Comments about Tesoro Drive in San Antonio and comments about SH 46 in Bulverde were received and individuals used these to highlight concerns about connectivity. The Tesoro Drive concerns have been shared with the City of San Antonio and VIA. The project on SH 46 was highlighted for the great accessibility within the project limits but the poor accessibility along the rest of the corridor. We have a future project along this corridor that will address connectivity concerns.

San Antonio District is constructing the first group of “MY LINK” projects. The San Antonio District also has 17 other projects under construction that will address accessibility within our ROW. We continue to implement the curb ramp program that was identified in the 2004 Transition Plan. We have one curb ramp project under construction that has locations identified on 8 separate roadways in Bexar County at a cost of \$1.8 million.

We were recently advised of a grievance filed with FHWA on SH 218 (Pat Booker Road). We have not received the official notice but are looking into the area of concern. We also received an email from a member of the disabled community requesting that we look for solutions on Austin Highway (LP 368) near the Walmart to address an area that has limited crossings. We were already working on sidewalks and connectivity on LP 368 to the bus stops, we are now expanding our discussion to possible inclusion of protected mid-block crossing under a future project; which will be based on a traffic study that the City will be taking the lead on. We are collaborating on this project with both VIA and City of San Antonio. We are also collaborating with the City of Leon Valley to address concerns about accessibility on Bandera Road. There is a project planned along this route that will address some of the challenges associated with connectivity for the disabled community. In the next 5-10 years this corridor will be upgraded and sidewalks will be included in that construction project.

Goals:

The San Antonio District has set goals that correspond to the statewide goals. We are identifying opportunities to improve communications about TxDOT’s ADA Accessibility Program. We are scheduling trainings, and events with our partners, to improve our internal and external awareness of the challenges associated with disabilities. We plan on collaborating with different stakeholder groups to improve communications. We will also be scheduling outreach meetings in April, July, and December of 2017. We will continue to identify partners, stakeholder groups and individuals to increase and improve our outreach.

We are developing a list of ADA trainings that employees will be required and encourage to take to develop an awareness of ADA programs that are available through the department and available externally. We will be scheduling training for our committee members, specifically the TDLR Academy Class. We will be scheduling training for recipients and sub recipients to assist them in better understanding the ADA Accessibility program and requirements. We have identified a list of sub

recipients and over the next 18 months we will work with them to determine their compliance and understanding of ADA/504 responsibilities.

In an effort to identify and prioritize ADA projects around the District we are scheduling a meeting with consultant to discuss the Statewide ADA Initiative. This meeting will help inform the District on project delivery needs as it relates to sidewalks and accessibility, The District will then develop a process for documenting ADA components within our construction projects and identify standalone ADA projects and possible funding opportunities. San Antonio District will continue to collaborate with VIA on multiple roadway locations with a project called "MY LINK" that is providing connectivity within State ROW; connecting bus stops to destinations. We will also continue to implement our curb ramp program there is a project letting in July 2017 on LP 345 (Fredericksburg Road) and SH 16(Bandera Road) which will include sidewalk connections at various location. During our public outreach meetings a project delivery component will give updates on our projects as well as provide additional opportunity for public comment on our programs.

As it relates to our facilities, the District has several buildings that have identifiable deficiency under the Architectural Barriers Act Accessibility Guidelines but have tolerances because the buildings have not been substantially modified, renovated or altered since their original construction. All new construction (3 buildings) completed in the last 10 years are in compliance with current ADAAG standards. Currently TxDOT is working on a self-evaluation. This self-evaluation will be conducted through contracted services. This self-evaluation will allow TxDOT and its Districts to start to prioritize facility modifications that are identified.

The San Antonio District will address grievances, identify barriers, and find solutions in a timely manner.

<u>Entities with AFA</u>	<u>County</u>
City of Boerne	Kendall
City of San Antonio (CoSA)	Bexar
City of Fair Oaks	Kendall
CoSA, SAWS, CPS	
City of Kerrville	Kerr
City of New Braunfels	Comal
VIA	Bexar
SAWS	Bexar
City of Seguin	Guadalupe
Kendall County	Kendall
Universal City	Bexar
Bexar County	Bexar
City of Kirby	Bexar
City of Live Oak	Bexar
City of Kirby	Bexar
Brooks CityBase	Bexar
County of Guadalupe	Guadalupe
City of Helotes	Bexar
ATD/Bexar County	Bexar
ARMA	Bexar
City of Leon Valley	Bexar
Comal County	Comal

Tyler District

Accomplishments:

The Tyler District's District Engineer will participate in an ADA Self-Evaluation Program Accessibility questionnaire to gather data on the district's programs are, or are not, accessible to people with disabilities. The self-evaluation will address the district's policies and procedures; training; contractors; transportation; telephone communications; documents and publications; meetings; audio-visual presentations; automatic electronic equipment; emergency evacuation and notification process and procedures as they pertain to ADA accessibility.

The Advisory Committee Members will meet quarterly to access and discuss the district's implementation of ADA accessibility. This will include undocumented pedestrian ROW improvements, as well as planned pedestrian implementations.

Goals:

The Tyler District will evaluate its fifteen facilities for ADA accessibility compliance. Contractors will be hired to conduct the inventory evaluation, which will take place during the data collection time period of January 2017 and September 1, 2018.

**Waco
District**

TxDOT is making considerable progress in its reporting efforts. The ultimate goal is for each district or division to highlight accomplishments each six-month reporting period.

Wichita Falls District

Accomplishments:

The Wichita Falls District has named an ADA Liaison and that person has formed the WFS ADA committee. The first committee meeting has been scheduled.

The WFS ADA Liaison has finally found the location of some program guidance at [HTTP://crossroads.org/civ/ada.program.htm](http://crossroads.org/civ/ada.program.htm).

Goals:

**Yoakum
District**

TxDOT is making considerable progress in its reporting efforts. The ultimate goal is for each district or division to highlight accomplishments each six-month reporting period.

Divisions

Aviation Division

Aviation Facilities Development Program

The objective of the Aviation Facilities Development Program (AFDP) is to develop a statewide system of airports that will provide adequate air transportation to the population and economic activity centers of the state. The AFDP is administered by the Aviation Division (AVN) through grants to public entities for the purpose of establishing, constructing, reconstructing, enlarging or repairing airports. AVN is a participant in the State Block Grant Program which is a federally mandated program giving AVN the lead in carrying out the Airport Improvement Program (AIP) for general aviation and reliever airports in the state. AVN acts as the agent of each eligible political subdivision for the purpose of receiving and disbursing state and federal airport development grant funds, and contracting and managing the services necessary to carry out the scope of services defined in the grant award. As a granting entity, AVN provides project and grant management oversight services.

TxDOT's Aviation Program supports compliance with all federal and state Civil Rights regulations including ADA compliance. Most commercial and General Aviation airports in the state are locally or privately owned and are subject to federal and state-aid requirements if they receive grants under those programs. Grant agreements for projects funded under the Airport Improvement Program requires grant recipients to comply with 28 CFR §35.

Accomplishments:

Aviation Division staff attended the VTC training in December 2016; met with Juanita Webber, TxDOT ADA Coordinator, for mentoring and training in January; and attended the VTC training in March. AVN has had open dialogue with Ms. Webber to further understand roles and responsibilities of the division.

AVN has uploaded suggested training topics and outreach event dates for consideration to the reporting portal. Additionally, AVN has uploaded an initial sub-recipient list.

Goals:

The Aviation Division will work with FIN and CIV to determine sub-recipients and refine list. Once the sub-recipients have been identified, AVN will send the initial survey and monitor responses from our sub-recipients. AVN expects to receive inquiries from our sub-recipients for clarification and guidance on their roles and responsibilities regarding ADA accessibility compliance. AVN will provide necessary clarification, guidance, and scheduled outreach opportunities. Further, any outreach opportunities derived from sub-recipient inquiries will be communicated to the Office of Civil Rights for inclusion in upcoming outreach opportunities. AVN staff will also continue to receive ongoing ADA Accessibility training related to the division's AFDP.

Aviation Flight Services

As a support service of Texas state government, the Flight Services Section is tasked to provide safe, cost-effective and efficient aerial transportation of state employees in the conduct of executing official state business. In doing so, it provides services in two major functional areas:

- Aircraft Flight Operations - Flight Services provides air transportation to state officials and employees traveling on official state business.
- Ground Services - Flight Services supplies maintenance and repair services to all state-owned aircraft (excluding the instructional aircraft operated by Texas State Technical college in Waco and Sweetwater and the Texas Forest Service) and provides fuel and hangar storage services for all Austin-based state aircraft.

Aviation Flight Services operates in hangar facilities located at 10335 Golf Course Road, Austin, Texas, 78719. The facilities are owned by TxDOT, on Austin Bergstrom International Airport land leased from the City of Austin. The facilities are in compliance with federal accessibility requirements. Because AVN Flight Services has no sub-recipient programs; therefore, monitoring and reporting for Flight Services is not necessary.

Accomplishments:

AVN Flight Services facilities were reported to TxDOT's Office of Civil Rights for inclusion in the department facilities accessibility compliance inventory.

Communications Division

Section 508 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) promise that no person can be discriminated against in a physical location or environment due to a disability. Digital accessibility is no exception to that rule. In recent weeks, the United States adopted fixed accessibility standards that will help guarantee digital inclusion for all.

The Communications Division (CMD) is responsible for TxDOT's internal and external communications. CMD comprises the Executive & Employee Communications, Media Relations, Creative Services and Public Information sections.

The division oversees and coordinates TxDOT's internal and external websites; informs and responds to media outlets; manages social media efforts; conducts conversations with employees; produces photography, video and publishing and design services; plans conferences; and carries out customer service operations.

Accomplishments:

To foster inclusion, the department is committed to providing a website that is accessible to people with disabilities, and that can be used in a variety of ways that do not depend on a single sense or ability. In December 2016, the new ADA Compliance Program Administrator began conversations with CMD to discuss the requirements and challenges of implementing the revised standards of Section 508 of the Rehabilitation Act of 1973.

CMD has conducted multiple meetings that included vendors, TxDOT's compliance program administrator and the Communications team. These meetings were held to brainstorm and to create an action plan to help achieve accessibility for every potential visitor to TxDOT.gov. Key stakeholders participated in two trainings offered by the United States Access Board: ADA and ABA Accessibility Standards on Jan. 5, 2017 and Section 508 Refresh on Feb. 2, 2017.

A self-evaluation and software update of TxDOT.gov's content management system (CMS) is currently being conducted. TxDOT.gov contains more than 30,000 webpages. The Web Content Accessibility Guidelines (WCAG) are being used to assess whether all "static content"—text embedded in HTML rather than dynamic content generated by web applications—is free of barriers for those living with visual, auditory, cognitive and tactile disabilities.

Goals:

District and division web coordinators will attend training after CMS software has been upgraded and web content has been converted to the latest update. The self-evaluation of the existing content is ongoing and we expect to have all information converted to the new software by Aug. 1, 2017. Immediately after conversion, Creative Services will be conducting various forms of engagement including, webinars, face-to-face survey, etc. with stakeholders around Texas to get input on how to make our website better structured and more clearly written. Along with the software conversion and rewrite, staff will develop department-wide accessibility governance guidelines.

Phase 2 of this process will begin once a list is compiled identifying "accessible" applications and programs auxiliary to the static content on TxDOT.gov. This phase will require the services of the Information Management Division (IMD). IMD or TxDOT's designee will oversee the upgrade of applications and programs that can be updated, and the elimination of those that are obsolete and do not meet the standards of Section 508. We will devise a plan to help provide accessibility to everyone who visits the TxDOT website.

The effective date of the final rule published on January 18, 2017 at 82 FR 5790 is delayed to March 21, 2017. However, compliance with the section 508-based standards is not required until January 18, 2018, which is one year after the final rule's original publication date. Upgrade time and the number of applications and programs requiring updates and funding present reasonable concerns that the January 18, 2018, implementation date set by the Access Board might be difficult to achieve. This task could require additional time, resources and funding to be in full compliance.

**Construction
Division**

TxDOT is making considerable progress in its reporting efforts. The ultimate goal is for each district or division to highlight accomplishments each six-month reporting period.

**Contract Services
Division**

TxDOT is making considerable progress in its reporting efforts. The ultimate goal is for each district or division to highlight accomplishments each six-month reporting period.

The Pape-Dawson team conducting the current self-evaluation and PAI aims to improve upon its predecessors through implementation of a dynamic compliance and severity ranking system; efficient and integrated use of data collection and reporting technologies; and recommended policy changes for more effective coordination and integration within the State. The PAI encompasses a comprehensive geometric assessment of curb ramps, sidewalks, and transit stops within state ROW that can be evaluated for compliance based on current or future standards. Using geographic information systems, or GIS, the PAI integrates well with existing State planning tools and field collection systems. The goal in producing the PAI is to equip the State with mechanisms to proactively select project components where accessibility needs are greatest (by accounting for both the ADA requirements and proximity to nearby pedestrian activity generators) while improving the documentation process of completed work for better compliance reporting and protection against potential litigation.

The development of the PAI began with a pilot study (initiated in Austin, San Marcos, New Braunfels, and San Antonio) to trial data collection methods; prioritization models, cost estimating, and reporting mechanisms; program planning tools and documentation procedures prior to statewide implementation of the team's recommended policies. A representative selection of urban and rural areas was selected for the pilot study, including varied topography, population, density, and areas of historical significance. Input from the public, the State, and the team was taken into account through a workshop series when forming the pilot study's methodology, policies, and ranking criteria. The pilot study, currently near completion of the data collection phase, will test the team's recommended methods for consistent and objective collection. Post-processing the collected data with team-developed GIS tools will demonstrate the effectiveness of project component ranking within the pilot study area. With the concurrence of the State, the remainder of the statewide PAI will be populated using the pilot study methodology and any suggested revisions.

The PAI will be delivered to the State in a GIS format consistent with that of a broader data collection effort, the Highway Asset Management System (HAMS), giving internal State staff the tools necessary to layer accessibility data with other project selection factors. HAMS goes beyond the requirements of the ADA to enable data-driven decision making for project planning in all aspects of transportation system management – the PAI will serve as the pedestrian facilities component of the State's broader asset management system.

A mobile Application developed specifically for the PAI collection effort will continue to play a vital role by assisting State inspectors in assessing compliance of newly constructed pedestrian elements. Past State experience has demonstrated that the complexity of the ADA and its requirements have not been widely understood or consistently applied through the construction phase. The Application aims to simplify much of the nuance of the accessibility requirements by guiding the user through a comprehensive compliance determination procedure for a more

correct and consistent inspection process. The results of such inspections will be used to capture completion of accessibility improvements through the HAMS, advancing the State's federal compliance reporting and future project planning capabilities.

Pedestrian Access Inventory: Workshop Series

The process of developing the PAI has followed a workshop series held with various divisions within the State, including:

- Design
- Office of Civil Rights
- Office of Communications
- Austin District
- San Antonio District
- GIS Department
- Transportation Planning and Programming
- Safety and Operations
- States IT Vendor
- Members of the public and key advocacy groups

Each workshop aimed to educate discussion participants on the requirements of the law, the division of compliance responsibilities within the State, current best practices, and existing programs as they relate to the State's obligation to meet accessibility requirements. The project team consisted of experts with nationwide experience creating access inventories, transition plans, and implementing policy changes at the local and state levels, including:

- Pape-Dawson Engineers – Team lead, Remediation Guidance
- ADA One – Legal and Policy Guidance
- Cole & Associates – Data Collection and Transition Plan Implementation
- WSP | Parsons Brinkerhoff – Transportations Systems Planning, Public Outreach
- K Friese & Associates – Program Funding Allocation

The outcome of each workshop was an equitable participation in the development of new long-range policies that guide the data collection, prioritization, and implementation of access remediation for pedestrian facilities in the ROW. A summary of the workshops, including important outcomes, is as follows:

Workshop 1: Legal and Policy Overview

The Team conducted a November 2015 examination of ADA policy, regulations, best practices, and federal expectations as to achieving accessibility in the ROW. The discussion identified existing laws to which the State is subject, including their respective requirements to establish the need for an update to the 2004 Transition Plan. The team explained a key facet of transition plans relates to providing program accessibility – a legal term defined as an agency’s operation of each program, service or activity in such a way that, when viewed in its entirety, is accessible. A breakdown of program accessibility was discussed further in Workshop 2. Decisions from the Legal and Policy Overview workshop reflected the State’s intention to improve upon past transition plans and their respective implementations with focus on better integration within existing State systems and processes.

Workshop 2: Office of Civil Rights Transition Plan Integration

The Team led a November 2015 overview of current systems for access remediation and documentation, including requirements and best practices in implementing transition plans. The talk established the team’s role in assisting the State with its compliance obligation under the ADA, the legal requirements of which extend into areas such as employment, communication with the public, and site/facility compliance in addition to the provision of access to the State’s transportation facilities in the ROW. The team’s scope is to support the State’s overall transition plan development with policy recommendations and supporting data only for the ROW portion of its compliance obligation. The PAI was explained as a necessary component for fulfilling the team’s purpose in the overall transition plan update. The team described the task of creating a pedestrian access inventory as similar to other State asset management tasks (e.g. pavement maintenance) and reviewed software options for tracking accessibility compliance information. GIS was the recommended format to pursue over other software platforms as it is well supported and compliments existing State systems. The discussion gave an overview of required public involvement activities and suggested methodology for conducting a public meeting with the recommendation to hold the meeting near the completion of the Pilot Study. The team gave an overview of data collection philosophies that would be further developed in Workshops 3 and 4, including decision matrices, mitigation schedules, and implementation policies.

Workshop 3: Pedestrian Access Inventory Workshop

The PAI workshop, held in November 2015, offered ideas for improvement upon past inventory efforts using current technologies for collection, data management and identifying the most appropriate level of detail to conduct the collection effort. The team gave a comparison of limited vs. detailed collection methodologies, including their associated pros/cons as they relate to transition plan development. Limited collections were defined as observation-based field-determinations of compliance, often relying on a subjective grading scale (e.g. A-B-C-D-F or high-medium-low). In contrast, detailed collections were defined as objective recorded measurements taken with a tape measure or digital level that could be assessed for compliance in

the field or via post-processing. The team recommended detailed collections for both curb ramps and transit stops due to the complexity of requirements for those elements. Sidewalks offered an opportunity for a limited-detailed hybrid methodology which could be determined by a desktop study conducted prior to collection. Detailed collections using the team's Ultra Light Inertial Profiler (ULIP) technology (in which the ULIP device traverses an element and records measured deficiencies and their respective locations) were indicated to be the most efficient and accurate collection method for sidewalks in densely developed areas with continuous block-to-block connectivity. Areas with less density of development, or where sidewalks lacked connectivity, were recommended for limited collection. Potential reporting structures, practicalities of administering a statewide collection effort, and data integration with the transition plan focused the discussion on how to implement the least subjective and most consistent PAI methodology. The State concurred with the detailed collection approach for curb ramps, transit stops and sidewalks in urban areas. Limited collection methodology was also approved where ULIP operations become less efficient. Detailed collections were decided to determine compliance using back-end processes or algorithms in order to improve upon past inventory subjectivity and enable the State the ability to adapt to future standards without having to re-inventory its assets.

Workshop 4: Survey Approach & Data Collection Criteria Workshop

The Team conducted a December 2015 discussion regarding elements subject to collection and how those elements would be collected and assessed in the field. Various mobile devices were debated, but the State confirmed the team's recommendation for tablet based devices. Tablets are already used for other State field collection efforts. The team navigated detailed logic maps, decision points, and the recommended/discouraged collection application software platforms by giving a detailed explanation of required collection application functionality. Specifically, the top ESRI products (an industry leader in GIS technology) were reviewed for applicability with the PAI Application requirements including Collector, Survey123, and AppStudio. The team recommended the AppStudio platform as it provided the only widely supported, customizable and flexible solution that could implement all of the necessary components of the PAI while maintaining a high degree of accuracy and efficiency. Furthermore, AppStudio was the only option that supported offline use – a key required feature of the collection Application considering that many areas in Texas are remote or subject to poor cellular service coverage. Collector and Survey123 were cited as too limiting in functionality and too reliant on ESRI support to implement required software functionality not currently available. Discussion focused on consistency of statewide implementation and ease of collection. The team stressed that the user be guided by the Application to eliminate extensive training prior to the collection effort. A subsequent meeting with the State's IT Vendor, NTT Data, delivered similar content to that of Workshop 4 where the team reviewed the Collection Application Specification Guide to the application developers. The State and the IT vendor selected the Survey123 platform. The platform proved limiting in functionality during field trials.

Workshop 5: Legal Policy Update

The Team provided an August 2016 review of Workshop 1 to new staff within the Office of Civil Rights. The content covered federal expectations, keys to successful transition plans, best practices for public involvement, an update regarding ongoing litigation, and a summary of notable civil rights settlements amongst similar agencies around the country. The message of the discussion recommended the State improve its compliance documentation and reporting efforts (i.e. capture of completed accessibility improvements made through its various programs) in order to protect itself against potential civil rights litigation and demonstrate its good faith effort toward achieving compliance. Examples of notable settlements discussed include the City of Sacramento's agreement to spend 20% of transportation funding on curb ramps, sidewalks and crosswalks over a 30-year period in order to settle a discrimination suit. The City of Los Angeles's agreement to spend \$1.4 billion on access remediation over 30 years was due to similar circumstances. A notable ongoing discrimination case against the City of Seattle involves allegations of failure to provide curb ramps serving public accommodations, omission of curb ramp improvements in street overlay projects, and failure to maintain existing infrastructure to the point that it is unusable by those with disabilities. However, a case involving the City of San Francisco provides evidence supporting the team's recommendation to improve the State's compliance documentation in that the court found in the favor of the City on the basis of demonstrated progress toward achieving the remediation goals set forth in its transition plan. Having a detailed and regularly updated remediation plan with transparent operation and consistent implementation were cited as key factors in preventing settlements or plaintiff awards in discrimination litigation.

