



Creating Accessible Spaces & Meetings

A view from the ground



- Recent Trends and Common Issues
 - Communication Access Failures
 - Physical Access as an Afterthought
 - Failure to Maintain Accessibility
- What does “exceeding the ADA” mean?

Failure to Communicate

- No interpreters for deaf folks
 - Length, nature and complexity
 - Live versus VRI
 - Rural v. Urban divide
 - Costs absorbed by entity just like light bill so people with vision can see
- No ASL during public addresses
 - Essential for emergencies and preparedness
 - Interpreter must be visible (in person and on TV/video)
- Lack of Braille signage at the Capitol
- Web accessibility
 - State is supposed to be providing accessible digital architecture, BUT
 - Inaccessible content added
 - Forms or third-party apps not always accessible
 - Presentation Template lacked alt text, for instance

Physical Access – The Forgotten Margins

Hypotheticals:

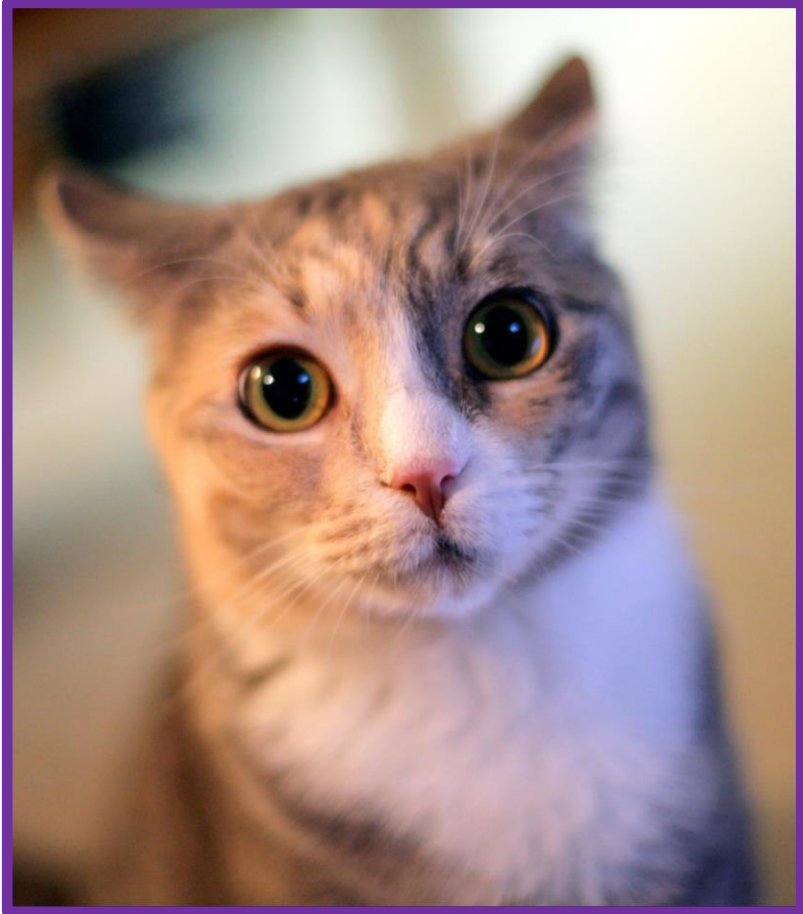
- Stadium and parking lot are fully accessible, BUT
 - The pedestrian route is wholly different and unequal
 - Accessible parking blocked by snow or event buses/equipment
 - Accessible ticket window is closed but others are open
 - Well-meaning security guard at accessible building asks for documentation for service dog
 - Dangers of being “dog-friendly”
- Accessible bus stop and sidewalk, but no path between

Maintenance of Accessible Features

- Things done in the 1990s need of repair and maintenance
 - Changes rendering formerly accessible things inaccessible
 - Repairs aren't up to the ADA Standards
- Existing Facilities never brought to code
- Historic Buildings still being used



What does “exceeding the ADA” mean?



Equity versus minimal compliance

- One accessible route from place to place versus all routes being accessible
 - Light Rail
- Restroom with more than one accessible stall
 - Curb Ramp Effect
- Getting in-person interpreter when requested rather than relying on VRI

Affordable AND Accessible Housing

- Community spaces in multi-family developments must be accessible
 - Mailboxes
 - Dog Parks
 - Picnic Areas
- Transit Centered Development
 - Type A and B units
 - Accessible pathways from developments to public transit stations

Plans for new and existing development

- Developing a plan for pre-construction, construction, and post-construction review of ADA compliance.
- Texas Model of Standards and Inspection
- Developing a plan for use of space consistent with ADA needs for all public government functions when buildings are not accessible.



Recreation and Outdoor Access

- Public parks and playgrounds with accessible functions and equipment
- Recreation Venue's (i.e. ski resorts) with accessible access transportation and features
- Accessible sports leagues and programming



What's Happening in Denver?



DISABILITY RIGHTS
DENVER HUMAN RIGHTS &
COMMUNITY PARTNERSHIPS

Presented by Alison Butler

Is Your City ADA Compliant?

- Probably not. . .but how big is the problem?



Assess the situation

- Project Civic Access prompted Denver
- In 2018, 17,000 barriers identified
- So what's next?





Stop the bleeding!

- Staff the team
 - Plans reviewers
 - ADA inspectors
 - Community liaisons

Take it to the Community!



Listening sessions



Quarterly meetings



Develop priorities



Be honest, but meaningful in
engagement



Create a living, breathing
Transition Plan

Build good will

- Make progress
- Be mindful of accessibility in all projects
- Hire people with disabilities
- Celebrate successes with the community





THANK YOU

It's all about partnership!

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Implementing Accessibility at the Local Level

Presented by Jay Robb, Lakewood City Clerk