Workshop 6: Technical Prioritization

The Team gave an August 2016 discussion of improvements to the 2003 inventory's ranking scheme using a dynamic weighted average to determine the relative severity of an element's deficiencies against other collected elements. Curb ramp and transit elements, recorded as point entities in the PAI, would be evaluated individually based on the various criteria pertaining to their technical compliance (severity score) and proximity to nearby pedestrian attractors (activity score). An overall element ranking formula combining an element's severity and activity scores was identified to be a critical component in drawing distinction between collected features in order to guide meaningful decisions during the project planning process. A similar approach to ranking sidewalks (logged as linear elements in the PAI) was explained using the count and severity of the individual deficiencies found along a given sidewalk segment to determine the overall segment severity. An alternative static severity ranking system, where severity is judged at the time of collection similar to the 2003 inventory methodology, was compared against the dynamic model. The State's past experience has shown that static rankings tend to lose value over time due to the inability to adapt to changing regulations or new pedestrian activity generators. The State selected the team's dynamic scoring system due to the benefits of fine-

tuning that become available during post-processing and the flexibility to adapt to new regulations in the future.

Workshop 7: Planning and Project Development (Implementation)

The Team led a discussion in August 2016 regarding funding allocation approaches that utilize the PAI dataset components. The talk explained the funding allocation decisions are legally required to be planned for maximum benefit and thereby must use the element severity ranking data when defining future projects, dedicated remediation programs, and maintenance activities. Consequently, factors such as population, density or other measures of urban vs. rural conditions cannot be the basis of funding allocation. The areas with greatest concentration of elements possessing high severity and activity scores will be selected for highest remediation (and thus funding) priority. The team identified rules for macroscopic funding allocation using the PAI dataset with recommendations for discretionary smoothing of allocations to fit reasonably sized projects for contracting efficiency and cost effectiveness.

Workshop 8: Weighting, and Corridor Definition

The team presented two options for weighting and prioritizing proposed projects in mid-October 2016. The first alternative assigned a weighting based on severity of the elements in a deficient asset. The second alternative utilized severity combined with activity scoring to develop prioritization. This method allowed for project weighting based on other principles including, proximity to DOJ directed sites, pedestrian generators, and other geographic factors. The team ultimately selected the Severity+Activity approach. This combined approach allows for projects to compare based on needs rather than only severity of deficiency or geographic consideration. The second portion of the workshop focused on the definition of a corridor – a macroscopic planning term used to group PAI components into discreet projects that can then be evaluated for a single composite score based on its constituent elements to facilitate project ranking. The team concluded the workshop by defining a corridor with bounding limits of two state owned facilities intersecting the subject route.

Workshop 9: Public Outreach – Focus Group

On November 16 the team and the State conducted a meeting of stakeholders and focus group attendees to gain input from members of the general public and key advocacy groups used to shape PAI policy decisions. The team reached out to members of Governor's committee of People with Disabilities, Disability Rights of Texas, City of Austin, Texas Workforce Commission, Mayor's Committee for People with Disabilities, ADAPT of Texas, and Coalition of Texans with Disabilities and requested each group a representative for the meeting. TxDOT lead the discussion by offering an overview of objections and program goals. Ms. Juanita Webber discussed the departments 6 new goals as part of her introduction as the ADA Coordinator. Team members then guided attendees through the project development process offering opportunity for input at each topic. General consensus among the Focus Group was

acceptance of the means and methods used to collect and analyze the data set within the pilot study and agreement of application to a statewide initiative. The group offered guidance on prioritization based on specific parameters and questioned the timeline for full development of a remediation schedule. TxDOT stated continued communication would be provided however could not complete the schedule until conclusion of the data collection phase.

Pilot Study Findings (Pending)

Statewide PAI Data Collection

Implementation of the Statewide PAI collection effort will follow Workshop 10 with the concurrence of the State. The collection will be divided into urban and rural areas where the team will collect data for curb ramps, sidewalks and transit stops within the state's major metropolitan areas and the State will utilize the limited-detailed hybrid methodology in the state's rural areas with District-level resources. The Team-State collection will be combined into a complete PAI and submitted to the State with a report documenting recommended policies to be implemented in the State's transition plan, Curb Ramp Program Planning Document, and core operations.

Workshop 10: Implementation Decisions

A revisit of topics covered in Workshop 7 will focus on defining programming decisions, corridor ranking, and funding allocation mechanisms.

Environmental Affairs Division

Accomplishments and Goals

Section 508 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) prohibits discrimination and ensures equal opportunity for person with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation.

The Environmental Affairs Division (ENV) is divided into 7 sections. ENV oversees TxDOT's environmental program and is the environmental liaison with state and federal resource agencies, environmental and special-interest groups, and the public. ENV provides high-level professional and technical support to project sponsors, including the districts and regions, to address environmental issues associated with construction and maintenance projects and facility operations.

Program Review (PR)

This section is responsible for reviewing procedural components of subject area programs, assisting program area managers with identifying types of program responses required, and assisting division management with identifying systemic issues related to functioning of ENV as a whole.

Special Projects (SpcP)

This section is responsible for managing and completing NEPA Assignment program tasks; internal and external audit preparation, coordination, and follow-through on corrective actions; preparing and analyzing division performance metrics as pertaining to NEPA Assignment; quality assurance and quality control review of environmental documents; environmental project management of rail projects; assignments with specially assigned department-wide and division initiatives and work groups; special studies and data collection efforts in response to national and state inquiries; and the development, organization and management of the statewide environmental training program for department staff, local - state - federal agency staff, consultant staff, and the public.

Business Operations (BusOps)

This section is responsible for providing administrative support for the business functions of the division through the following actions:

- Prepares, monitors and adjusts the division's operating and consultant budget
- Oversees the procurement and monitoring of engineering and scientific services contracts
- Provides administrative and clerical support
- Manages the division's purchasing needs.
- Coordinates open records requests for the division.
- Coordinates website updates for the division.

Cultural Resources Management (CRM)

This section is responsible for assisting district, divisions, offices and regions (DDORs) and other project sponsors regarding potential project effects on archeological sites, cemeteries, buildings, structures, and historic districts. The section undertakes the following actions:

- Conducts consultation and coordination with appropriate parties regarding project effects on cultural resources
- Oversees and undertakes cultural resource investigations
- Develops and implements mitigation of effects on cultural resources
- Develops and implements program-level studies and agreements to streamline compliance regarding cultural resources
- Manages contracts for cultural resource studies
- Develops and implements guidance, training, and policy regarding cultural resource compliance
- Reviews proposed legislation and rules related to cultural resources

Natural Resources Management (NRM)

This section is responsible for assisting the project sponsor, district, divisions, offices and regions (DDORs), and FHWA through the following actions:

- Conducts consultation and coordination with appropriate parties regarding project effects on biological and water resources
- Develops standards for, and conducts, environmental surveys, studies and investigations
- Develops and implements mitigation of effects on biological and water resources
- Develops and implements program-level studies and agreements to streamline compliance regarding biological and water resources
- Manages contracts for biological and water resource studies
- Develops and implements guidance, training, and policy regarding biological and water resource compliance
- Reviews proposed legislation and rules related to biological and water resources

Pollution Prevention/Abatement (PPA)

The PPA Section guides, directs and monitors the Department's pollution prevention and pollution abatement activities related to the following:

- Human environment (air quality, traffic noise, climate change, energy, community impacts, indirect and cumulative impacts) associated with transportation projects.
- Hazardous materials and contaminated materials located within TxDOT Right-of-Way.
- Stormwater discharges into and from TxDOT's ROW.
- Environmental compliance at TxDOT facilities.

The PPA section is comprised of three teams: Human Environment, Hazardous Material's Management and Operations Compliance. Each team is described below:

The PPA-Human Environment Team guides, directs and monitors human environment issues (air quality, noise, climate, community impacts and indirect and cumulative impacts) related to project development. Team responsibilities include the following:

- Reviewing assigned projects for compliance with state and federal requirements, policy and guidelines associated with air quality, noise, climate, community impacts and indirect and cumulative impacts.
- Providing technical assistance on air quality, noise, climate, community impacts and indirect and cumulative impacts.
- Directing, monitoring, updating and/or providing training, guidance, policy and compliance assistance.
- Coordinating TxDOT actions with regulatory agencies
- Providing guidance and recommendations to TxDOT staff and resource agencies.
- Managing changes to project level analytical tools.
- Analyzing proposed federal and state regulations for impacts to TxDOT operations.

The PPA-Hazardous Materials Management Team guides, directs and monitors hazardous materials management activities related to TxDOT projects. Team responsibilities include the following:

- Conducting hazardous material site assessments.
- Conducting asbestos and lead inspections for bridges and ROW structures
- Developing hazardous material management plans for construction projects
- Coordinating the development of special specifications and provisions for hazardous materials management.
- Managing and overseeing remediation and abatement of hazardous materials within the ROW before, during and after construction.
- Overseeing the procurement and monitoring of engineering, scientific and purchases of services contracts for hazardous materials management.
- Training TxDOT staff in the early identification of hazardous material issues.
- Reviewing and approving non-hazardous recyclable materials for use in roadway construction.
- Developing department guidance for management of hazardous material issues.

- Coordinating with regulatory agencies.

The PPA-Operations Compliance Team guides and monitors TxDOT practices and regulatory compliance actions associated with the following areas: stormwater management, waste management; oil and petroleum storage tank management; wastewater management; spill prevention, control and countermeasure planning; and general housekeeping. Team responsibilities include:

- Directing, monitoring and coordinating training, guidance and policy.
- Monitoring operations for compliance with environmental regulations and best management practices.
- Coordinating actions with regulatory agencies and preparing related correspondence.
- Managing, monitoring and evaluating TxDOT's Environmental Management System (EMS) program.
- Managing stormwater permit compliance and reporting.
- Providing petroleum storage tank (PST) compliance guidance and training.
- Providing Spill Prevention Control and Counter Measure (SPCC) guidance and training.
- Providing facility waste management guidance and training.
- Tracking and managing compliance data required for reporting purposes.

Project Delivery (PD)

This section is responsible for assisting the project sponsor, DDOs, and FHWA through the following actions.

- Collaborates with project sponsors in the development of project scope
- Prepares legislative, commission and FHWA project reports
- Liaises with FHWA and districts
- Liaises with TPP to ensure project consistency with statewide transportation plans
- Prepares Letters of Authority for environmental clearance
- Conducts field-level compliance reviews
- Conducts reviews of reports in support of environmental decisions and actions

Strategic Projects (StrP)

This Section supports the project sponsor, DDOs, and FHWA through the following actions.

- Provides support to DDOs for highly complex environmental projects
- Assists project sponsors in the development of environmental projects
- Oversees and manages corridor programs
- Conducts reviews of reports in support of environmental decisions and actions
- Provides contract management services for corridor studies
- Liaises with FHWA, DDOs, and local project sponsors

Accomplishments:

- In December 2016, the new ADA Compliance Program Administrator began conversations with ENV to discuss the reporting requirements.
- Submitted a name for the internal advisory committee to help plan outreach.

Goals:

- Increase liaison knowledge.
- Meet required reporting due dates.

**Financial Management
Division**

TxDOT is making considerable progress in its reporting efforts. The ultimate goal is for each district or division to highlight accomplishments each six-month reporting period.

**Fleet Operations
Division**

TxDOT is making considerable progress in its reporting efforts. The ultimate goal is for each district or division to highlight accomplishments each six-month reporting period.

Human Resources Division

State and local governments must comply with the Title 1 of the ADA, without discriminating against qualified applicants and employees on the basis of a disability.

The Objective of the Human Resources Division (HRD) is to understand who is and who is not protected by the ADA. It is necessary to understand the act's definition of an individual with a disability and then determine if the individual meets the acts definition of a qualified individual with a disability.

Accomplishments:

WebEx training in March 2017 on ADA procedures for HR Staff statewide.

Provided special accommodations for 14 employees statewide.

HRD provide guidance to employees who were interested in requesting an accommodation.

HRD provide an alternate position for an employee who was unable to perform the essential functions of the previous job.

Goals:

Meet with Juanita Webber on defining ADA policies and procedures.

Provide necessary clarification, guidance and responsibilities regarding ADA policies and procedures.

Educate employees on what ADA provides for a person with a disability and to increase awareness on discriminating against persons with disabilities.

**Information Management
Division**

TxDOT is making considerable progress in its reporting efforts. The ultimate goal is for each district or division to highlight accomplishments each six-month reporting period.

Maintenance Division

The current goal I have put in place for the Maintenance Division is an ADA awareness class. Being a former registered accessibility specialist, I will conduct this awareness class. This will be an introduction class to accessibility to be tentatively held in April. Literature will be distributed at the meeting so employees will get a basic go by guide so they will have knowledge to report items that may need addressing.

Our accomplishments consist of the following:

1. Adhering to Texas Accessibility Standards for new safety rest areas. This includes providing accessible restrooms, doors, hardware, picnic tables and benches to name a few.
2. Upgrade of existing rest areas to meet ADA.

Maritime Division

TxDOT Maritime Division's (MRD) number one accomplishment related to the Americans with Disabilities Act (ADA) over FY16/17 was that there were no grievances filed against the Division.

Moving forward, the Division's ADA goals are associated with the Port Authority Advisory Committee (PAAC) Meetings scheduled by MRD staff. We will work to formally advertise all future PAAC meetings with notification that accommodations will be made for individuals with disabilities interested in attending, upon request. Secondly, MRD staff will follow-through with accommodating these requests to the best of their ability.

**Occupational Safety
Division**

TxDOT is making considerable progress in its reporting efforts. The ultimate goal is for each district or division to highlight accomplishments each six-month reporting period.

**PEPS
Division**

TxDOT is making considerable progress in its reporting efforts. The ultimate goal is for each district or division to highlight accomplishments each six-month reporting period.

**Public Transportation
Division**

TxDOT is making considerable progress in its reporting efforts. The ultimate goal is for each district or division to highlight accomplishments each six-month reporting period.

**Rail
Division**

TxDOT is making considerable progress in its reporting efforts. The ultimate goal is for each district or division to highlight accomplishments each six-month reporting period.

**Research and Technology Implementation
Division**

TxDOT is making considerable progress in its reporting efforts. The ultimate goal is for each district or division to highlight accomplishments each six-month reporting period.

Rights of Way Division

The Right of Way Division is committed to the ADA Accessibility Program's mission to ensure that every program, service, benefit, activity and facility open to the public is fully accessible to and usable by people with disabilities in an integrated setting that fosters inclusion and does not discriminate.

Accomplishments:

- Appointed a primary and secondary ADA Coordinator for the ROW Division
- Reported data to FHWA Annual Dashboard
- Recommended training to educate and support awareness about The Americans with Disabilities Act

Goals:

- Increase participation by ROW Division district personnel at district ADA Program outreach events and/or training by sharing upcoming events with ROW Project Delivery areas
- Collaborate with other Division ADA Coordinators on ADA Program initiatives
- Include an ADA Program topic on agenda for once a month at recurring ROW Division Leadership meetings
- 100% attendance to monthly ADA Liaison meeting by both primary and secondary ROW ADA Coordinator
- Work with respective Division to ensure that ROW Division headquarters office practices, procedures, and environment is ADA compliant (Human Resources, Support Services Division, etc.).

Support Services Division

2016 Accomplishments:

- \$3 Million – constructed new facility in Glen Rose – completed and staff is moving in 5/2017
- \$4.5 Million – constructed new facility in South Tarrant County – completed and staff moved in 4/2017
- \$3 Million – constructed new facility in Pecos – completed and staff moved in 4/2017

2017 Goals:

- \$3.5 million total renovation of the administration building at the Brownwood DHQ – under construction will be completed in 2018
- \$6.5 million total renovation of the administration building at the Dallas DHQ – under construction and will be completed in 2019
- \$4 million raze and construct new office and supporting facilities in Henrietta – construction starts in July and will be completed in 2019
- \$500,000 total renovation of N. Tyler special crews building – construction starts in August and will be completed in 2018
- \$500,000 new construction of Kingsville office due to fire – construction starts in September and will be completed in 2018

Toll Operations Division

Accomplishments:

- Installed handicap button on extended exit door in lobby.
- Installed voice intercoms in lobby.
- Secured all handrails throughout the TOD facility.

Goals:

- Analyze all aisle ways have proper walking and wheelchair clearance.
- Check and adjust floor panels to prevent trip hazards
- View all facility room signage to ensure brail wording is in functional order

See *Attachment L* for standard procedures on filing a complaint.

Traffic Operations Division

The Traffic Operations Division is committed to the ADA Accessibility Program's mission to ensure that every program, service, benefit, activity and facility open to the public is fully accessible to and usable by people with disabilities in an integrated setting that fosters inclusion and does not discriminate.

Traffic Operations Division Accomplishments:

- * Appointed a primary and secondary ADA Coordinator for the TRF Division
- * Reported data to FHWA Annual Dashboard

Traffic Operations Division Goals:

- * Provide guidance to the districts in regard to ADA accessibility in regard to Rail-Highway Safety projects
- * Collaborate with other Division ADA Coordinators on ADA Program initiatives
- * Include an ADA Program topic on agenda at recurring TRF Division Leadership meetings
- * 100 percent attendance to monthly ADA Liaison meeting by either the primary or secondary TRF Coordinator
- * Work with respective Divisions to ensure that ROW Division headquarters office practices, procedures, and environment is ADA compliant (Human Resources, Support Services Division, etc.).
- * Recommend training to educate and support awareness about The Americans with Disabilities Act

Transportation Planning and Programming Division

Section 508 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) prohibits discrimination and ensures equal opportunity for person with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation.

The Transportation Planning and Programming Division (TPP) is responsible for a wide range of duties, divided between 9 sections.

Business Operations Section is responsible for the following:

- Manages and oversees the division's financial staff for program and operating budgets, accounting, purchases, procurement, and contract management.
- Develops and submits to FHWA the division's annual grant application for State Planning and Research (SPR).
- Manages and oversees legislative analysis and inquires, media liaison, open records requests, and special projects.
- Sales and distribution of highway maps to internal and external customers.
- Manages inventory of current and historical highway maps.

Data Management Section

- Maintains information and supports resources to support project and portfolio performance management.
- Manages the Highway Performance Monitoring System and performs annual certification of public road mileage for the state.
- Performs annual county mileage certification, highway designation, minute orders, and maintains Texas Reference Marker system and oversight of Roadway Field Inventory Program.
- Publishes the Statewide Planning Map, Departmental Map, County Map book, State Railroad Map and Control Section Map series.
- Maintain GIS data for all public roads, city limits, railroad lines, and various base map layers.
- Provides GIS coordination between TxDOT Districts and Division.

Freight and International Trade Section

- Develops Statewide Freight Plan.
- Manage Freight Planning Activities and Advisory Committee.
- Coordinate Border Trade Advisory Committee.
- Oversees International Bridge Applications.
- Participates in International Transportation Planning studies.
- Assists as Department Liaison for international relations.

Local Government Projects Section

- Develop policy and standardization processes.
- Primary point of contact with FHWA on local government projects.
- Provide enhanced training to TxDOT and local governments.
- Provide "one-call center" for TxDOT districts.
- Mediate TxDOT/local government disagreements.
- Monitor district performance of overseeing local government.

Modernize Portfolio and Project Management

- Develop and maintain core system supporting the delivery of transportation programs.
- Align business processes and system work flows for portfolio management, project management, contract management, resource management, and asset management.
- Manage organizational health initiatives for Engineering Operations.

Project and Portfolio Management Section

- Provides project and portfolio manager training programs.

- Project manager mentoring and support.
- Project management services.
- Risk workshop facilitation.
- Help desk support.
- Project management tools.
- Project management solutions development.
- PMP certification support and training program.

Public Involvement Section

- Assists districts and divisions with public involvement efforts throughout planning project development and construction.
- Serves as an on-site resource that creates and reviews public involvement plans, identifies appropriate out-reach techniques, and provides additional staff at public meetings.
- Focuses agency efforts on ensuring outreach techniques are reflective of the needs of the public.
- Fosters greater internal awareness of the department's civic engagement responsibilities.
- Implements the Transportation Commission's public involvement policy.

Systems Planning Section

- Manages multistate Transportation Corridor Engineering studies.
- Transportation Planning Program and Economically Disadvantaged County program.
- Maintains Statewide Transportation Improvement Program.
- Develops Texas Transportation Plan.
- Manages the Trunk System and Systems Planning.
- Participate in Regional US Transportation/Economic Studies.
- Rural Planning Organization Coordination.
- Develops Unified Transportation Program.
- Coordinates with Metropolitan Planning Organizations and Regional Mobility Authorities.
- Conducts and manages corridor studies throughout the state.

Traffic Analysis Section

- Oversees traffic estimation and forecasting, roadway inventory traffic log data for existing and forecasted traffic, traffic data for commission and public hearings, traffic analysis for program calls, traffic monitoring systems and corridor traffic analysis.
- Oversees traffic data collection and reporting, vehicle classification analysis, automated traffic records analysis from permanent recorders, volume traffic counts, weight-in-motion programs, and speed monitoring.
- Assist Metropolitan Planning Organization with Urban Travel Demand Model Forecasting.
- Train personnel in travel demand modeling, traffic analysis, and mobile source air quality analysis.
- Manage the Statewide Analysis Model project and Statewide Traffic Analysis and reporting System. Oversees the Travel Survey program.
- Maintain district and urban traffic map files and publish statewide truck and traffic maps.

Accomplishments

- In December 2016, the new ADA Compliance Program Administrator began conversations with TPP to discuss the reporting requirements. This meeting was followed up with a one-on-one meeting between the TPP ADA liaison and the ADA Compliance Program Administrator.
- In order to foster full participation of persons with disabilities, more WebEx and virtual options are available for meetings and trainings.
- Submitted a name for the internal advisory committee to help plan outreach.

Goals

- Increase division employee knowledge.
- Increase liaison knowledge.
- Meet required reporting due dates.

Travel Information Division

The Travel Division is committed to the ADA Accessibility Program's mission to ensure that every program, service, benefit, activity and facility open to the public is fully accessible to and usable by people with disabilities in an integrated setting that fosters inclusion and does not discriminate. The Travel division oversees employees that promote travel to the traveling public. TRV is committed to foster inclusion according to section 508 of the rehabilitation act of 1973 and the Americans with Disability Act (ADA).

TRV's Goal:

- * TRV will include an ADA Program topic on agenda for Quarterly TRV Division meetings.
- * Audit our workspace monthly, utilize a check list to identify areas needing to be in compliance.
- * Communicate with our employees.
- * Follow up.
- * Our ADA committee will meet monthly right after each walk through.

TRV's Accomplishments:

- * Appointed our committee members.
- * TRV had Juanita Weber speak at our quarterly meeting on TxDOT's ADA plan and what is needed to be in compliance with FHWA's requirements.
- * TRV started a cleanup initiative to address excess clutter and safety hazards.
- * TRV's office employees now have the option to get a stand up station.
- * Provide accessible facilities to visitors at TRV's Information Centers.

Attachment A – ADA/504 Assurance



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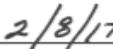
AMERICANS WITH DISABILITIES ACT and SECTION 504 OF THE REHABILITATION ACT OF 1973

ASSURANCE

28 Code of Federal Regulations Part 35.130, Title II of the Americans with Disabilities Act prohibits discrimination on the basis of disability by public entities. Subtitle A protects qualified individuals with disabilities from discrimination on the basis of disability in the services, programs, or activities of all state and local governments. It extends the prohibition of discrimination in federally assisted programs established by section 504 of the Rehabilitation Act of 1973 to all activities of state and local governments, including those that do not receive federal financial assistance, and incorporates specific prohibitions of discrimination on the basis of disability from Titles I, III, and V of the Americans with Disabilities Act. This rule, therefore, adopts the general prohibitions of discrimination established under section 504, as well as the requirements for making programs accessible to individuals with disabilities and for providing equally effective communications. It also sets forth standards for what constitutes discrimination on the basis of mental or physical disability, provides a definition of disability and qualified individual with a disability, and establishes a complaint mechanism for resolving allegations of discrimination.

Texas Department of Transportation (TxDOT), HEREBY AGREES THAT, as a condition to receiving any federal financial assistance from the U.S. Department of Transportation through the Federal Highway Administration, is subject to and will comply with all laws and regulations, and hereby gives assurance that no qualified disabled person shall, solely by reason of his or her disability, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination, including discrimination of employment, under any program or activity that receives or benefits from this federal financial assistance. TxDOT further assures that its programs will be conducted, and its facilities operated, in compliance with all the requirements imposed by or pursuant to 49 CFR Part 27, 28 CFR Part 35 and 42 USC §§ 12101 – 12213.


James M. Bass
Executive Director


Date

OUR VALUES: People • Accountability • Trust • Honesty

OUR MISSION: Through collaboration and leadership, we deliver a safe, reliable, and integrated transportation system that enables the movement of people and goods.

An Equal Opportunity Employer

Attachment B – ADA Liaisons

District or Division	Name	Title	Phone	E-mail
Abilene	Joe LeBlanc	Business Services Supervisor	(325) 676-6827	Joe.LeBlanc@txdot.gov
Amarillo	Tracy Beyer	Special Projects Coordinator	(806) 356-3305	Tracy.Beyer@txdot.gov
Atlanta	Jason Overmyer	Landscape Architect	(903) 799-1205	Jason.Overmyer@txdot.gov
Atlanta	Tommy Bruce	Transportation Engr Supvr.	(903) 799-1339	Tommy.Bruce@txdot.gov
Austin	Allen Stroud	Facilities Supervisor	(512) 832-7064	Allen.Stroud@txdot.gov
Austin	Mahendran Thivakaran	Transportation Engineer	(512) 832-7286	Mahendran.Thivakaran@txdot.gov
Austin	Richard Wright	Internal Audit Section Mgr	(512) 463-8050	Richard.Wright1@txdot.gov
Austin	Tracy Cooper	Contract Specialist	(512) 832-7111	Tracy.Cooper@txdot.gov
Aviation	Kari Campbell	Aviation Grants Section Dir	(512) 416-4543	Kari.Campbell@txdot.gov
Beaumont	Deidre Williams	HR Specialist	(409) 898-5716	Deidre.Williams@txdot.gov
Bridge	Steven Smith	Business Operations Admin.	(512) 416-2115	Steven.Smith@txdot.gov
Brownwood	Eric Lykins	Director of Construction	(325) 643-0417	Eric.Lykins@txdot.gov
Bryan	Maury Jacob	Landscape Architect	(979) 778-9798	Maury.Jacob@txdot.gov
Childress	Chris Reed	Director of Construction	(940) 937-7251	Chris.Reed@txdot.gov
Communications	Tim Harriman	Business Operations Manager	(512) 463-8795	Tim.Harriman@txdot.gov
Compliance	Nicole Lawson	DE/DD Executive Assistant	(512) 463-5671	Nicole.Lawson@txdot.gov
Compliance	Parsons Townsend	Compliance Section Director	(512) 463-6325	Parsons.Townsend@txdot.gov
Construction	Bunny Neible	Division Administration Manager	(512) 416-2588	Bunny.Neible@txdot.gov
Corpus Christi	Aurora Guajardo	Engineering Assistant	(361) 808-2474	Aurora.Guajardo@txdot.gov
Corpus Christi	Michael Alvarez	Transportation Engineer	(361) 808-2587	Michael.Alvarez@txdot.gov
Dallas	Maher Ghanayem	Transportation Engineer	(214) 320-6691	Maher.Ghanayem@txdot.gov
Dallas	Tommy Johns	Architect	(214) 320-6635	Tommy.Johns@txdot.gov
Design	Harry Dawson	Landscape Architect	(512) 416-2320	Harry.Dawson@txdot.gov
Design	Pete Krause	Landscape Arch Section Dir.	(512) 416-2714	Pete.Krause@txdot.gov
El Paso	Sandra Sierra	Special Projects Coord.	(915) 790-4209	Sandra.Sierra@txdot.gov
Environmental Affairs	Billie Long	HR Specialist	(512) 486-5363	Billie.Long@txdot.gov
Environmental Affairs	Linda Pendergras	Office Technician	512-416-3002	Linda.Pendergras@txdot.gov
Financial Management	Cynthia Ochoa	DE/DD Executive Assistant	(512) 486-5505	Cynthia.Ochoa@txdot.gov
Financial Management	Kurt Ahlhorn	Special Projects Coord	(512) 486-5653	Kurt.Ahlhorn@txdot.gov
Fort Worth	Chris Houghton	Transportation Specialist	(817) 370-6730	Chris.Houghton@txdot.gov

District or Division	Name	Title	Phone	E-mail
Fort Worth	Faisal Abdel-Qader	Transportation Engr Supvr	(817) 370-6673	Faisal.AbelQader@txdot.gov
Houston	Jannie Blackmon	Construction Records Auditor	(713) 802-5008	Jannie.Blackmon@txdot.gov
Houston	Pablo Pinales	Human Resources Officer	(713) 802-5469	Pablo.Pinales@txdot.gov
Human Resources	Billie Long	HR Specialist	(512) 486-5363	Billie.Long@txdot.gov
Human Resources	Denise Landry	HR Specialist	(512) 486-5366	Denise.Landry@txdot.gov
Information Management	Angie Burford	Executive Assistant	(512) 465-3058	angie.burford@txdot.gov
Laredo	Carlo Rogerio	Transportation Engineer	(956) 712-7484	Carlo.Rogerio@txdot.gov
Laredo	Omar Costilla	Transportation Specialist	(956) 712-7726	Omar.Costilla@txdot.gov
Lubbock	Kylan Francis	Dir of Trans Plan & Devlpmt	(806) 748-4490	Kylan.Francis@txdot.gov
Lubbock	Rusty Smith	Special Projets Coord.	806-748-4476	Rusty.Smith@txdot.gov
Lufkin	Ana Mijares	Transportation Engr Supvr	(936) 633-4351	Ana.Mijares@txdot.gov
Lufkin	Jimmy Thompson	Transportation Engr Supvr	(936) 633-4397	Jimmy.Thompson@txdot.gov
Lufkin	Kelly Morris	Director of Transportation Planning and Development	(936) 633-4349	Kelly.Morris@txdot.gov
Maintenance	Randy Ormsby	Information Specialist	(512) 416-3196	Randy.Ormsby@txdot.gov
Maintenance	Stephen Binder	Architect Assistant	(512) 416-3341	Stephen.Binder@txdot.gov
Maritime	Travis Milner	Bus. Ops. Proj. Mgr.	713-802-5972	Travis.Milner@txdot.gov
Occupational Safety	Monica Spiller	Office Technician	(512) 416-3385	Monica.Spiller@txdot.gov
Odessa	Lennerd Byrd	Business Services Supervisor	(432) 498-4737	Lennerd.Byrd@txdot.gov
Paris	Darius Samuels	Transportation Engr Supvr.	(903) 737-9498	Darius.Samuels@txdot.gov
Pharr	Evan Roberts	Transportation Engr Supvr.	(956) 702-6265	Evan.Roberts@txdot.gov
Pharr	Joseph Leal, Jr.	Transportation Engineer	(956) 702-6247	Joseph.Leal@txdot.gov
Procurement	Connie Knesek	Purchasing Coordinator	(512) 416-4720	Connie.Knesek@txdot.gov
Procurement	Glenn Hagler	Director, Procurement Division	(512) 416-2401	Glenn.Hagler@txdot.gov
Procurement	Jo Woten	Purchasing Branch Manager	(512) 486-5480	Jo.Woten@txdot.gov
Professional Engineering Procurement Services	Roy Gonzales	PEPS Operations Manager	(512) 416-2034	Roy.Gonzales@txdot.gov
Public Transportation	Rebecca (Becky) Ligon	Transport Funding Spec.	(512) 374-5238	Rebecca.Ligon@txdot.gov
Research and Technology Implementation	Crystal Stark-Nelson	Contract Specialist, RTI	(512) 416-4740	Crystal.StarkNelson@txdot.gov
Right of Way	Elizabeth Osgood	Division Admin Manager	(512) 416-2014	Elizabeth.Osgood@txdot.gov
Right of Way	Matthew Jimenez	Right of Way Agent	(512) 416-2877	Matthew.Jimenez@txdot.gov
San Angelo	Mario Ybarra	Business Services Coord	(325) 947-9273	Mario.Ybarra@txdot.gov

District or Division	Name	Title	Phone	E-mail
San Antonio	Darcie Schipull	Planner	(210) 615-5902	Darcie.Schipull@txdot.gov
San Antonio	Elizabeth Hogeda-Romo	Business Services Supervisor	(210) 615-6163	Elizabeth.HogedaRomo@txdot.gov
San Antonio	Gregg Granato	Transportation Engr Supvr	(210) 615-6049	Gregg.Granato@txdot.gov
Toll Operations	Ralph O'Neal	Field Oprs Facilities Coord	(512) 874-9712	Ralph.ONeal@txdot.gov
Traffic Operations	Ann Hatchitt	Management Analyst	(512) 416-3104	Ann.Hatchitt@txdot.gov
Traffic Operations	Shelli Belser	Business Operations Administrator	(512) 416-3205	Shelli.Belser@txdot.gov
Transportation Planning and Programming	Jessica Smith	Safety Officer	(512)486-5015	Jessica.Smith@txdot.gov
Travel Information	Kristi Urkuski	DE/DD Executive Assistant	(512)486-5914	Kristi.Urkuski@txdot.gov
Travel Information	Lucia Cordova	Business Operations Admin	(512) 486-5903	Lucia.Cordova@txdot.gov
Tyler	Janice Allen	HR Specialist	(903) 510-9293	Janice.Allen@txdot.gov
Tyler	Jeff Kuechle	Facilities Coordinator	(903) 510-9182	Jeff.Kuechle@txdot.gov
Tyler	Jeffrey Harmon	Director of Construction	(903) 510-9207	Jeffrey.Harmon@txdot.gov
Tyler	Juanita Daniels-West	Transportation Engineer	(903) 510-9106	Juanita.DanielsWest@txdot.gov
Waco	Kris Long	Special Projects Coordinator	(254) 867-2763	Kris.Long@txdot.gov
Wichita Falls	Allan Moore	Director of Construction	(940) 720-7716	Allan.Moore@txdot.gov
Yoakum	Camille Marek, P.E.	Transportation Engineer	(361) 293-4388	Camille.Marek@txdot.gov

Attachment C – ADA Notice



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AMERICANS WITH DISABILITIES ACT and SECTION 504 OF THE REHABILITATION ACT OF 1973

NOTICE

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

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

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

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

Anyone who requires auxiliary aids or services for effective communication, or a modification of policies and procedures to participate in a program, service or activity of TxDOT, should contact TxDOT's ADA/504 Coordinator as soon as possible, but no later than 48 hours before the scheduled event.

The Americans with Disabilities Act does not require TxDOT to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of TxDOT is not accessible to persons with disabilities should be directed to the ADA/504 Coordinator.

TxDOT will not charge a fee on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids and services or reasonable modifications of policy, such as retrieving items from locations that are open to the public, but are not accessible to persons who use wheelchairs.

Contact Information

Texas Department of Transportation
Civil Rights Division
ADA/504 Coordinator
125 E. 11th Street, Austin, Texas 78704
CIV_ADA@txdot.gov | (512) 416-4700

OUR VALUES: People • Accountability • Trust • Honesty

OUR MISSION: Through collaboration and leadership, we deliver a safe, reliable, and integrated transportation system that enables the movement of people and goods.

An Equal Opportunity Employer

Attachment D – Grievance Procedure

TxDOT ADA Accessibility Program Grievance Policy and Procedures

Texas Department of Transportation Grievance Procedure under The Americans with Disabilities Act

This **Grievance Procedure** is established in accordance with the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services by or access to activities, programs or facilities of the Texas Department of Transportation.

Any person who believes that he or she, individually, as a member of the disabled community, has been subject to discrimination prohibited by the Americans with Disabilities Act, Sections 504 or 508 of the Rehabilitation Act of 1973, as amended, may file a complaint with TxDOT. A complaint may also be filed by a representative on behalf of such a person or group.

Complaints submitted shall be in writing and must be signed by the complainant and/or the representative. Complainants can complete TxDOT's External Discrimination Complaint Form available on TxDOT's website in English and Spanish. **See attachment D.**

The complaint should be submitted by the grievant and/or his or her designee as soon as possible but no later than 180 calendar days after the alleged violation to:

Michael D. Bryant, Director
Civil Rights Division
125 E. 11th Street
Austin, TX 78701
512-416-4700 (Voice)
512-486-5539 (FAX)
1-800-735-2989 (TTY)
7-1-1 (Relay Texas)
Michael.D.Bryant@txdot.gov

Roles and Responsibilities

The Civil Rights Division (CIV) is charged with the primary responsibility of processing ADA external discrimination complaints received by TxDOT. All discrimination complaints received by DDs must be referred to CIV for review and action. CIV processes complaints consistent with FHWA's External Discrimination Complaint Handling Procedures, which includes maintaining a complaint log, using form letters, and its investigative process.

Time frame for Filing Complaints

In order to have the complaint considered under ADA, the complaint must be filed no later than 180 days after:

- The date of the alleged act of discrimination; or
- The date the person(s) became aware of the alleged act(s) of discrimination; or
- Where there has been a continuing course of conduct, the date on which that conduct was discovered.

In either case, TxDOT may extend the time for filing or waive the time limit in the interest of justice, specifying in writing the reason for doing so.

Processing Complaints

Complaints shall set forth, as fully as possible, the facts and circumstances surrounding the alleged discrimination. In the event that a person makes a verbal complaint to a TxDOT employee, that person shall be interviewed by CIV. If necessary, CIV will assist the person in documenting the complaint in writing and submitting the written version to the person for signature.

Within ten (10) days of receipt of the complaint, CIV will acknowledge receipt, inform the complainant of action proposed or taken, and advise the complainant of other avenues of redress available, such as filing with the investigation and Adjudications Unit at FHWA Headquarters Office of Civil Rights and the U.S. DOT.

ADA complaints filed directly with TxDOT against its subrecipients will be processed in accordance with the FHWA approved complaint procedures as required under 23 CFR 200.9(b)(3). However, FHWA has the authority for making all final decisions, including dismissing complaints and issuing letters of findings. All complaints are investigated unless:

- The complaint is withdrawn by the complainant;
- The complainant fails to provide required information after numerous attempts;
- The complaint is not filed timely; or
- The complaint is involving an issue other than discrimination or if the complaint is not based on the disabled protected class.

Complaints filed under ADA with TxDOT in which TxDOT is named as the respondent will be forwarded to FHWA within ten (10) days of receipt of the allegation for processing. The following information will be provided to FHWA:

- Name, address, and phone number of complainant;
- Name(s) and address(es) of alleged discriminating official(s);
- Basis of complaint (i.e., disability, race, color, national origin, sex, age);
- Date of alleged discriminatory act(s);
- Date of complaint received by TxDOT;
- A statement of the complaint;
- Other agencies (state, local or federal) where the complaint has been filed; and
- An explanation of the actions TxDOT has taken or proposed to resolve the issue raised in the complaint.

Investigative Process

Within sixty (60) days of receipt of the complaint, CIV will conduct and complete an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings to FHWA. FHWA will issue final decisions in all cases, including those complaints investigated by CIV. The complaint will be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings. No information is disclosed with TxDOT personnel or any other party not involved in the investigative process.

Developing an Investigative Plan

An investigative Plan (IP) will be prepared to define the issues and lay out the blueprint to complete the investigation. The IP is used to keep the investigation on track and focused on the issues and sources of evidence or corroboration. The IP outline is as follows:

- Complainant name and contact information, and that of their attorney, if applicable;
- Respondent name and contact information, and that of their attorney, if applicable;
- Applicable laws and regulations;
- Basis of complaint (i.e., disability, race, color, national origin, sex, age);
- Allegation(s)/Issue(s);
- Background
- Interviewee(s) name and contact information;
- Questions for the complainant; respondent, and interviewee(s);
- Evidence to be obtained;
- Estimated investigation timeline; and
- Remedy sought by the complainant(s).

Documentation

CIV maintains a complaint log, intake form and activity log to document all activity related to the complaint. **See attachment (s) D.** The information captured on these documents includes:

- Grievance Tracking Number
- Complainant's name and if provided, disability, race, color, age, gender and national origin;
- Respondent's name;
- Basis(es) of the ADA complaint;
- Allegation(s)/Issue(s) surrounding the discrimination complaint;
- Agency/Division/District
- Investigation Activity
- Date the discrimination complaint was filed;
- Date the investigation was completed;
- Disposition/Status
- Disposition date; and
- Other pertinent information.

Preparing the Report of Investigation

A Report of Investigation (ROI) will be prepared setting forth all the relevant facts obtained during the investigation. The ROI will include a finding for each issue and recommendations, where necessary. Documentation regarding any attempts and outcomes that were made to resolve the complaint prior to the initial receipt of the written complaint will be summarized in the ROI. The ROI and recommended decision will be forwarded to the FHWA for a final decision.



External Discrimination Complaint Form

Form 2193
(Rev. 4/17)
Page 1 of 2

Mail the signed form to Texas Department of Transportation, Civil Rights Division,
125 East 11th Street, Austin, Texas 78701 or fax to 512/486-5539.

Last Name		First Name		
Mailing Address		City	State <input type="text"/>	Zip
Telephone	Alternate Telephone	E-mail Address		
Please indicate the basis of your complaint:				
<input type="checkbox"/> Race _____		<input type="checkbox"/> Age _____		<input type="checkbox"/> National Origin _____
<input type="checkbox"/> Color _____		<input type="checkbox"/> Gender _____		<input type="checkbox"/> Disability _____
Date and place of alleged discriminatory action(s). Please include the earliest date of discrimination and the most recent date of discrimination.				
How were you discriminated against? Describe the nature of the action, decision, or conditions of the alleged discrimination. Explain as clearly as possible what happened and why you believe your protected status (basis) was a factor in the discrimination. Include how other persons were treated differently from you. (Attach additional pages, if necessary).				
If applicable, please provide a description and the exact location of the non-accessible feature.		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____ (Street Name)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____ (Street Name)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
The law prohibits intimidation or retaliation against anyone because he/she has either taken action, or participated in action, to secure rights protected by these laws. If you feel that you have been retaliated against, separate from the discrimination alleged above, please explain the circumstances below. Explain what action you took which you believe was the cause for the alleged retaliation.				
Names of individuals responsible for the discriminatory action(s):				

TxDOT ADA Accessibility Program

Grievance Tracking Number Methodology

Grievance Tracking Number Methodology

28 CFR 35.107(b) requires a public entity that employs more than 50 people to adopt and publish a grievance procedure providing for the prompt and equitable resolution of complaints alleging discrimination on the basis of disability access to any governmental facility, program, service or activity provided by the entity. Grievance Procedures are intended to safeguard the processing of all TxDOT complaints associated with ADA/504 concerns. These procedures provide a system for resolving complaints of disability discrimination in a prompt and fair manner.

By adopting these administrative requirements, the Texas Department of Transportation (TxDOT) will be able to address the complaints of people with disabilities more efficiently who have encountered issues when using our facilities, or participating in our programs, activities, and services. Having these requirements in place will assist TxDOT employees and representatives to access a specific grievance easily; exercise good recordkeeping habits; and provide accurate information when communicating with a complainant about his/her specific grievance.

When assigning a tracking number to a grievance, the TxDOT employee or representative should follow these guidelines in this specific order:

1. Abbreviate "Grievance" as "GRV";
2. Use the next ordinal number (e.g. 1, 2, 3,) to indicate the quantity of grievances received to-date;
3. Write the date the Civil Rights Office (CRO) received notice or became aware of the grievance; and
4. Include the fiscal year(s) the Complainant alleged the discrimination occurred.

EXAMPLE: GRV001-10262016-2014

TxDOT ADA Accessibility Program

ADA Grievance Tracking Number Log

Tracking Number <small>GRV#-Date CIV Rec-Yr Alleged</small>	Complainant	District/Division	Initials
GRV001-10262016-2014	James Lawson - Fredericksburg Road	SAT	JW
GRV002-11022016-2016	Jonathan Thome - City of Dallas	DAL	JW
GRV003-12152016-2016	Pearl Ivey - SH 99 & I-10	HOU	JW
N/A	Charles Bernardin - City of Richardson	DAL	FHWA
GRV004-02232017-__?__	Pat Booker Rd & Palisades *(waiting for information from FHWA)	SAT	JW
N/A	Jay Wilson - TxTag - DV	TOD	Informal - JW/TOD
GRV005-_____-____			
GRV006-_____-____			
GRV007-_____-____			
GRV008-_____-____			
GRV009-_____-____			
GRV010-_____-____			
GRV011-_____-____			
GRV012-_____-____			
GRV013-_____-____			
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GRV024-_____-____			
GRV025-_____-____			
GRV026-_____-____			
GRV027-_____-____			
GRV028-_____-____			
GRV029-_____-____			
GRV030-_____-____			
GRV031-_____-____			

GRV032-_____ -__			
GRV033-_____ -__			
GRV034-_____ -__			
GRV035-_____ -__			
GRV036-_____ -__			
GRV037-_____ -__			
GRV038-_____ -__			
GRV039-_____ -__			
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GRV059-_____ -__			
GRV060-_____ -__			
GRV061-_____ -__			
GRV062-_____ -__			

ADA Discrimination Intake Form

Date Complaint Filed with CIV Complaint Number

Respondent First Name Respondent Last Name

Complainant Information

First Name Last Name

Address City State Zip

Complaint Information

Basis of Discrimination Race Disability Color National Origin
 Age Sex Other

Date of Discrimination Complaint Statement

Has the complaint been filed with other agencies?

If so, which one(s)?

Explanation of TxDOT's Actions

Record: 1 of 1 | No Filter | Search

Form View | Num Lock

Attachment E – Checklists

1. ADA Self-Evaluation Update Program Accessibility Form

	ADA Self-Evaluation Update Program Accessibility	Form 2664 (4/17) Page 1 of 5
<p>The purpose of this questionnaire is to gather data on how your district/division's programs are, or are not, accessible to people with disabilities. Questions are in the areas of:</p>		
<p>Contact/Help</p>		
<ol style="list-style-type: none">1. General Description of the District/Division2. Policies and Practices3. Information and Training for Staff4. Use of Contractors5. Transportation6. Telephone Communication7. Documents and Publications8. Meetings9. Audio-Visual Presentations10. Automated Electronic Equipment11. Emergency Evacuation12. Notification13. Service Animals		
<p>Your participation in completing this questionnaire will assist your district/division in improving its ability to serve the needs of people with disabilities and their families.</p>		
<p>Each division will need to provide the following information with respect to all of its programs. You may, of course, use one form if the answers to these questions are the same for all of your programs and facilities. You may also use multiple forms and refer in one form to answers from another form. Please reply to each question. If the question is not applicable (N/A) to your program or programs, please indicate. If you have questions or need assistance, please contact the Civil Rights Division at (512) 416-4700.</p>		
1. General Description of the District/Division		
District/Division: _____		
DE/DD: _____		
ADA Contact Name: _____		
Address: _____		
Phone: _____		
Date of Review: _____		
Location of Program/Service: _____		
Brief Description of Program: _____		
2. Policies and Practices that may limit the Participation of Individuals with Disabilities in the Organization's Programs and Activities.		
<p>2.1 Consider your formal and informal program eligibility and admission criteria or licensing standards. Particular attention should be paid to policies incorporating or establishing the following requirements. Please provide supporting documentation of those policies.</p>		
<ul style="list-style-type: none">• Physical or mental fitness or performance requirements• Safety standards• Testing requirements; educational requirements• Work experience requirements• Income level requirement• Credit rating requirements• Requirements based on disability• Requirements that prohibit participation because of disability• Insurability requirements		
<p>2.2 If you have any such policies, do they or could they have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>		

2.3 If so, which of your exclusionary/limiting policies will be altered or eliminated to allow participation by individuals with disabilities? How will you communicate changes to department staff and public?

2.4 Which of the exclusionary/ limiting policies will be retained by your district/division? What is your justification for their retention?

3. Information and Training for Staff

3.1 Which staff members need to be aware of your district/division's obligations and policies that enable persons with disabilities to participate in TxDOT's programs or activities?

3.2 How have you informed/ trained these staff members?

4. Use of Contractors

4.1 Do you use contractors (including employment and referral agencies, labor unions, and companies providing fringe benefits, training, and apprenticeship programs) to conduct programs or activities on behalf of your district/division? Yes No
(If not, go on to section 5)

4.2 How do you ensure that both contractors and your procurement staff are aware of their obligations to facilitate participation of individuals with disabilities in programs or activities operated on behalf of your district/division?

4.3 How do you monitor your contractors to ensure they fulfill their obligation?

5. Transportation

5.1 Do you provide transportation to volunteers, beneficiaries, visitors, etc? (If not, go on to Section 6) Yes No

5.2 What procedures does your district/division follow to make transportation accessible to persons who have:

- Visual disabilities
- Hearing disabilities
- Mobility disabilities

6. Telephone Communication

6.1 How do you communicate telephonically with individuals with hearing disabilities?

6.1.1 If you use telecommunication devices for the deaf (TDDs), list option, telephone number, and organization or TDD directories in which the TDD number is listed.

6.1.2 If you use a TDD relay service, list the name of the company and type of service.

6.1.3 If you utilize Relay Texas Service, have you performed outreach to people with hearing and speech disabilities? Yes No

If so, how?

6.2 How do you train your staff in operating TDDs and in other means of communicating over the telephone with a person with a hearing disability?

7. Documents and Publications (Please provide examples for questions 7.1 - 7.3)

7.1 How do you make documents and publications available to individuals with visual disabilities? Do you use audio tape, large print, Braille, computer disk, or some other media?

7.2 Do you make the content of document and publications available in simple, easy-to-understand language for individuals with learning disabilities? Yes No

7.3 Do you portray individuals with disabilities in your documents and in publications? Yes No

8. Meetings

8.1 Do you require that public meetings, hearings, and conferences be held in accessible locations?

If yes, name places where meetings, hearings and conferences have been held. Yes No

8.2 Are interpreters, readers and/or adaptive equipment provided in an expeditious manner, when requested, for meetings, interview, conferences, and for public appearances by and with department officials, and public hearings? Yes No

If yes, on average, how long does it take to fulfil the request?

8.3 Do you ensure that individuals with hearing disabilities who do not read sign language can participate effectively in meetings, conferences, and hearings via assistive listening devices or other means? Yes No
If yes, describe how.

9. Audio-Visual Presentations

9.1 How do you make audio-visual presentations prepared or presented by your department to the public accessible to individuals with disabilities?

List the audio-visual presentation (film, videotape, or television), whether or not they are captioned, and if not captioned, indicate what steps have been taken to ensure that persons with hearing disabilities can benefit from these or similar presentations:

Name of Presentation:	Captioned:	(Yes/No)
		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No

9.2 Do you portray individuals with disabilities in audio-visual presentations? Yes No
If yes, please provide an example.

10. Automated Electronic Equipment

10.1 Do you use electronic equipment, including copying machines, PCs, microfilm readers, etc. in your programs and activities? (If no, skip to the next element) Yes No

10.2 How do you ensure that electronic equipment is accessible to and usable by individuals with disabilities?

11. Emergency Evacuation

11.1 What equipment and/or procedures do you use to notify individuals with disabilities of emergencies and evacuation procedures?

- Visual Disabilities
- Hearing Disabilities
- Learning Disabilities

12. Notification

12.1 How do you notify all persons (employees, applicants, participants, beneficiaries, volunteers, visitors, and other interested parties including those with visual and/or hearing disabilities) of their right to participate in your programs or activities regardless of their disability?

12.2 How do you notify all persons about any special procedures used for individuals with disabilities?

12.3 How do you notify all persons that your meetings, hearings, and conferences will be held in accessible locations and that auxiliary aids will be provided, upon request, to participants with disabilities?

12.4 How do you notify all persons about how and with whom to file a disability discrimination complaint and what procedure are they told to follow? (This includes disability discrimination complaints because of employment and volunteer services practices.)

13. Service Animals

13.1 Do you have any restrictions on service animals? Yes No

If so, please describe the policy on service animals.

13.2 When a participant has a service animal, have areas been designated for the animal to relieve itself?
Describe. Yes No

2. Checklist for Existing Facilities

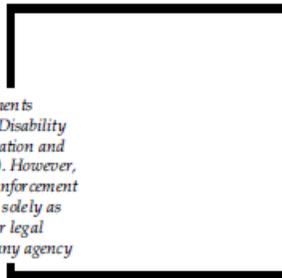
Checklist for Existing Facilities version 2.1



To obtain additional copies of this checklist, contact your Disability and Business Technical Assistance Center. To be automatically connected to your regional center, call 1-800-949-4ADA. This checklist may be copied as many times as desired by the Disability and Business Technical Assistance Centers for distribution to small businesses but may not be reproduced in whole or in part and sold by any other entity without written permission of Adaptive Environments, the author.

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The Americans with Disabilities Act
Checklist for Readily Achievable Barrier Removal
August 1995

Checklist for Existing Facilities version 2.1

Introduction

Title III of the **Americans with Disabilities Act** requires public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. The goal is to afford every individual the opportunity to benefit from our country's businesses and services, and to afford our businesses and services the opportunity to benefit from the patronage of all Americans.

The regulations require that architectural and communication barriers that are structural must be removed in public areas of **existing facilities** when their removal is **readily achievable**—in other words, easily accomplished and able to be carried out without much difficulty or expense. **Public accommodations** that must meet the barrier removal requirement include a broad range of establishments (both for-profit and nonprofit)—such as hotels, restaurants, theaters, museums, retail stores, private schools, banks, doctors' offices, and other places that serve the public. People who own, lease, lease out, or operate places of public accommodation in existing buildings are responsible for complying with the barrier removal requirement.

The removal of barriers can often be achieved by making simple changes to the physical environment. However, the regulations do not define exactly how much effort and expense are required for a facility to meet its obligation. This judgment must be made on a case-by-case basis, taking into consideration such factors as the size, type, and overall financial resources of the facility, and the nature and cost of the access improvements needed. These factors are described in more detail in the ADA regulations issued by the Department of Justice.

The process of determining what changes are readily achievable is not a one-time effort; access should be re-evaluated annually. Barrier removal that might be difficult to carry out now may be readily achievable later. Tax incentives are available to help absorb costs over several years.

Purpose of This Checklist

This checklist will help you identify accessibility problems and solutions in existing facilities in order to meet your obligations under the ADA.

The goal of the survey process is to plan how to make an existing facility more usable for people with disabilities. The Department of Justice (DOJ) recommends the development of an Implementation Plan, specifying what improvements you will make to remove barriers and when each solution will be carried out: "...Such a plan...could serve as evidence of a good faith effort to comply...."

Technical Requirements

This checklist details some of the requirements found in the ADA Standards for Accessible Design (Standards). The ADA Accessibility Guidelines (ADAAG), when adopted by DOJ, became the Standards. The Standards are part of the Department of Justice Title III Regulations, 28 CFR Part 36 (*Nondiscrimination on the basis of disability... Final Rule*). Section 36.304 of this regulation, which covers barrier removal, should be reviewed before this survey is conducted.

However, keep in mind that full compliance with the Standards is required only for new construction and alterations. The requirements are presented here as a guide to help you determine what may be readily achievable barrier removal for existing facilities. The Standards should be followed for all barrier removal unless doing so is not readily achievable. If complying with the Standards is not readily achievable, you may undertake a modification that does not fully comply, as long as it poses no health or safety risk.

In addition to the technical specifications, each item has a scoping provision, which can be found under Section 4.1 in the Standards. This section clarifies when access is required and what the exceptions may be.

Each state has its own regulations regarding accessibility. To ensure compliance with all codes, know your state and local codes and use the more stringent technical requirement for every modification you make; that is, the requirement that provides greater access for individuals with disabilities. The barrier removal requirement for existing facilities is new under the ADA and supersedes less stringent local or state codes.

2 Checklist for Existing Facilities version 2.1 © revised August 1995, Adaptive Environments Center, Inc. for the National Institute on Disability and Rehabilitation Research. For technical assistance, call 1-800-949-4ADA (voice/TDD).

What This Checklist is Not

This checklist does not cover all of the requirements of the Standards; therefore, it is **not** for facilities undergoing new construction or alterations. In addition, it does not attempt to illustrate all possible barriers or propose all possible barrier removal solutions. The Standards should be consulted for guidance in situations not covered here.

The Title III regulation covers more than barrier removal, but this checklist does **not** cover Title III's requirements for nondiscriminatory policies and practices and for the provision of auxiliary communication aids and services. The communication features covered are those that are **structural** in nature.

Priorities

This checklist is based on the four priorities recommended by the Title III regulations for planning readily achievable barrier removal projects:

- Priority 1: Accessible **approach and entrance**
- Priority 2: Access to **goods and services**
- Priority 3: Access to **rest rooms**
- Priority 4: Any **other measures** necessary

Note that the references to ADAAG throughout the checklist refer to the Standards for Accessible Design.

How to Use This Checklist

✓ **Get Organized:** Establish a time frame for completing the survey. Determine how many copies of the checklist you will need to survey the whole facility. Decide who will conduct the survey. It is strongly recommended that you invite two or three additional people, including people with various disabilities and accessibility expertise, to assist in identifying barriers, developing solutions for removing these barriers, and setting priorities for implementing improvements.

✓ **Obtain Floor Plans:** It is very helpful to have the building floor plans with you while you survey. If plans are not available, use graph paper to sketch the layout of all interior and exterior spaces used by your organization. Make notes on the sketch or plan while you are surveying.

✓ **Conduct the Survey:** Bring copies of this checklist, a clipboard, a pencil or pen, and a flexible steel

tape measure. With three people surveying, one person numbers key items on the floor plan to match with the field notes, taken by a second person, while the third takes measurements. **Be sure to record all dimensions!** As a reminder, questions that require a dimension to be measured and recorded are marked with the ruler symbol. Think about each space from the perspective of people with physical, hearing, visual, and cognitive disabilities, noting areas that need improvement.

✓ **Summarize Barriers and Solutions:** List barriers found and ideas for their removal. Consider the solutions listed beside each question, and add your own ideas. Consult with building contractors and equipment suppliers to estimate the costs for making the proposed modifications.

✓ **Make Decisions and Set Priorities:** Review the summary with decision makers and advisors. Decide which solutions will best eliminate barriers at a reasonable cost. Prioritize the items you decide upon and make a timeline for carrying them out. Where the removal of barriers is not readily achievable, you must consider whether there are **alternative methods** for providing access that *are* readily achievable.

✓ **Maintain Documentation:** Keep your survey, notes, summary, record of work completed, and plans for alternative methods on file.

✓ **Make Changes:** Implement changes as planned. Always refer directly to the Standards and your state and local codes for complete technical requirements before making any access improvement. References to the applicable sections of the Standards are listed at the beginning of each group of questions. If you need help understanding the federal, state, or local requirements, contact your Disability and Business Technical Assistance Center.

✓ **Follow Up:** Review your Implementation Plan each year to re-evaluate whether more improvements have become readily achievable.

To obtain a copy of the Title III regulations and the Standards or other technical information, call the U.S. Dept. of Justice ADA Information Line at (800) 514-0301 Voice, (202) 514-0381 TDD, or (800) 514-0383 TDD. For questions about ADAAG, contact the Architectural and Transportation Barriers Compliance Board at (800) USA-ABLE.

QUESTIONS

POSSIBLE SOLUTIONS

Priority

1 Accessible Approach/Entrance

People with disabilities should be able to arrive on the site, approach the building, and enter as freely as everyone else. At least one route of travel should be safe and accessible for everyone, including people with disabilities.

Route of Travel (ADAAG 4.3, 4.4, 4.5, 4.7)
Is there a route of travel that does not require the use of stairs?

Yes No

- Add a ramp if the route of travel is interrupted by stairs.
- Add an alternative route on level ground.

Is the route of travel stable, firm and slip-resistant?

- Repair uneven paving.
- Fill small bumps and breaks with beveled patches.
- Replace gravel with hard top.

 Is the route at least 36 inches wide?


width

- Change or move landscaping, furnishings, or other features that narrow the route of travel.
- Widen route.

 Can all objects protruding into the circulation paths be detected by a person with a visual disability using a cane?


distance from wall/height

- Move or remove protruding objects.
- Add a cane-detectable base that extends to the ground.
- Place a cane-detectable object on the ground underneath as a warning barrier.

In order to be detected using a cane, an object must be within 27 inches of the ground. Objects hanging or mounted overhead must be higher than 80 inches to provide clear head room. It is not necessary to remove objects that protrude less than 4 inches from the wall.

Do curbs on the route have curb cuts at drives, parking, and drop-offs?

- Install curb cut.
- Add small ramp up to curb.

 **Ramps (ADAAG 4.8)**
Are the slopes of ramps no greater than 1:12?


slope

- Lengthen ramp to decrease slope.
- Relocate ramp.
- If available space is limited, reconfigure ramp to include switchbacks.

Slope is given as a ratio of the height to the length. 1:12 means for every 12 inches along the base of the ramp, the height increases one inch. For a 1:12 maximum slope, **at least** one foot of ramp length is needed for each inch of height.

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QUESTIONS

POSSIBLE SOLUTIONS

Ramps, continued

Do all ramps longer than 6 feet have railings on both sides?

Yes No

Add railings.

 Are railings sturdy, and between 34 and 38 inches high?


 height

Adjust height of railing if not between 30 and 38 inches.
 Secure handrails in fixtures.

 Is the width between railings or curbs at least 36 inches?


 width

Relocate the railings.
 Widen the ramp.

Are ramps non-slip?

Add non-slip surface material.

 Is there a 5-foot-long level landing at every 30-foot horizontal length of ramp, at the top and bottom of ramps and at switchbacks?


 length

Remodel or relocate ramp.

 Does the ramp rise no more than 30 inches between landings?


 rise

Remodel or relocate ramp.

Parking and Drop-Off Areas (ADAAG 4.6)

 Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5-foot access aisle)? For guidance in determining the appropriate number to designate, the table below gives the ADAAG requirements for new construction and alterations (for lots with more than 100 spaces, refer to ADAAG):


 number of accessible spaces

Reconfigure a reasonable number of spaces by repainting stripes.

Total spaces	Accessible
1 to 25	1 space
26 to 50	2 spaces
51 to 75	3 spaces
76 to 100	4 spaces

Note widths of existing accessible spaces:

 Are 8-foot-wide spaces, with minimum 8-foot-wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans?


 width/vertical clearance

Reconfigure to provide van-accessible space(s).

At least one of every 8 accessible spaces must be van-accessible (with a minimum of one van-accessible space in all cases).

QUESTIONS		POSSIBLE SOLUTIONS
<p>Parking and Drop-Off Areas, continued</p> <p>Are the access aisles part of the accessible route to the accessible entrance?</p> <p>Are the accessible spaces closest to the accessible entrance?</p> <p>Are accessible spaces marked with the International Symbol of Accessibility? Are there signs reading "Van Accessible" at van spaces?</p> <p>Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?</p>		<p><input type="checkbox"/> Add curb ramps.</p> <p><input type="checkbox"/> Reconstruct sidewalk.</p> <p><input type="checkbox"/> Reconfigure spaces.</p> <p><input type="checkbox"/> Add signs, placed so that they are not obstructed by cars.</p> <p><input type="checkbox"/> Implement a policy to check periodically for violators and report them to the proper authorities.</p>
<p>Entrance (ADAAG 4.13, 4.14, 4.5)</p> <p>If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance?</p> <p>Do not use a service entrance as the accessible entrance unless there is no other option.</p> <p>Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?</p> <p>Can the alternate accessible entrance be used independently?</p> <p> Does the entrance door have at least 32 inches clear opening (for a double door, at least one 32-inch leaf)?</p> <p> Is there at least 18 inches of clear wall space on the pull side of the door, next to the handle?</p> <p>A person using a wheelchair or crutches needs this space to get close enough to open the door.</p>		<p><input type="checkbox"/> If it is not possible to make the main entrance accessible, create a dignified alternate accessible entrance. If parking is provided, make sure there is accessible parking near all accessible entrances.</p> <p><input type="checkbox"/> Install signs before inaccessible entrances so that people do not have to retrace the approach.</p> <p><input type="checkbox"/> Eliminate as much as possible the need for assistance—to answer a doorbell, to operate a lift, or to put down a temporary ramp, for example.</p> <p><input type="checkbox"/> Widen the door to 32 inches clear.</p> <p><input type="checkbox"/> If technically infeasible, widen to 31-3/8 inches minimum.</p> <p><input type="checkbox"/> Install offset (swing-clear) hinges.</p> <p><input type="checkbox"/> Remove or relocate furnishings, partitions, or other obstructions.</p> <p><input type="checkbox"/> Move door.</p> <p><input type="checkbox"/> Add power-assisted or automatic door opener.</p>

QUESTIONS

POSSIBLE SOLUTIONS

Entrance, continued
 11111 Is the threshold edge 1/4-inch high or less, or if beveled edge, no more than 3/4-inch high?

Yes No

 height

- If there is a single step with a rise of 6 inches or less, add a short ramp.
- If there is a threshold greater than 3/4-inch high, remove it or modify it to be a ramp.

11111 If provided, are carpeting or mats a maximum of 1/2-inch high?

height

- Replace or remove mats.

Are edges securely installed to minimize tripping hazards?

- Secure carpeting or mats at edges.

11111 Is the door handle no higher than 48 inches and operable with a closed fist?

height

- Lower handle.
- Replace inaccessible knob with a lever or loop handle.
- Retrofit with an add-on lever extension.

The "closed fist" test for handles and controls: Try opening the door or operating the control using only one hand, held in a fist. If you can do it, so can a person who has limited use of his or her hands.

11111 Can doors be opened without too much force (exterior doors reserved; maximum is 5 lbf for interior doors)?

force

- Adjust the door closers and oil the hinges.
- Install power-assisted or automatic door openers.
- Install lighter doors.

You can use an inexpensive force meter or a fish scale to measure the force required to open a door. Attach the hook end to the doorknob or handle. Pull on the ring end until the door opens, and read off the amount of force required. If you do not have a force meter or a fish scale, you will need to judge subjectively whether the door is easy enough to open.

11111 If the door has a closer, does it take at least 3 seconds to close?

seconds

- Adjust door closer.

QUESTIONS

POSSIBLE SOLUTIONS

Priority

2 Access to Goods and Services

Ideally, the layout of the building should allow people with disabilities to obtain materials or services without assistance.

Yes No

Horizontal Circulation (ADAAG 4.3)

Does the accessible entrance provide direct access to the main floor, lobby, or elevator?

Are all public spaces on an accessible route of travel?

W Is the accessible route to all public spaces at least 36 inches wide?

width

W Is there a 5-foot circle or a T-shaped space for a person using a wheelchair to reverse direction?

width

Doors (ADAAG 4.13)

W Do doors into public spaces have at least a 32-inch clear opening?

clear opening

W On the pull side of doors, next to the handle, is there at least 18 inches of clear wall space so that a person using a wheelchair or crutches can get near to open the door?

clear space

W Can doors be opened without too much force (5 lbf maximum for interior doors)?

force

W Are door handles 48 inches high or less and operable with a closed fist?

height

W Are all threshold edges 1/4-inch high or less, or if beveled edge, no more than 3/4-inch high?

height

- Add ramps or lifts.
- Make another entrance accessible.

- Provide access to all public spaces along an accessible route of travel.

- Move furnishings such as tables, chairs, display racks, vending machines, and counters to make more room.

- Rearrange furnishings, displays, and equipment.

- Install offset (swing-clear) hinges.
- Widen doors.

- Reverse the door swing if it is safe to do so.
- Move or remove obstructing partitions.

- Adjust or replace closers.
- Install lighter doors.
- Install power-assisted or automatic door openers.

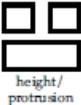
- Lower handles.
- Replace inaccessible knobs or latches with lever or loop handles.
- Retrofit with add-on levers.
- Install power-assisted or automatic door openers.

- If there is a threshold greater than 3/4-inch high, remove it or modify it to be a ramp.
- If between 1/4- and 3/4-inch high, add bevels to both sides.

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QUESTIONS

POSSIBLE SOLUTIONS

		Yes	No		
<p>Rooms and Spaces (ADAAG 4.2, 4.4, 4.5) Are all aisles and pathways to materials and services at least 36 inches wide?</p>		<input type="checkbox"/>	<input type="checkbox"/>		
					
		<input type="checkbox"/>	<input type="checkbox"/>		
					
<p>Is there a 5-foot circle or T-shaped space for turning a wheelchair completely?</p>		<input type="checkbox"/>	<input type="checkbox"/>		
					
<p>Is carpeting low-pile, tightly woven, and securely attached along edges?</p>		<input type="checkbox"/>	<input type="checkbox"/>		
<p>In circulation paths through public areas, are all obstacles cane-detectable (located within 27 inches of the floor or higher than 80 inches, or protruding less than 4 inches from the wall)?</p>		<input type="checkbox"/>	<input type="checkbox"/>		
					
<p>Emergency Egress (ADAAG 4.28) If emergency systems are provided, do they have both flashing lights and audible signals?</p>		<input type="checkbox"/>	<input type="checkbox"/>		
<p>Signage for Goods and Services (ADAAG 4.30) Different requirements apply to different types of signs.</p>					
<p>If provided, do signs and room numbers designating permanent rooms and spaces where goods and services are provided comply with the appropriate requirements for such signage?</p>		<input type="checkbox"/>	<input type="checkbox"/>		
<ul style="list-style-type: none"> • Signs mounted with centerline 60 inches from floor. 	<p>Y N</p> <p><input type="checkbox"/> <input type="checkbox"/></p>				
<ul style="list-style-type: none"> • Mounted on wall adjacent to latch side of door, or as close as possible. 	<input type="checkbox"/> <input type="checkbox"/>				
<ul style="list-style-type: none"> • Raised characters, sized between 5/8 and 2 inches high, with high contrast (for room numbers, rest rooms, exits). 	<input type="checkbox"/> <input type="checkbox"/>				
<ul style="list-style-type: none"> • Brailled text of the same information. 	<input type="checkbox"/> <input type="checkbox"/>				
<ul style="list-style-type: none"> • If pictogram is used, it must be accompanied by raised characters and braille. 	<input type="checkbox"/> <input type="checkbox"/>				

- Rearrange furnishings and fixtures to clear aisles.
- Rearrange furnishings to clear more room.
- Secure edges on all sides.
- Replace carpeting.
- Remove obstacles.
- Install furnishings, planters, or other cane-detectable barriers underneath.
- Install visible and audible alarms.
- Provide portable devices.
- Provide signs that have raised letters, Grade II Braille, and that meet all other requirements for permanent room or space signage. (See ADAAG 4.1.3(16) and 4.30.)

QUESTIONS		POSSIBLE SOLUTIONS
<p>Directional and Informational Signage The following questions apply to directional and informational signs that fall under Priority 2.</p>		
<p>Priority 2 If mounted above 80 inches, do they have letters at least 3 inches high, with high contrast, and non-glare finish?</p>	<p>Yes No</p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p>letter height</p>	<p><input type="checkbox"/> Review requirements and replace signs as needed, meeting the requirements for character size, contrast, and finish.</p>
<p>Do directional and informational signs comply with legibility requirements? (Building directories or temporary signs need not comply.)</p>	<p><input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> Review requirements and replace signs as needed.</p>
<p>Controls (ADAAG 4.27)</p>		
<p>Priority 2 Are all controls that are available for use by the public (including electrical, mechanical, cabinet, game, and self-service controls) located at an accessible height?</p>	<p><input type="checkbox"/> <input type="checkbox"/></p> <p>height</p>	<p><input type="checkbox"/> Relocate controls.</p>
<p>Reach ranges: The maximum height for a side reach is 54 inches; for a forward reach, 48 inches. The minimum reachable height is 15 inches for a front approach and 9 inches for a side approach.</p>		
<p>Are they operable with a closed fist?</p>	<p><input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> Replace controls.</p>
<p>Seats, Tables, and Counters (ADAAG 4.2, 4.32, 7.2)</p>		
<p>Priority 2 Are the aisles between fixed seating (other than assembly area seating) at least 36 inches wide?</p>	<p><input type="checkbox"/> <input type="checkbox"/></p> <p>width</p>	<p><input type="checkbox"/> Rearrange chairs or tables to provide 36-inch aisles.</p>
<p>Are the spaces for wheelchair seating distributed throughout?</p>	<p><input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> Rearrange tables to allow room for wheelchairs in seating areas throughout the area.</p> <p><input type="checkbox"/> Remove some fixed seating.</p>
<p>Priority 2 Are the tops of tables or counters between 28 and 34 inches high?</p>	<p><input type="checkbox"/> <input type="checkbox"/></p> <p>height</p>	<p><input type="checkbox"/> Lower part or all of high surface.</p> <p><input type="checkbox"/> Provide auxiliary table or counter.</p>
<p>Priority 2 Are knee spaces at accessible tables at least 27 inches high, 30 inches wide, and 19 inches deep?</p>	<p><input type="checkbox"/> <input type="checkbox"/></p> <p>height/ width/ depth</p>	<p><input type="checkbox"/> Replace or raise tables.</p>
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QUESTIONS		POSSIBLE SOLUTIONS
<p>Seats, Tables, and Counters, continued</p> <p>FF0101 At each type of cashier counter, is there a portion of the main counter that is no more than 36 inches high?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No  height </p>		<input type="checkbox"/> Provide a lower auxiliary counter or folding shelf. <input type="checkbox"/> Arrange the counter and surrounding furnishings to create a space to hand items back and forth.
<p>FF0102 Is there a portion of food-ordering counters that is no more than 36 inches high, or is there space at the side for passing items to customers who have difficulty reaching over a high counter?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No  height </p>		<input type="checkbox"/> Lower section of counter. <input type="checkbox"/> Arrange the counter and surrounding furnishings to create a space to pass items.
<p>Vertical Circulation (ADAAG 4.1.3(5), 4.3)</p> <p>Are there ramps, lifts, or elevators to all public levels?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>		<input type="checkbox"/> Install ramps or lifts. <input type="checkbox"/> Modify a service elevator. <input type="checkbox"/> Relocate goods or services to an accessible area.
<p>On each level, if there are stairs between the entrance and/or elevator and essential public areas, is there an accessible alternate route?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>		<input type="checkbox"/> Post clear signs directing people along an accessible route to ramps, lifts, or elevators.
<p>Stairs (ADAAG 4.9)</p> <p>The following questions apply to stairs connecting levels <i>not</i> serviced by an elevator, ramp, or lift.</p> <p>Do treads have a non-slip surface?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>Do stairs have continuous rails on both sides, with extensions beyond the top and bottom stairs?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>		<input type="checkbox"/> Add non-slip surface to treads. <input type="checkbox"/> Add or replace handrails if possible within existing floor plan.
<p>Elevators (ADAAG 4.10)</p> <p>Are there both visible and verbal or audible door opening/closing and floor indicators (one tone = up, two tones = down)?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>		<input type="checkbox"/> Install visible and verbal or audible signals.
<p>FF0103 Are the call buttons in the hallway no higher than 42 inches?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No  height </p>		<input type="checkbox"/> Lower call buttons. <input type="checkbox"/> Provide a permanently attached reach stick.
<p>Do the controls inside the cab have raised and braille lettering?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>		<input type="checkbox"/> Install raised lettering and braille next to buttons.
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QUESTIONS		POSSIBLE SOLUTIONS
<p>Elevators, continued</p> <p>Is there a sign on both door jambs at every floor identifying the floor in raised and braille letters?</p> <p>If an emergency intercom is provided, is it usable without voice communication?</p> <p>Is the emergency intercom identified by braille and raised letters?</p>		<p><input type="checkbox"/> Install tactile signs to identify floor numbers, at a height of 60 inches from floor.</p> <p><input type="checkbox"/> Modify communication system.</p> <p><input type="checkbox"/> Add tactile identification.</p> <p><input type="checkbox"/> At each stopping level, post clear instructions for use of the lift.</p> <p><input type="checkbox"/> Provide a call button.</p> <p><input type="checkbox"/> Rearrange furnishings and equipment to clear more space.</p> <p><input type="checkbox"/> Move controls.</p>
	<p>Yes No</p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p><input type="checkbox"/> <input type="checkbox"/></p>	
<p>Lifts (ADAAG 4.2, 4.11)</p> <p>Can the lift be used without assistance? If not, is a call button provided?</p>		
	<p>Is there at least 30 by 48 inches of clear space for a person in a wheelchair to approach to reach the controls and use the lift?</p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p><input type="checkbox"/></p> <p>clear space</p>	
	<p>Are controls between 15 and 48 inches high (up to 54 inches if a side approach is possible)?</p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p><input type="checkbox"/></p> <p>height</p>	
<p>Priority</p> <p>3 Usability of Rest Rooms</p> <p>When rest rooms are open to the public, they should be accessible to people with disabilities.</p>	<p>Getting to the Rest Rooms (ADAAG 4.1)</p> <p>If rest rooms are available to the public, is at least one rest room (either one for each sex, or unisex) fully accessible?</p> <p>Are there signs at inaccessible rest rooms that give directions to accessible ones?</p>	
	<p>Yes No</p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p><input type="checkbox"/> <input type="checkbox"/></p>	<p><input type="checkbox"/> Reconfigure rest room.</p> <p><input type="checkbox"/> Combine rest rooms to create one unisex accessible rest room.</p> <p><input type="checkbox"/> Install accessible signs.</p>
<p>Doorways and Passages (ADAAG 4.2, 4.13, 4.30)</p> <p>Is there tactile signage identifying rest rooms?</p> <p>Mount signs on the wall, on the latch side of the door, complying with the requirements for permanent signage. Avoid using ambiguous symbols in place of text to identify rest rooms.</p>		<p><input type="checkbox"/> Add accessible signage, placed to the side of the door, 60 inches to centerline (not on the door itself).</p>
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QUESTIONS

POSSIBLE SOLUTIONS

Doorways and Passages, continued

Are pictograms or symbols used to identify rest rooms, and, if used, are raised characters and braille included below them?

Yes No

If symbols are used, add supplementary verbal signage with raised characters and braille below pictogram symbol.

Is the doorway at least 32 inches clear?

clear width

Install offset (swing-clear) hinges.
 Widen the doorway.

Are doors equipped with accessible handles (operable with a closed fist), 48 inches high or less?

height

Lower handles.
 Replace knobs or latches with lever or loop handles.
 Add lever extensions.
 Install power-assisted or automatic door openers.

Can doors be opened easily (5 lbf maximum force)?

force

Adjust or replace closers.
 Install lighter doors.
 Install power-assisted or automatic door openers.

Does the entry configuration provide adequate maneuvering space for a person using a wheelchair?

clear width

Rearrange furnishings such as chairs and trash cans.
 Remove inner door if there is a vestibule with two doors.
 Move or remove obstructing partitions.

A person in a wheelchair needs 36 inches of clear width for forward movement, and a 5-foot diameter or T-shaped clear space to make turns. A minimum distance of 48 inches clear of the door swing is needed between the two doors of an entry vestibule.

Is there a 36-inch-wide path to all fixtures?

width

Remove obstructions.

Stalls (ADAAG 4.17)

Is the stall door operable with a closed fist, inside and out?

Replace inaccessible knobs with lever or loop handles.
 Add lever extensions.

Is there a wheelchair-accessible stall that has an area of at least 5 feet by 5 feet, clear of the door swing, OR is there a stall that is less accessible but that provides greater access than a typical stall (either 36 by 69 inches or 48 by 69 inches)?

length/
 width

Move or remove partitions.
 Reverse the door swing if it is safe to do so.

QUESTIONS		POSSIBLE SOLUTIONS
Stalls, continued In the accessible stall, are there grab bars behind and on the side wall nearest to the toilet? <input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Add grab bars. <input type="checkbox"/> Add raised seat.
 Is the toilet seat 17 to 19 inches high? <div style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No  height </div>		
Lavatories (ADAAG 4.19, 4.24)  Does one lavatory have a 30-inch-wide by 48-inch-deep clear space in front? A maximum of 19 inches of the required depth may be under the lavatory.		<input type="checkbox"/> Rearrange furnishings. <input type="checkbox"/> Replace lavatory. <input type="checkbox"/> Remove or alter cabinetry to provide space underneath. <input type="checkbox"/> Make sure hot pipes are covered. <input type="checkbox"/> Move a partition or wall. <input type="checkbox"/> Adjust or replace lavatory. <input type="checkbox"/> Adjust or replace lavatory. <input type="checkbox"/> Replace with paddle handles. <input type="checkbox"/> Lower dispensers. <input type="checkbox"/> Replace with or provide additional accessible dispensers. <input type="checkbox"/> Lower or tilt down the mirror. <input type="checkbox"/> Add a larger mirror anywhere in the room.
 Is the lavatory rim no higher than 34 inches? <div style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No  height </div>		
 Is there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)? <div style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No  height </div>		
Can the faucet be operated with one closed fist?	<div style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No </div>	
Are soap and other dispensers and hand dryers within reach ranges (see page 7) and usable with one closed fist?	<div style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No </div>	
 Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower? <div style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No  height </div>		
Priority 4 Additional Access <i>Note that this priority is for items not required for basic access in the first three priorities.</i> When amenities such as drinking fountains and public telephones are provided, they should also be accessible to people with disabilities.		
Drinking Fountains (ADAAG 4.15)  Is there at least one fountain with clear floor space of at least 30 by 48 inches in front? <div style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No  clear space </div>		<input type="checkbox"/> Clear more room by rearranging or removing furnishings.
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QUESTIONS

POSSIBLE SOLUTIONS

	Yes	No	
Drinking Fountains, continued			
F11111 Is there one fountain with its spout no higher than 36 inches from the ground, and another with a standard height spout (or a single "hi-lo" fountain)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Provide cup dispensers for fountains with spouts that are too high. <input type="checkbox"/> Provide accessible cooler. <input type="checkbox"/> Replace the controls. <input type="checkbox"/> Place a planter or other cane-detectable barrier on each side at floor level.
Are controls mounted on the front or on the side near the front edge, and operable with one closed fist?	<input type="checkbox"/>	<input type="checkbox"/>	
F11111 Is each water fountain cane-detectable (located within 27 inches of the floor or protruding into the circulation space less than 4 inches from the wall)?	<input type="checkbox"/>	<input type="checkbox"/>	
Telephones (ADAAG 4.31)			
F11111 If pay or public use phones are provided, is there clear floor space of at least 30 by 48 inches in front of at least one?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Move furnishings. <input type="checkbox"/> Replace booth with open station. <input type="checkbox"/> Lower telephone. <input type="checkbox"/> Place a cane-detectable barrier on each side at floor level. <input type="checkbox"/> Contact phone company to install push-buttons. <input type="checkbox"/> Have phone replaced with a hearing-aid compatible one. <input type="checkbox"/> Have volume control added. <input type="checkbox"/> Add signage. <input type="checkbox"/> Install a text telephone. <input type="checkbox"/> Have a portable TT available. <input type="checkbox"/> Provide a shelf and outlet next to phone. <input type="checkbox"/> Add signage.
F11111 Is the highest operable part of the phone no higher than 48 inches (up to 54 inches if a side approach is possible)?	<input type="checkbox"/>	<input type="checkbox"/>	
F11111 Does the phone protrude no more than 4 inches into the circulation space?	<input type="checkbox"/>	<input type="checkbox"/>	
Does the phone have push-button controls?	<input type="checkbox"/>	<input type="checkbox"/>	
Is the phone hearing-aid compatible?	<input type="checkbox"/>	<input type="checkbox"/>	
Is the phone adapted with volume control?	<input type="checkbox"/>	<input type="checkbox"/>	
Is the phone with volume control identified with appropriate signage?	<input type="checkbox"/>	<input type="checkbox"/>	
If there are four or more public phones in the building, is one of the phones equipped with a text telephone (TT or TDD)?	<input type="checkbox"/>	<input type="checkbox"/>	
Is the location of the text telephone identified by accessible signage bearing the International TDD Symbol?	<input type="checkbox"/>	<input type="checkbox"/>	

- 3. www.ADAchecklist.org
- 4. Web Content Accessibility Guidelines Checklist

TxDOT ADA Accessibility Program
Section 508 of the Rehabilitation Act of 1973

Web Content Accessibility Guidelines Checklist

I. WCAG 2.0 checklist Level A (Beginner)

Guideline	Summary
1.1.1 - Non-text Content	Provide text alternatives for non-text content
1.2.1 - Audio-only and Video-only (Pre-recorded)	Provide an alternative to video-only and audio-only content
1.2.2 - Captions (Pre-recorded)	Provide captions for videos with audio
1.2.3 - Audio Description or Media Alternative (Pre-recorded)	Video with audio has a second alternative
1.3.1 - Info and Relationships	Logical structure
1.3.2 - Meaningful Sequence	Present content in a meaningful order
1.3.3 - Sensory Characteristics	Use more than one sense for instructions
1.4.1 - Use of Colour	Don't use presentation that relies solely on colour
1.4.2 - Audio Control	Don't play audio automatically
2.1.1 - Keyboard	Accessible by keyboard only
2.1.2 - No Keyboard Trap	Don't trap keyboard users
2.2.1 - Timing Adjustable	Time limits have user controls
2.2.2 - Pause, Stop, Hide	Provide user controls for moving content
2.3.1 - Three Flashes or Below	No content flashes more than three times per second
2.4.1 - Bypass Blocks	Provide a 'Skip to Content' link
2.4.2 - Page Titled	Use helpful and clear page titles



2.4.3 – Focus Order	Logical order
2.4.4 – Link Purpose (In Context)	Every link's purpose is clear from its context
3.1.1 – Language of Page	Page has a language assigned
3.2.1 – On Focus	Elements do not change when they receive focus
3.2.2 – On Input	Elements do not change when they receive input
3.3.1 – Error Identification	Clearly identify input errors
3.3.2 – Labels or Instructions	Label elements and give instructions
4.1.1 – Parsing	No major code errors
4.1.2 – Name, Role, Value	Build all elements for accessibility

II. WCAG 2.0 checklist Level AA (Intermediate)

Guideline	Summary
1.2.4 – Captions (Live)	Live videos have captions
1.2.5 – Audio Description (Pre-recorded)	Users have access to audio description for video content
1.4.3 – Contrast (Minimum)	Contrast ratio between text and background is at least 4.5:1
1.4.4 – Resize Text	Text can be resized to 200% without loss of content or function
1.4.5 – Images of Text	Don't use images of text
2.4.5 – Multiple Ways	Offer several ways to find pages
2.4.6 – Headings and Labels	Use clear headings and labels
2.4.7 – Focus Visible	Ensure keyboard focus is visible and clear

3.1.2 - Language of Parts	Tell users when the language on a page changes
3.2.3 - Consistent Navigation	Use menus consistently
3.2.4 - Consistent Identification	Use icons and buttons consistently
3.3.3 - Error Suggestion	Suggest fixes when users make errors
3.3.4- Error Prevention (Legal, Financial, Data)	Reduce the risk of input errors for sensitive data

III. WCAG 2.0 checklist Level AAA (Advanced)

Guideline	Summary
1.2.6 - Sign Language (Pre-recorded)	Provide sign language translations for videos
1.2.7 - Extended Audio description (Pre-recorded)	Provide extended audio description for videos
1.2.8 - Media Alternative (Pre-recorded)	Provide a text alternative to videos
1.2.9 - Audio Only (Live)	Provide alternatives for live audio
1.4.6 - Contrast (Enhanced)	Contrast ratio between text and background is at least 7:1
1.4.7 - Low or No Background Audio	Audio is clear for listeners to hear
1.4.8 - Visual Presentation	Offer users a range of presentation options
1.4.9 - Images of Text (No Exception)	Don't use images of text
2.1.3 - Keyboard (No Exception)	Accessible by keyboard only, without exception
2.2.3 - No Timing	No time limits
2.2.4 - Interruptions	Don't interrupt users
2.2.5 - Re-authenticating	Save user data when re-authenticating
2.3.2 - Three Flashes	No content flashes more than three times per second

2.4.8 - Location	Let users know where they are
2.4.9 - Link Purpose (Link Only)	Every link's purpose is clear from its text
2.4.10 - Section Headings	Break up content with headings
3.1.3 - Unusual words	Explain any strange words
3.1.4 - Abbreviations	Explain any abbreviations
3.1.5 - Reading Level	Users with nine years of school can read your content
3.1.6 - Pronunciation	Explain any words that are hard to pronounce
3.2.5 - Change on Request	Don't change elements on your website until users ask
3.3.5 - Help	Provide detailed help and instructions
3.3.6 - Error Prevention (All)	Reduce the risk of all input errors

Attachment F – Pedestrian Access

 TEXAS DEPARTMENT OF TRANSPORTATION



PEDESTRIAN ACCESS
Improving Accessibility in Public Rights of Way



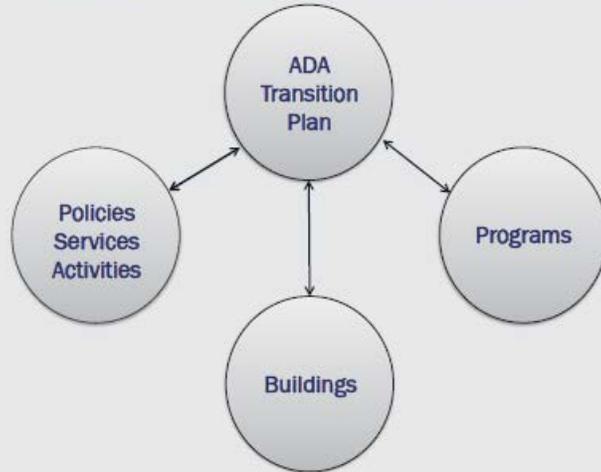
February 1, 2017
January 16, 2017

Today's Agenda

- Introduction & Group Goals
- ADA Self Evaluation & Transition Plan
- The State's Commitment to Accessibility
- Public ROW Pilot Study – New Methodology using Technology
- Pilot Study – Approach & Summary of Findings
- Prioritization for Barrier Removal

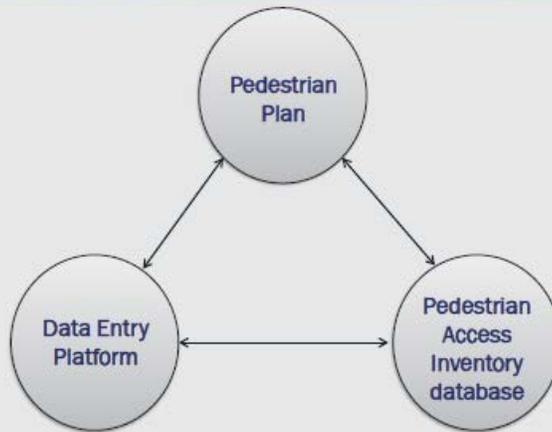
January 16, 2017 

Vision



January 16, 2017

Vision



January 16, 2017

The State's Commitment to Accessibility

- Transition Plan (1993)
 - \$37 Million program
 - Emphasis on :
 - Buildings
 - Rest Areas/Picnic Areas
 - Travel Information Centers
 - Curb Ramps in the right of way
- Transition Plan (2004)
 - Cited as FHWA Best Practice
 - Renewed emphasis on:
 - Title I – Employment
 - Title II – Public Services
 - Grievance procedures
- Pedestrian Access Inventory (2001)
 - Emphasis on:
 - Curb ramps in the right of way

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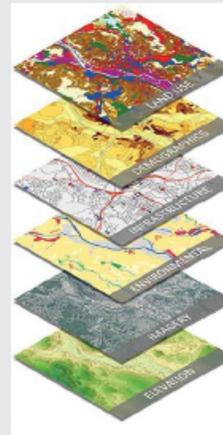
The State's Commitment to Accessibility

- Statewide Curb Ramp Program
 - 2004 to present
 - \$15 million per year current funding
 - 86 projects
 - \$135 million
 - ~36,000 corners (to date)
 - 139,746 corners currently in the database

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Design & Planning for Accessibility Improvement

- Updated Self-Evaluation Process
 - Geographic Information System (GIS) based mapping application
 - Enables mapping of data and field collections
 - Allows layering data
 - Acts as an aide in being able to calculate data comparisons

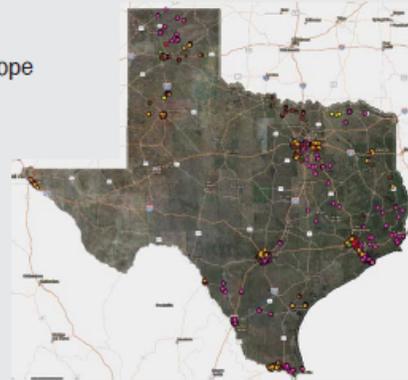


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Design & Planning for Accessibility Improvement

- Design and Remediation
 - Design Focus
 - Corners and access to existing signal facilities
 - Access to transit
 - Address gaps within program scope
 - Innovative Plan Development
 - Remediation Statistics
 - \$135M
 - 36,000 corners
 - 86 Projects



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A PILOT STUDY

New Methodology using Technology

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Data Collection: ULIP-ADA for Sidewalks



The ULIP-ADA is pictured highlighting the ULIP box and the laptop, which syncs the device to GIS.

- Highly Technical Equipment
- Proven Technology
- Funded originally by FHWA
- Sited as a Best Practice
- 100% sampling of data – measures:
 - Running slope
 - Cross Slope
 - Heaves
- Logs: obstructions & types, width, etc.
- Provides all non- & compliant data
- GPS locator
- Video Log
- Integrates to GIS seamlessly
- Fastest & Most Cost Efficient Approach

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Collection Tablets: Ramps, Bus Stops, Visual Sidewalk



Limiting Factor Review

- Customized Applications
- Save Dollars in Field Collection
- Stop collecting data at a particular point of compliance failure



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Collection Tablets: Curb Ramp Example

Texas DOT - ADA Data Collection

Perpendicular Curb Ramp

Cancel

Intersection ID 1025	Location in Intersection SE	Ramp Length (Inches) 46	Ramp Width (Inches) 60
Main Street Route 183	Overall Notes	Ramp Run Slope (%) 0.4	Ramp Cross Slope (%) 1.7
Cross Street W Whitestone Blvd		Overall Surface Condition Good	
Measure Landing Length (Inches)		Landing Length (Inches) 46	Landing Width (Inches)
		Landing Run Slope (%)	Landing Cross Slope (%)
		Landing Curb? <input type="radio"/> Yes <input type="radio"/> No	Clear Space? <input type="radio"/> Yes <input type="radio"/> No
		Flare Type LT?	Flare Slope LT (%)
		Flare Type RT?	Flare Slope RT (%)
		DWS Provided? <input type="radio"/> Yes <input type="radio"/> No	DWS Contrast? <input type="radio"/> Yes <input type="radio"/> No

ATXAS 1/18/2017 6:16:15 Perpendicular

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Collection Tablets: Curb Ramp Example

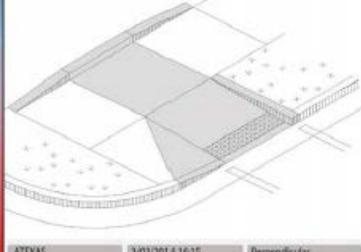
Texas DOT - ADA Data Collection

Perpendicular Curb Ramp

Cancel Submit

Intersection ID 1025	Location in Intersection SE	Ramp Length (inches) 48	Ramp Width (inches) 60
Main Street Route 183	Overall Notes	Ramp Run Slope (%) 6.4	Ramp Cross Slope (%) 3.5
Cross Street W Whitestone Blvd		Overall Surface Condition Good	

Ramp Failed, Take Photos and Submit



Take Pictures

Picture 1 Picture 2 Picture 3

ATEXAS 3/03/2018 16:15 Perpendicular

January 16, 2017

Collection Tablets: Curb Ramp Example

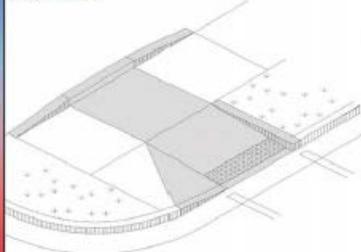
Texas DOT - ADA Data Collection

Perpendicular Curb Ramp

Cancel Submit

Intersection ID 1025	Location in Intersection SE	Crosswalk 1 Width 48
Main Street Route 183	Overall Notes None	Gutter Pending? <input type="radio"/> Yes <input checked="" type="radio"/> No
Cross Street W Whitestone Blvd		Gutter Lip Height 0.5

Take Picture



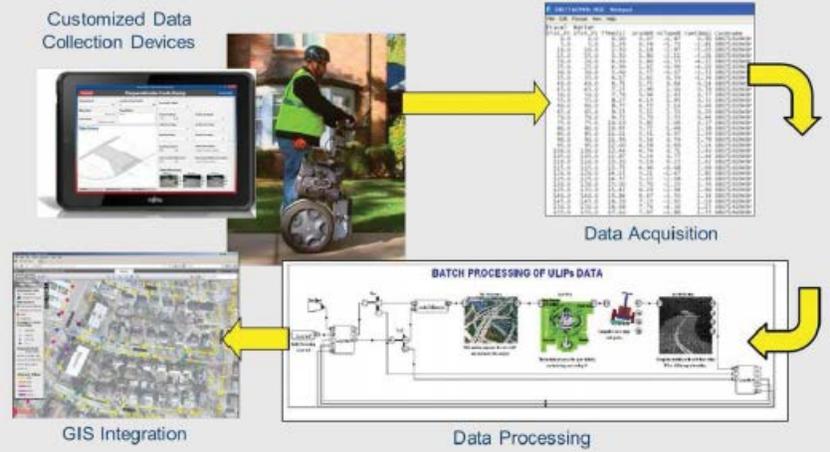
Take Pictures

Picture 1 Picture 2 Picture 3

ATEXAS 3/03/2018 16:15 Perpendicular

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Efficient GIS (Geographic Information System) Integration



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GIS Viewer Interface



January 16, 2017



A PILOT STUDY

Approach to Assessment & Findings

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Pilot Study Methodology

Field Inventory for Public Rights of Way

- Features evaluated:
 - Curb Ramps
 - Sidewalks
 - Bus Stops

- ADA compliance review:
 - Missing improvements
 - Type & severity of deficiencies
 - Heaving (trip hazards)
 - Obstructions
 - Surface Condition



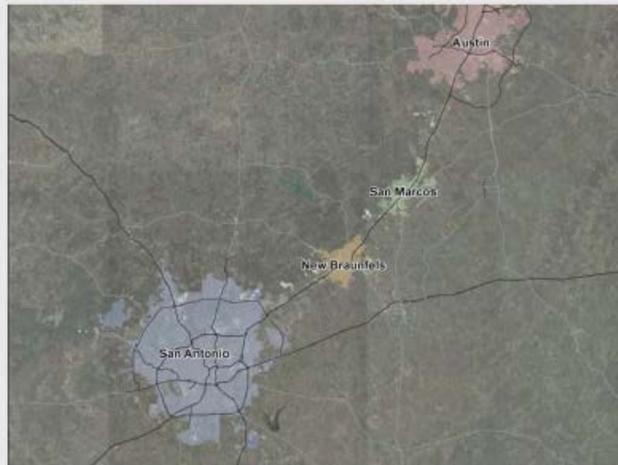
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Sampling of Inventory Collected



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Pilot Study Areas Collected – Sampling of Data per City



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Approach of Assessment – Sidewalks

Two Approaches

ULIP-ADA Evaluation:

- Running Slope
- Cross Slope
- Heaves
- Crosswalks
- Driveways
- Obstructions

Visual Sidewalk

Van & Tablet Evaluation:

- Visual Heaves 1"+
- Visual Obstructions
- Visible slope issues



ULIP-ADA



Van with GoPro Camera
& Visual Sidewalk Data
Collector

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Common Findings - Sidewalks

ULIP-ADA
145.4 miles

34.6% non-compliant sidewalks

Visual Sidewalk
31.2 miles

Common Issues:

- Heaves
- Steep Driveways
- Obstructions



ULIP-ADA measures heaves
automatically



Obstruction



Driveway



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Common Findings – Curb Ramps

Curb Ramps 1536 ramps

66.6% non-compliant

'Limiting Factor Review'

Evaluated to a point of Ramp Failure:

- Presence of a ramp
- Orientation of ramp
- Location and type of ramp
- Running and cross slopes
- Side flare slopes
- Gutter slopes and transitions
- Landings
- Detectable warnings



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Common Findings – Bus Stops

Bus Stops:

330 stops evaluated

Good 22% compliant

Fair 60% non-compliant, technically
(19% less severe issues)

Poor 18% non-compliant, and not accessible

Statistics:

Shelters 96 - 29%

Sign 324 - 98%

Bench 238 - 71%

Common Issues:

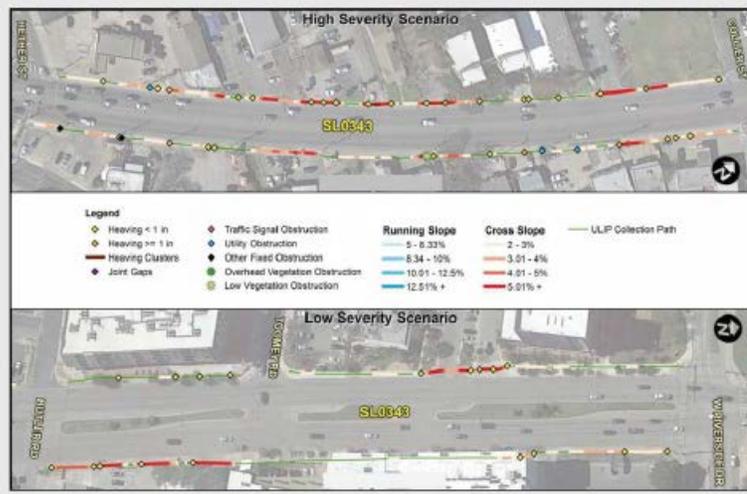
- Lack of bus pad
- Lack of sidewalk leading to bus pad



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Detail Compliance Issues Documented on Routes - Example



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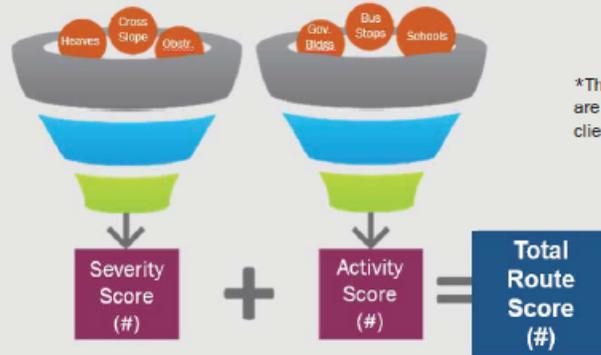
TEXAS DEPARTMENT OF TRANSPORTATION

METHODOLOGY TO PRIORITIZATION

For barrier removal

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Point System for Prioritization



Sample Point / Grade System*

Good 0 - 30 pts	Fair 31 - 70 pts	Poor 70 + pts
---------------------------	----------------------------	-------------------------

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'Point System' Route Scoring - Example

Quantitative Process - Distinct Difference

Route Features Combined

Severity Type	Value
Running Slope	3.4
Cross Slope	6.8
Heaves	3.8
Width	0.20
Obstructions	11.0
Vertical Clearance	0.0
Gaps	2.5
Cracks	3.5
Curb Ramps	20

Proximity of Route to Key Sites/Activity

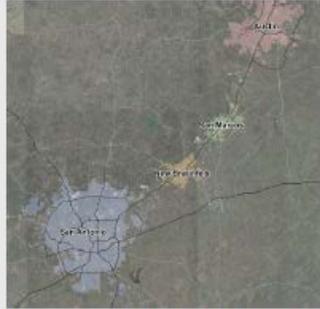
Activity Type	Value
Public Accommodations	9.0
Bus Stops	7.2
Population Density	1.3
Schools	8.0
Retail	10.0

↓
(Continue for all pertinent Activity Categories)

Total Route Severity Score	51.2	+	Total Route Activity Score	35.5	=	Total Final Ranking Score	86.7
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Severity Score of Routes - Example

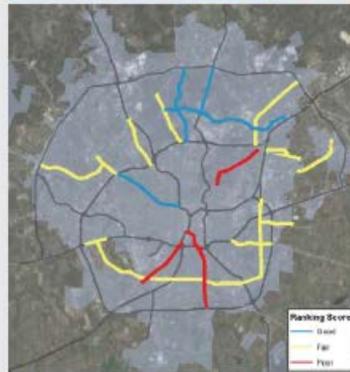


Map showing each city which was part of pilot study to include San Antonio, New Braunfels, San Marcos and Austin

Sample Point / Grade System*



San Antonio - Sample Severity Score



Map of San Antonio with routes color coded as 'good', 'fair', or 'poor' based on severity ranking

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Severity Score of Routes - Example



Map of New Braunfels and San Marcos with routes colored to show severity of good, fair and poor status.

Sample Severity Scoring



Map of Austin with routes colored to show severity ranking of good, fair and poor status.

Sample Point / Grade System*



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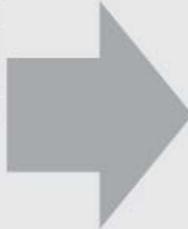
Route Activity Score Example – weighting not yet assigned

Activities Weight Factors

Activity Generators	Weight Factor
Government Buildings	15
Schools	20
Hospitals	15
Parks	10
Transit Stops	20
Retail	20

Location

Proximity	Value
0 - 500'	100%
500 - 1000'	70%
1000 - 1750'	40%
1750 - 2840'	10%
> 2840'	0%



Corridor Value

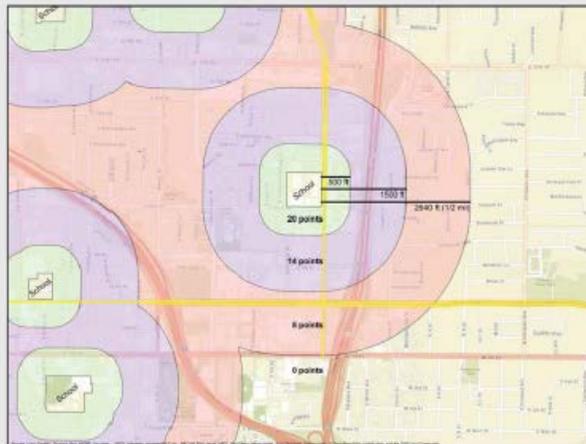
Route	Value
Government Buildings	15.0
Transit Stops	7.2
Schools	1.3
Hospitals	8.0
Retail	10.0
Parks	5.4

(Continue for all Activity Categories)

Total Activity Score 46.9

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Route Activity Scoring – Proximity Map Example



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Prioritized Route Report - Example

Routes (named)	Severity Score	Activity Score	Combined Score	Status
FM 2696	19.9	3.2	23.1	Good
PA 1502	13.8	8.4	22.2	Good
SH 16	22.0	15.9	37.9	Fair
SL 13	39.3	17.1	56.4	Fair
SL 345	35.0	28.5	63.5	Fair
SL353	91.4	6.8	98.2	Poor
SL 368	68.0	12.6	80.6	Poor

(Continue for all Routes)



Good 0 - 30 pts	Fair 31 - 70 pts	Poor 70 + pts
--------------------	---------------------	------------------

Activity Scores allow for better prioritization.

- The activity attractors for each region can be unique
- The weighting of each type of activity attractor can be customized by region
- The proximity of a compliance issue to that attractor can be customized

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Prioritization – Activity Criteria

Criteria

- Government Buildings
- Schools
- Transit Stops
- Hospitals
- Transportation Funding 3-5 years
- Road Classification



DOJ: Priority is to be given to walkways serving entities covered by the Act, including State and local government offices and facilities, transportation, places of public accommodation, and employers.

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Prioritization – What's next

Transition Plan

- Self Assessment (inventory)
- Mapping
- Checklist

Curb Ramp & Sidewalk Guidance

- Training
- Reporting

Curb Ramp Project

- Accessibility
- Connectivity

Mobility

- Work w/Cities, MPO's, and public to identify projects
- Corridor based projects

Safety

- Strategic Highway Safety Plan
- Multi-discipline approach



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Prioritization – What's next

Mapping

- Sidewalks
- Transit Stops
- Transportation Projects

Planning

- Integrate pedestrian planning into new project development
- Develop projects in support of ADA Transition Plan
- Incorporate local city/county/MPO plans

Project Development

- Curb Ramp Program
- Mobility Projects
- Safety Projects



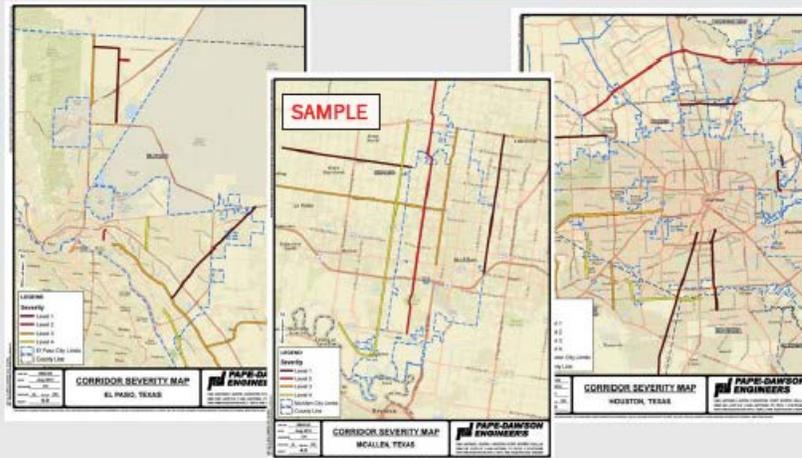
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Project Output



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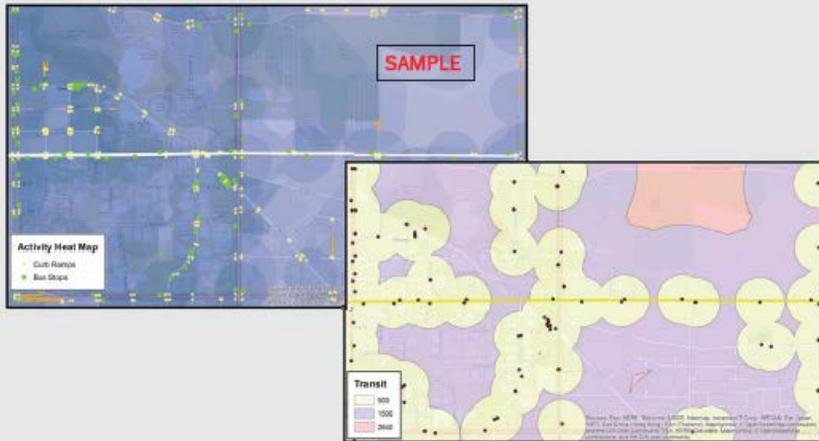
Project Output



Corridor Mapping for Planning Purposes

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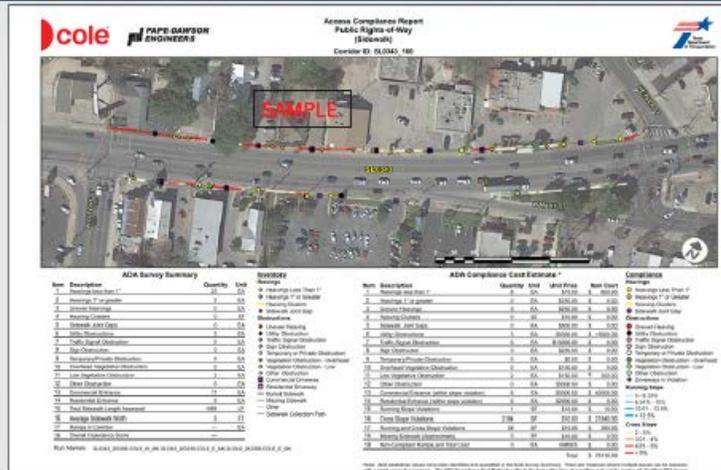
Project Output



Activity Mapping for project planning and development

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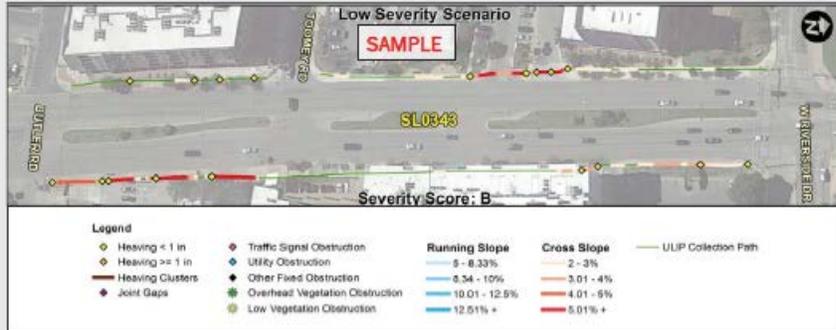
Project Output



Severity Mapping for project budgeting

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Project Output



Condition Mapping for project development

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Attachment G – Public Involvement

1. Public Involvement Meeting Checklist



Public Involvement Meeting Checklist

The following checklist has been developed to assist district and division planning teams as they identify potential sites and plan the logistics for public meetings. Although this is not an all-inclusive list, it represents numerous supplies and tasks associated with public meetings. The checklist below is broken down into four categories all of which are separated by "must be considered" and "optional" items that should be taken into account in terms of their relevance to the particular meeting. The "notes" area on the checklist is for unique circumstances worth noting. In the case of a public hearing please refer to the [ENV Public Involvement Handbook Sect.6.0](#) for an additional list of requirements.

Meeting Supplies	Responsible Party	Notes
Must be considered:		
<ul style="list-style-type: none"> Directional signage – outdoors clearly visible from the roadway 		
<ul style="list-style-type: none"> Directional signage – indoors guides to meeting area 		
<ul style="list-style-type: none"> Comment Box on a table in a clear and separate area 		
<ul style="list-style-type: none"> Easels for signage and display boards 		
<ul style="list-style-type: none"> Table signs for "Comments", "Right of Way", "Environmental" and "Registration" 		
<ul style="list-style-type: none"> Name tags and covers 		
<ul style="list-style-type: none"> Pens and pencils 		
<ul style="list-style-type: none"> Safety/First Aid Kit (if not already provided by venue) 		
Optional:		
<ul style="list-style-type: none"> Tape (electrical, masking and clear packing tape) 		
<ul style="list-style-type: none"> Scissors 		
<ul style="list-style-type: none"> Power strip and extension cords 		
<ul style="list-style-type: none"> Stapler and staples 		
<ul style="list-style-type: none"> Post-it Notes 		



Public Involvement Meeting Checklist

• Markers		
• Flip charts		
• Easels for flip charts		
• Blue sticky wall		
• White half sheets for sticky wall		
• Camera		

Exhibits	Responsible Party	Notes
Must be considered:		
• Welcome with MOU		
• Why am I here?		
• Project Details and Location		
• Project Schedule/Timeline		
• Project Purpose and Need		
• How can I make comments? How can I stay informed?		
• Next Steps		
Optional:		
• Typical Section Board		
• Schematic		
• Environmental Constraints		
• Environmental Process		
• Animated 3D Loop		
• Presentation		
• Online Open House		



Public Involvement Meeting Checklist

Meeting Specific Materials	Responsible Party	Notes
Must be considered:		
<ul style="list-style-type: none"> • Sign-in Sheets (Separate sheets for TxDOT/Staff, Media, Elected Officials and Public) 		
<ul style="list-style-type: none"> • Adequate staff (yet not overstaffed) of TxDOT and consultants, who are attentive and appropriately dressed. 		
<ul style="list-style-type: none"> • Comment cards 		
<ul style="list-style-type: none"> • Staffing list for meeting and email reminders before meeting with details and duties 		
Optional:		
<ul style="list-style-type: none"> • Internal talking points or Q&A's 		
<ul style="list-style-type: none"> • Translated meeting materials based on community demographics 		
<ul style="list-style-type: none"> • Speaker cards, elected official list and copies of presentation if public hearing 		
<ul style="list-style-type: none"> • Copies of Agenda 		
<ul style="list-style-type: none"> • Copies of Fact Sheet 		
<ul style="list-style-type: none"> • Environmental documents—bring 2 copies to hearing 		
<ul style="list-style-type: none"> • Diagram of room layout 		
<ul style="list-style-type: none"> • Laptops for presentations and surveys 		
<ul style="list-style-type: none"> • Projector, screen, audio 		
<ul style="list-style-type: none"> • ROW (copies of The State of Texas Landowner's Bill of Rights and State Purchase of Right of Way—available in English and Spanish) 		



Public Involvement Meeting Checklist

Meeting Location	Responsible Party	Notes
Must be considered:		
<ul style="list-style-type: none"> Location on or in close proximity to project limits 		
<ul style="list-style-type: none"> Adequate available parking 		
<ul style="list-style-type: none"> ADA compliant (Refer to ADA Checklist in the ADA Accessibility Program) 		
<ul style="list-style-type: none"> Comfortable room for attendees to move around 		
<ul style="list-style-type: none"> Ample space for displays and exhibits (Schematics, ROW, Comment Table, Registration, Court Reporter for public hearings, etc.) 		
<ul style="list-style-type: none"> Reserve correct number of tables and chairs with the venue 		
<ul style="list-style-type: none"> Emergency after hours contact information for venue 		
<ul style="list-style-type: none"> IT contact information if using venue technology 		
<ul style="list-style-type: none"> Parking lot that is well lit if an evening meeting 		
Optional:		
<ul style="list-style-type: none"> Presentation area (computer/projector cart or table, audio, screen, microphones, podium, etc.) 		

TxDOT

CONNECTING OUR COMMUNITIES



SPRING 2017

- Director's Corner 1
- Special Accommodation... 1
- PTN 5310 Program 2
- PI Spotlight: Pharr 2
- Quote of the Quarter 3
- Acronym Explanation 3
- From the Road: Amarillo... 3
- PI Quick Hits 4
- Staff Contacts..... 4

TxDOT's Public Involvement Policy:
"The Texas Department of Transportation (TxDOT) commits to purposefully involve the public in planning and project implementation by providing for early, continuous, transparent and effective access to information and decision-making processes. TxDOT will regularly update public involvement methods to include best practices in public involvement and incorporate a range of strategies to encourage broad participation reflective of the needs of the state's population."
 As adopted by the Texas Transportation Commission on January 27, 2011.



Director's Corner

With Spring's arrival, the weather continues to heat up and so does our public involvement work. No one has to tell you that the agency is embarking on an unprecedented effort to develop, environmentally clear, and go to contract on an unheard number of transportation improvements. Please do understand that the Public Involvement section of TPP is here to assist you on all aspects of your efforts to reach out to the public to ensure access to our decision-making process.

One tool we have developed is a template for the development of Public Involvement Plans (PIPs) and you can find it on our [Crossroads page](#). PIPs are the basic building block to ensuring a strategic and comprehensive approach to civic engagement. This template may be used by TxDOT staff or turned over to our consultants. In addition, TPP-PI will use this template as we develop PIPs for you.

Keep in mind, that as the pace of our outreach picks up, we must ensure that our efforts are consistent and prove adequate from both the agency's and the public's perspective. A variety of advertising and marketing techniques should be utilized to make certain the public is aware of opportunities to participate. Even for simple tasks, like choosing a meeting location, staff should consider proper access, parking, signage, and proximity to the project. The meeting venue should provide ample space for display boards and for the public to move comfortably. Comment tables should be clearly designated and set up in a way that allows at least a degree of privacy. And then finally, remember that all public meeting and hearing notices should be posted on [txdot.gov](#) at least 15 days prior to the event.

We are witnessing tremendous results statewide in our public involvement. In this issue of our newsletter, we highlight the exceptional work of the Pharr and Amarillo Districts, as well as the Public Transportation Division. The solid public involvement efforts we undertake today will help ensure the success of our work tomorrow. TPP-PI is here to help. ■

Special Accommodation

Compliance with the Americans with Disabilities Act (ADA) is not only required under Federal law—it is the right thing to do. Primary responsibility for implementation of ADA within TxDOT lies with the Civil Rights Division. But we all must work together to ensure compliance. Recently, the Civil Rights and Design Divisions initiated the compiling of data for all sidewalks and streets on the state highway system. With this data in hand, a transition plan will be created to guide the department on priorities in ensuring ADA compliance and accessibility. Stakeholder involvement was critical to this process. Civil Rights and Design, in concert with the PI section of TPP, organized and coordinated a stakeholder workshop on TxDOT's ADA transition plan strategy. TxDOT partnered with stakeholders from the disability community to ensure sound representation at the workshop. The workshop proved to be a successful first step down the road to ADA compliance. Interestingly, through this process, TxDOT received a request for all materials to be translated into Braille. The PI section was able to partner with the Texas School for the Blind and Visually Impaired to fulfill this request. ■



3. ADA Guidelines for Public Meetings or Events

ADA Guidelines for Public Meetings or Events

Introduction

Three components are key to presenting meetings that are accessible to people with disabilities: where the meeting is held, how the meeting room furniture is arranged, and how the meeting information is communicated. People attending a meeting are concerned about where to find parking, the building entrance, the meeting room, and restrooms. People with disabilities are no exception.

Accessible meeting locations are of primary importance to people with mobility disabilities; accessible locations also ensure easier movement for people who are blind or have low vision. Minimum requirements for an accessible temporary event include the following accessible elements: parking; route to the building entrance from accessible parking spaces, drop-off areas and other accessible elements (e.g., route from a bus stop) within the site; building entrance; route to the meeting room; meeting room; and restrooms.

Divisions, Districts and other offices within the Texas Department of Transportation (TxDOT) should take steps in order to assure fair and equal access to TxDOT's facilities, services, programs and activities when hosting public meetings or events. The following are specific steps which can be taken in order to assure compliance:

Steps

1. Include an accommodation statement in publications (flyers, newsletters, emails, websites, etc.) inviting participation in TxDOT-sponsored events. Publicity for events should notify potential attendees how to request information or request accommodations.

Sample

Special Accommodations: If you have a disability and need assistance, special arrangements can be made to accommodate most needs.

If you are a person with a disability who requires an accommodation to [language can be specific: attend this performance, participate in this conference, attend this seminar, participate in this event, etc.] please contact [office name and/or phone number of event sponsor] at least [number of weeks/days depending on how much advance notice there is regarding the event] in advance of this event. Please be aware that advance notice is requested as some accommodations may require time for the Texas Department of Transportation to arrange.

Example

Special Accommodations: If you have a disability and need assistance, special arrangements can be made to accommodate most needs.

If you are a person with a disability who requires an accommodation to attend the ADA Pedestrian Access Planning Workshop, please contact Ms. Annie LaGow, Public Involvement (TPP) Division, at (512) 416-2110 or by email at annie.lagow@txdot.gov no later than 4:00 p.m., November 9, 2016. Please be aware that advance notice is requested as some accommodations may require time for the Department of Transportation to arrange.

Civil Rights Division, Nita Webber
2/2/2017

2. Assign responsibility to an individual to monitor planning for and managing during the event for adherence to ADA requirements. Train staff to respond to any request for accommodation, and assign staff to be responsible for this issue.
3. Identify parking areas, curb cuts and entrances, accessible fountains and restrooms for persons with disabilities.
4. If food or beverages are served, review food service provided to include services for persons with disabilities.

Access to Facilities

If the location of your meeting/event has a reception or customer service area that includes a service counter, the counter should include an accessible service point for a person in a wheelchair. Either find an alternative point of service or modify counter (if possible) to meet ADA requirements.

Make sure that evacuation plans are posted with the location's space and include information for persons with disabilities. Ensure that evacuation procedures, including procedures for persons with disabilities, are posted. Have individuals on hand to provide appropriate assistance when needed.

Service animals must be permitted in all areas except in unusual circumstances.

Contact Nita Webber, ADA Compliance Program Administrator, of the Civil Rights Division at (512) 486-5503 or by email at CIV_ADA@txdot.gov for assistance.

Electronic Media

Web pages and electronic documents should be designed to be accessible to people with disabilities. Pages should conform to Section 508 and Web Content Accessibility Guidelines (WCAG2.0). The Communications and Information Management System Divisions can provide information regarding accessible design, and accessibility reviews of TxDOT's websites.

Other

- A. Alternate Formats – Other formats that are usable by people with disabilities. May include, but not limited to Braille; Screen Readers; Interpreters; American Standard Code for Information Interchange (ASC II) text; large print; recorded audio and electronic formats.
- B. Alternate Methods – Different means of providing information, including documentation to people with disabilities. May include, but not limited to voice; fax; relay service; TTY; internet posting; captioning; text-to-speech synthesis; and audio description.

TxDOT ensures equal access by providing alternative, accessible ways for persons with disabilities to use its facilities and participate in programs, services and activities. Citizen participation increases when services are offered in a more dynamic, interactive way.

Civil Rights Division, Nita Webber
2/2/2017

Attachment H – Sub-Recipient ADA Compliance Assessment Tool

Questions for the Initial ADA Accessibility Sub-Recipient Needs Assessment

General Program Requirements

1. Does your entity have an ADA Accessibility Transition Plan?
 - Yes
 - No
2. Does your entity have an ADA/504 Coordinator?
 - Yes
 - No
3. Has your entity conducted an ADA self-assessment of its programs and facilities?
 - Yes
 - No
4. Has your entity drafted and disseminated to participants, applicants, employees, unions, and contractors/consultants a non-discrimination policy statement that states your entity does not discriminate on the basis of disability in admission or access to, or treatment or employment in its programs or activities?
 - Yes
 - No

Grievances

1. Has your entity adopted a written grievance procedure?
 - Yes
 - No
2. How many complaints have been filed against your entity in the past three years? _____
3. How many investigations have been completed? _____

Accessibility

1. Does your entity provide auxiliary aids (sign language, interpreters, readers, braille and large print text) upon request to participants with disabilities?
 - Yes
 - No
2. Has your entity provided accommodations to physically impaired persons needing special assistance?
 - Yes
 - No
3. What is the number of barriers listed in your ADA Accessibility Plan? How many have been removed or corrected? _____

Other

Describe the location(s) of the construction and/or alteration of the rights-of-way projects listed in your ADA Accessibility Plan. If you do not have an ADA Accessibility Plan, describe the location of the rights-of-way projects completed by your entity in the past three years.

Choose one:

- Metropolitan
- Urban
- Rural

Attachment I – ADA Committee Guidelines and Responsibilities

Introduction

The internal TxDOT ADA committees are of two kinds: an advisory committee made up of division representatives that contribute to particular activities and guide our strategic plan in areas related to the ADA Accessibility Program, and district accessibility committees that shape the ADA Accessibility Program content applicable to each respective district.

1. Because of the important role of the committees in representing the perspective of our agency, meetings should be held once every quarter.
2. Meetings may be held via WebEx, telephone conference or face-to-face.
3. Advisory and District ADA committees serve as the facilitator and organizer of planned outreach events and public involvement meetings.
4. Committees may make recommendations in writing to the CIV-ADA Compliance Program Administrator through their district/division liaisons.
5. Committees provide the necessary support and input needed to carry out the ADA mission, values, goals, and initiatives.

Committee Member Responsibilities

In addition to specific roles required by individual committees, members of ADA Accessibility Committees are expected to actively participate in the work of the committee, provide thoughtful input to committee deliberations, and focus on the best interests of the agency and program goals rather than on personal interests. Members should:

- Review all relevant material before committee meetings
- Attend committee meetings and voice objective opinions on issues
- Pay attention to agency activities that affect or are affected by the committee's work
- Support the efforts of the committee chair and carry out individual assignments made by the chair
- Work as part of the committee and staff team to ensure that the committee's work and recommendations are in keeping with the general agency mission and goals

Committee Chair Responsibilities

In addition to specific roles required by the activities of individual committees, chairs of ADA Accessibility Committees are expected to guide their committees and work with staff to develop necessary work plans and meeting agendas. Chairs should:

- Approve reports of committee meetings before their distribution;
- Report to the committee on decisions of the Administration that affect the committee's work;
- Where appropriate, guide the committee in proposing new activities and service that will further the mission and goals of the ADA Accessibility Program; and
- Where appropriate, make policy recommendations to the ADA Compliance Program Administrator.

Structuring the Meeting

- With the help of the ADA Liaison, provide an agenda sheet with the beginning and ending times for the meeting, meeting location, a list of committee members, and the agenda of topics;

- Sequence agenda items thoughtfully. Start the meeting with topics that will unify the committee, and with topics that will require mental energy, creativity, and clear thinking. Do not put difficult topics back-to-back. Make the first few topics quick-action items. Build in breaks at logical places (at least every two hours, if extremely long meetings). End with topics that should unify the committee;
- Provide at least minimal written background information for each agenda item;
- Indicate whether the item is for discussion only or if action is expected; and
- Identify the person who is presenting each item.

Facilitating the Meeting

- The committee belongs to the agency, not to the chair; the chair's primary role is as facilitator;
- Guide, mediate, probe, and stimulate discussion. Monitor talkative members and draw out silent ones;
- Encourage a clash of ideas, but not of personalities. If emotions run high over a difficult issue, return the floor to a neutral person, seek a purely factual answer, or take a break;
- Keep discussions on track; periodically re-state the issue and the goal of the discussion;
- In moving toward a decision, call on the least senior or vocal members first to express their views. Discussions tend to close down after senior members express strong views;
- Seek consensus; unanimity is not required;
- Announce the results of actions taken and explain the follow-up to be taken and by whom;
- Close the meeting by noting achievements; and
- Following adjournment, meet briefly with the ADA Liaison to agree on follow-up actions and the person or party responsible.

Written Report of Committee Meeting

- Include the date, time, and place of the meeting. Note the name of the chair, members present and absent, and other key people in attendance;
- Note all formal motions and report on passage or defeat;
- Note all decisions reached, including motions passed and follow-up actions to be taken, with deadlines for implementation;
- Include brief summary of discussions. Do not attribute comments to members except possibly where formal motions are introduced;
- Provide information on the time and place of the next meeting; and
- Meeting reports should be prepared as soon as possible (and within 30 days) after the meeting.

ADA Liaison Support

Each committee should have at least one committee member who serves as the district/division ADA Liaison and assists with:

- Maintaining committee roster and accessing information for the committee where appropriate (e.g. minutes of previous committee meetings, background on recent committee activities, information about key people with whom the committee or chair is likely to interact);
- Retaining a copy of procedural information, minutes and activity reports for committee;
- Working with the chair of the committee to ensure that committee responsibilities are fulfilled and meeting agendas are set;
- Providing assistance to the chair in setting up and conducting meetings; and
- Facilitating communications between the committee and ADA Compliance Program Administrator, Administration, etc.

Attachment J – Mission, Values, and Goals

ADA Accessibility Program

Mission, Values and Goals

MISSION STATEMENT

The mission of the Texas Department of Transportation's (TxDOT) ADA Accessibility Program is to ensure that every program, service, benefit, activity and facility open to the public is fully accessible to and usable by people with disabilities in an integrated setting that fosters inclusion and does not discriminate.

VALUES

We value accessibility and acceptance and are committed to:

- Equal Opportunity
- Independent Living
- Economic Self-sufficiency
- Full Participation

GOALS

- Increase awareness of TxDOT's ADA Accessibility Program throughout the department and state.
- Improve internal and external communications about TXDOT's ADA Accessibility Program.
- Increase public participation during the Design, Planning and Development phases.
- Develop and maintain ADA training to employees, recipients and subrecipients.
- Develop and maintain a grievance process that is consistent with the U.S. Department of Justice and U.S. Department of Transportation's ADA accessibility requirements.
- Create a subrecipient monitoring program that is consistent with Federal Highway Administration's requirements.

I am an...

Americans with Disabilities Act Compliance Program Administrator

Juanita “Nita” J. Webber is the Americans with Disabilities Act compliance program administrator with the Civil Rights Division. Webber is originally from Fort Worth and graduated from the University of Houston and Thurgood Marshall School of Law. She has 25 years’ experience working with the Americans with Disabilities Act in many different industries, including banking and other financial institutions, human resources and education. She has worked as a trusted ADA accessibility consultant, legal consultant and human resources leader. She is new to TxDOT and the Austin area. She will support districts, divisions and administrative leadership with up-to-date information on current accessibility requirements. Her family includes two sons, Christopher and Cameron, daughters-in-law Georgette and Vanessa and five grandchildren. Webber loves music, sailing, drawing and painting.

Tell us what an ADA compliance program administrator does and what kind of projects you work on.

An ADA compliance administrator ensures the agency complies with guidelines from the Americans with Disabilities Act of 1990 and other legislation. The goal of these guidelines is to provide accessibility to everyone to foster inclusion across the board. ADA focuses on accessibility for public pedestrian rights-of-way, facilities, programs, activities and events. Right now, I’m working on the agency’s self-evaluation of our compliance with ADA guidelines. We do an assets inventory to find out where we are and then create a transition plan to address any barriers we have.

What is the most rewarding part about being an ADA compliance program administrator?

I’m very passionate about accessibility, probably because I have family members and other people who are very important to me with physical challenges. Roughly 54 million people in the U.S. currently have a disability and that number is likely to grow as baby-boomers age. Providing safe access for them is an important mission. I find it so rewarding to see people empowered to function independently and handle their day-to-day activities with ease and with pride. I see them being self-sufficient often because of simple changes. It makes a real difference in people’s lives.

What do you like most about working in the Civil Rights Division?

My colleagues work on some interesting projects. We all have a common goal to ensure inclusion. That’s really our mission: To ensure equal opportunity no matter what program we oversee.

What are some of the more challenging aspects of your job and how do you handle them?

I’d say the scale of my job is the biggest challenge. Texas is huge geographically and that’s a challenge to navigate. TxDOT itself is also a large agency. I’m new and it’s been like putting together a puzzle and making the pieces fit. I’m on an accelerated learning curve. I try to identify where ADA is applicable. In addition, I work with 25 district offices. To address these challenges, we’ve identified ADA liaisons in all the districts. I need the help, especially with the technical information that engineers may use to do their jobs.

Why is it important to provide access in the workplace to all people?

Providing access to everyone helps the agency be more efficient and more productive. There are many people, whether they have disabilities or not, who bring valuable skills to the workplace and offer great ideas. They also bring a different perspective. So we could be losing out on a true asset if they cannot access our facilities or our programs. 



Juanita "Nita" J. Webber

***Americans with
Disabilities Act
Compliance Program
Administrator
Civil Rights Division***

Attachment L – TxDOT_SOP_CSC Processing Service Request



OVERVIEW

This section provides an overview, specifies the person or persons responsible, and defines required procedures and administrative tools necessary for processing a service request. All service requests submitted go through a consistent workflow for categorization, routing, assignment and completion.

A customer may submit a service request through different channels:

1. A phone call from the customer
2. A visit to the Storefront by the customer
3. Mailed or faxed request from the customer
4. Via web as online inquiry/service request

Person Responsible:

Correspondence Clerk
Worklead
Supervisor

Completing Service Request Process

1. Select the Service Request tab.
2. Make sure the My Service Requests filter is selected.
3. Examine the Service Request detail in the Form window.
4. Click the Account Number hyperlink in the Service Requests List window.
5. Complete the requested activity from the Service Request.
6. Refer to the appropriate SOP to correctly process the customer's request.
7. Attach document to service request by the adding the account number in the corresponding account number field and press save.
8. Return to the Service Requests List window.
9. Select the Service Request in the List window for the completed activity.
10. Change the SR Status field to Closed.

Respond to Service Request

1. On the Home page, select a Service Requests List.
2. From the drop down list, select My Service Requests.
3. Double click the Service Request that needs to be responded to from the list.
4. Choose solution tab
5. Click
6. Note: To search for a solution, use the categories provided in the Find drop-down list and provide input for the Starting With field.
7. A solution from the list provided.

Service Request Categorization

The service requests are assigned a Queue and Sub-queue. The Queue and Sub-queue can be assigned in three ways:

1. The customer
2. CSR
3. Scanning processor will associate the Queue and Sub-queue if the document is machine readable and recognizable (such as a credit card update).

When Service Requests are mailed by the customer, the document is scanned into VECTOR by the Mail Clerk and assigned a Queue and Sub-queue.

A CSR will segregate the incoming documents according to their queues as below and scan them. The system will automatically associate the service requests and the documents attached to the queue and sub-queue under which the documents were scanned.

Service Request Sorting

The initial status of the service request will be an Open status, and the system will also associate the source of the service request (such as the web, scan, fax, etc.) to the service request. Service requests that do not have a queue and sub-queue associated will have OTHER/OTHER as the queue and sub-queue set as default.

Service Request Assignment

After the queue and the sub-queue are changed by the sorter, and when a CSR logs in and goes to the service request screen, they can click on the Get Service Request button. Here the system will compare the skill set of the user with the queue and the sub-queue of the service requests in the queue that have yet to be processed. If the skill set matches with the queue and sub-queue, a certain number of service requests are assigned to the CSR. If the user has other skill sets the other matching SRs are also assigned to the user. The number of SRs that are assigned is controlled by VECTOR policy based on the workload plan. When the assignment is done the CSR will see X number of service requests on the screen. As he or she changes the focus to a different service request the document screen will be refreshed to show the right service request. If there are multiple pages on a document he or she can see all the pages by scrolling to the next page.

A report is generated daily to show all open service requests.

Note: Toll disputes can be initiated via a service request on the Contact Us portion of the web, and the customer would pick the queue "Tolls"

Table 3: Service Request Status

Status	Description
Open	SR has been created – needs to be worked



Status	Description
Escalated	SR requires Worklead or Supervisor action
Cancelled	Used when SR is created in error.
Closed	All requests have been resolved.

Exception

1. Supervisor or Worklead can assign or reassign SR's to be worked daily.
2. All requests to close are tracked on the Daily SR Tracker and given to the Lead Correspondence Clerk nightly.

Supv/Wkld Action

None

Required (ID, Docs)

None

DRAFT

Attachment M – ADA Training

TEXAS DEPARTMENT OF TRANSPORTATION



**AMERICANS WITH
DISABILITIES ACT**
ADA Accessibility Program

April 13, 2017

Requirements under ADA/504

- Maintain a current Transition Plan for facilities, programs and activities
- Current Transition Plan was revised in 2004
- Required to update every three (3) years
- Overdue

ADA Accessibility Program – Civil Rights Division

April 10, 2017

Requirements under ADA/504

- Extension - August, 2019 - New Revised Transition Plan
- Must provide FHWA an update every six (6) months
- Reporting Requirements and other responsibilities

ADA Accessibility Program - Civil Rights Division

April 10, 2017

Transition Plan Relationship



ADA Accessibility Program - Civil Rights Division

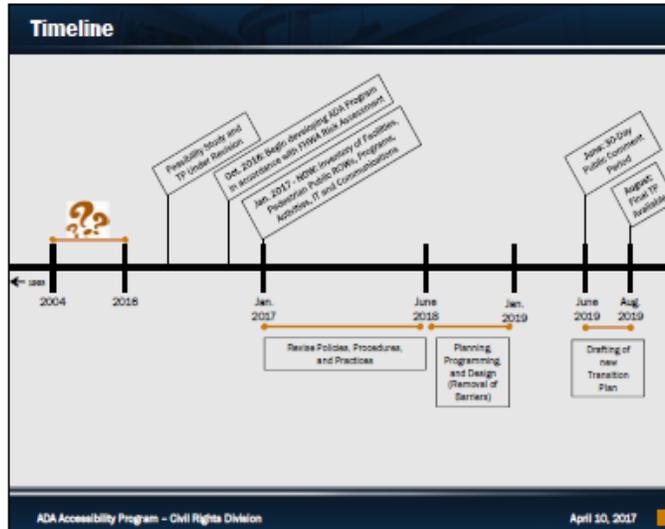
April 10, 2017

What Should the Transition Plan Accomplish?

1. Identify barriers in the facilities, programs and activities (includes policies, practices, IT and communication) that limit accessibility to individuals with disabilities;
2. Describe in detail the methods that will be used to reach accessibility;
3. Specify schedule for taking the necessary steps to remove barriers and make facilities accessible, modify or revise policies and practices, and relocate programs and services;
4. Indicate the official responsible for implementation of the plan.

Inventory

Pedestrian Public Right-of-Way	Facilities	Activities	Programs
Curb Ramps	Buildings leased or owned by TxDOT	Program Accessibility	Transit
Sidewalks	Bus Stops	Policies & Procedures	Railroad
Crosswalks	Rest Areas	Employment, Contracting and Licensing	Aviation
Roadways	Travel Information Centers	Effective Communication	Maritime
		Public Meetings	
Non-road facilities (shared use paths, connections between neighborhoods, schools and greenway trails)	Scenic Areas	Training	



Reporting and Reporting Portal

<https://txdot.sharepoint.com/sites/office-ocr/intranet/SitePages/Home.aspx>

Civil Rights Division (CRM) CIV Only Sections: ADA Program Compliance

Reporting Portal

Home, D/D Review Documents, Education Portal, Reporting Portal, Resources, Recent, Reporting, Pages, Site Contents, EDIT LINKS

Name	Modified	Modified by
ADA	November 10, 2016	Sierra Fallin
DEE	July 25, 2016	Adrian Garza
DDC SOP	February 14	Carlos Rodriguez
HUB	January 2	Sierra Fallin
LG	Yesterday at 2:07 PM	Carlos Rodriguez
Sunset	September 6, 2016	Adrian Garza
Title VI	July 25, 2016	Diana Miranda

Refer to Tab B

ADA Accessibility Program - Civil Rights Division
April 10, 2017

Reporting Requirements

DISTRICTS – FHWA REPORTING							
DISTRICT	ANNEX						
	QTR 1 COMPLIANCE REPORT Due 12/31/16	TRAVELER SURVEY REPORT Due 12/31/16	OUTREACH EVENTS DATES Due 12/31/16	QTR 1 COMMITTEE Due 1/31/17	QTR 2 COMMITTEE Due 4/30/17	TRAVELER ACCOMPLISHMENTS DUE Due 6/30/17	QTR 2 COMPLIANCE REPORT Due 6/30/17
Alaska	0	0	0	0	0	0	0
Alaska 2	0	0	0	0	0	0	0
Alaska 3	0	0	0	0	0	0	0
Arizona	0	0	0	0	0	0	0
Arizona 2	0	0	0	0	0	0	0
California	0	0	0	0	0	0	0
California 2	0	0	0	0	0	0	0
California 3	0	0	0	0	0	0	0
Colorado	0	0	0	0	0	0	0
Colorado 2	0	0	0	0	0	0	0
Connecticut	0	0	0	0	0	0	0
Delaware	0	0	0	0	0	0	0
Florida	0	0	0	0	0	0	0
Florida 2	0	0	0	0	0	0	0
Florida 3	0	0	0	0	0	0	0
Georgia	0	0	0	0	0	0	0
Georgia 2	0	0	0	0	0	0	0
Idaho	0	0	0	0	0	0	0
Idaho 2	0	0	0	0	0	0	0
Illinois	0	0	0	0	0	0	0
Illinois 2	0	0	0	0	0	0	0
Indiana	0	0	0	0	0	0	0
Indiana 2	0	0	0	0	0	0	0
Iowa	0	0	0	0	0	0	0
Iowa 2	0	0	0	0	0	0	0
Kansas	0	0	0	0	0	0	0
Kansas 2	0	0	0	0	0	0	0
Kentucky	0	0	0	0	0	0	0
Kentucky 2	0	0	0	0	0	0	0
Louisiana	0	0	0	0	0	0	0
Louisiana 2	0	0	0	0	0	0	0
Maine	0	0	0	0	0	0	0
Maine 2	0	0	0	0	0	0	0
Marshall Path	0	0	0	0	0	0	0
Michigan	0	0	0	0	0	0	0
Michigan 2	0	0	0	0	0	0	0
Michigan 3	0	0	0	0	0	0	0
Minnesota	0	0	0	0	0	0	0
Minnesota 2	0	0	0	0	0	0	0
Mississippi	0	0	0	0	0	0	0
Mississippi 2	0	0	0	0	0	0	0
Montana	0	0	0	0	0	0	0
Montana 2	0	0	0	0	0	0	0
Nebraska	0	0	0	0	0	0	0
Nebraska 2	0	0	0	0	0	0	0
Nevada	0	0	0	0	0	0	0
Nevada 2	0	0	0	0	0	0	0
New Hampshire	0	0	0	0	0	0	0
New Hampshire 2	0	0	0	0	0	0	0
New Jersey	0	0	0	0	0	0	0
New Jersey 2	0	0	0	0	0	0	0
New Mexico	0	0	0	0	0	0	0
New Mexico 2	0	0	0	0	0	0	0
New York	0	0	0	0	0	0	0
New York 2	0	0	0	0	0	0	0
North Carolina	0	0	0	0	0	0	0
North Carolina 2	0	0	0	0	0	0	0
North Dakota	0	0	0	0	0	0	0
North Dakota 2	0	0	0	0	0	0	0
Ohio	0	0	0	0	0	0	0
Ohio 2	0	0	0	0	0	0	0
Oklahoma	0	0	0	0	0	0	0
Oklahoma 2	0	0	0	0	0	0	0
Oregon	0	0	0	0	0	0	0
Oregon 2	0	0	0	0	0	0	0
Pennsylvania	0	0	0	0	0	0	0
Pennsylvania 2	0	0	0	0	0	0	0
Rhode Island	0	0	0	0	0	0	0
Rhode Island 2	0	0	0	0	0	0	0
South Carolina	0	0	0	0	0	0	0
South Carolina 2	0	0	0	0	0	0	0
South Dakota	0	0	0	0	0	0	0
South Dakota 2	0	0	0	0	0	0	0
Tennessee	0	0	0	0	0	0	0
Tennessee 2	0	0	0	0	0	0	0
Texas	0	0	0	0	0	0	0
Texas 2	0	0	0	0	0	0	0
Texas 3	0	0	0	0	0	0	0
Utah	0	0	0	0	0	0	0
Utah 2	0	0	0	0	0	0	0
Vermont	0	0	0	0	0	0	0
Vermont 2	0	0	0	0	0	0	0
Virginia	0	0	0	0	0	0	0
Virginia 2	0	0	0	0	0	0	0
Washington	0	0	0	0	0	0	0
Washington 2	0	0	0	0	0	0	0
Washington 3	0	0	0	0	0	0	0
West Virginia	0	0	0	0	0	0	0
West Virginia 2	0	0	0	0	0	0	0
Wisconsin	0	0	0	0	0	0	0
Wisconsin 2	0	0	0	0	0	0	0
Wyoming	0	0	0	0	0	0	0
Wyoming 2	0	0	0	0	0	0	0
Total of Districts (not including Marshall Path)	0	0	0	0	0	0	0

ADA Accessibility Program - Civil Rights Division

April 10, 2017

Reporting Requirements

DIVISIONS – FHWA REPORTING							
DIVISION	ANNEX						
	QTR 1 COMPLIANCE REPORT Due 12/31/16	TRAVELER SURVEY REPORT Due 12/31/16	OUTREACH EVENTS DATES Due 12/31/16	QTR 1 COMMITTEE Due 1/31/17	QTR 2 COMMITTEE Due 4/30/17	TRAVELER ACCOMPLISHMENTS DUE Due 6/30/17	QTR 2 COMPLIANCE REPORT Due 6/30/17
Alaska	0	0	0	0	0	0	0
Alaska 2	0	0	0	0	0	0	0
Alaska 3	0	0	0	0	0	0	0
Arizona	0	0	0	0	0	0	0
Arizona 2	0	0	0	0	0	0	0
California	0	0	0	0	0	0	0
California 2	0	0	0	0	0	0	0
California 3	0	0	0	0	0	0	0
Colorado	0	0	0	0	0	0	0
Colorado 2	0	0	0	0	0	0	0
Connecticut	0	0	0	0	0	0	0
Delaware	0	0	0	0	0	0	0
Florida	0	0	0	0	0	0	0
Florida 2	0	0	0	0	0	0	0
Florida 3	0	0	0	0	0	0	0
Georgia	0	0	0	0	0	0	0
Georgia 2	0	0	0	0	0	0	0
Idaho	0	0	0	0	0	0	0
Idaho 2	0	0	0	0	0	0	0
Illinois	0	0	0	0	0	0	0
Illinois 2	0	0	0	0	0	0	0
Indiana	0	0	0	0	0	0	0
Indiana 2	0	0	0	0	0	0	0
Iowa	0	0	0	0	0	0	0
Iowa 2	0	0	0	0	0	0	0
Kansas	0	0	0	0	0	0	0
Kansas 2	0	0	0	0	0	0	0
Kentucky	0	0	0	0	0	0	0
Kentucky 2	0	0	0	0	0	0	0
Louisiana	0	0	0	0	0	0	0
Louisiana 2	0	0	0	0	0	0	0
Maine	0	0	0	0	0	0	0
Maine 2	0	0	0	0	0	0	0
Marshall Path	0	0	0	0	0	0	0
Michigan	0	0	0	0	0	0	0
Michigan 2	0	0	0	0	0	0	0
Michigan 3	0	0	0	0	0	0	0
Minnesota	0	0	0	0	0	0	0
Minnesota 2	0	0	0	0	0	0	0
Mississippi	0	0	0	0	0	0	0
Mississippi 2	0	0	0	0	0	0	0
Montana	0	0	0	0	0	0	0
Montana 2	0	0	0	0	0	0	0
Nebraska	0	0	0	0	0	0	0
Nebraska 2	0	0	0	0	0	0	0
Nevada	0	0	0	0	0	0	0
Nevada 2	0	0	0	0	0	0	0
New Hampshire	0	0	0	0	0	0	0
New Hampshire 2	0	0	0	0	0	0	0
New Jersey	0	0	0	0	0	0	0
New Jersey 2	0	0	0	0	0	0	0
New Mexico	0	0	0	0	0	0	0
New Mexico 2	0	0	0	0	0	0	0
New York	0	0	0	0	0	0	0
New York 2	0	0	0	0	0	0	0
North Carolina	0	0	0	0	0	0	0
North Carolina 2	0	0	0	0	0	0	0
North Dakota	0	0	0	0	0	0	0
North Dakota 2	0	0	0	0	0	0	0
Ohio	0	0	0	0	0	0	0
Ohio 2	0	0	0	0	0	0	0
Oklahoma	0	0	0	0	0	0	0
Oklahoma 2	0	0	0	0	0	0	0
Oregon	0	0	0	0	0	0	0
Oregon 2	0	0	0	0	0	0	0
Pennsylvania	0	0	0	0	0	0	0
Pennsylvania 2	0	0	0	0	0	0	0
Rhode Island	0	0	0	0	0	0	0
Rhode Island 2	0	0	0	0	0	0	0
South Carolina	0	0	0	0	0	0	0
South Carolina 2	0	0	0	0	0	0	0
South Dakota	0	0	0	0	0	0	0
South Dakota 2	0	0	0	0	0	0	0
Tennessee	0	0	0	0	0	0	0
Tennessee 2	0	0	0	0	0	0	0
Texas	0	0	0	0	0	0	0
Texas 2	0	0	0	0	0	0	0
Texas 3	0	0	0	0	0	0	0
Utah	0	0	0	0	0	0	0
Utah 2	0	0	0	0	0	0	0
Vermont	0	0	0	0	0	0	0
Vermont 2	0	0	0	0	0	0	0
Virginia	0	0	0	0	0	0	0
Virginia 2	0	0	0	0	0	0	0
Washington	0	0	0	0	0	0	0
Washington 2	0	0	0	0	0	0	0
Washington 3	0	0	0	0	0	0	0
West Virginia	0	0	0	0	0	0	0
West Virginia 2	0	0	0	0	0	0	0
Wisconsin	0	0	0	0	0	0	0
Wisconsin 2	0	0	0	0	0	0	0
Wyoming	0	0	0	0	0	0	0
Wyoming 2	0	0	0	0	0	0	0
Total of Divisions (not including Marshall Path)	0	0	0	0	0	0	0

ADA Accessibility Program - Civil Rights Division

April 10, 2017

What Can You do to Help?

- Assign an ADA Coordinator
- Review the status of reports
- Stay informed about outreach events and efforts
- Provide feedback

Questions?

Nita Webber
ADA Compliance Program Administrator

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CIV_ADA@txdot.gov



"There is no greater disability in society, than the inability to see a person as more."

- Robert M. Hensel



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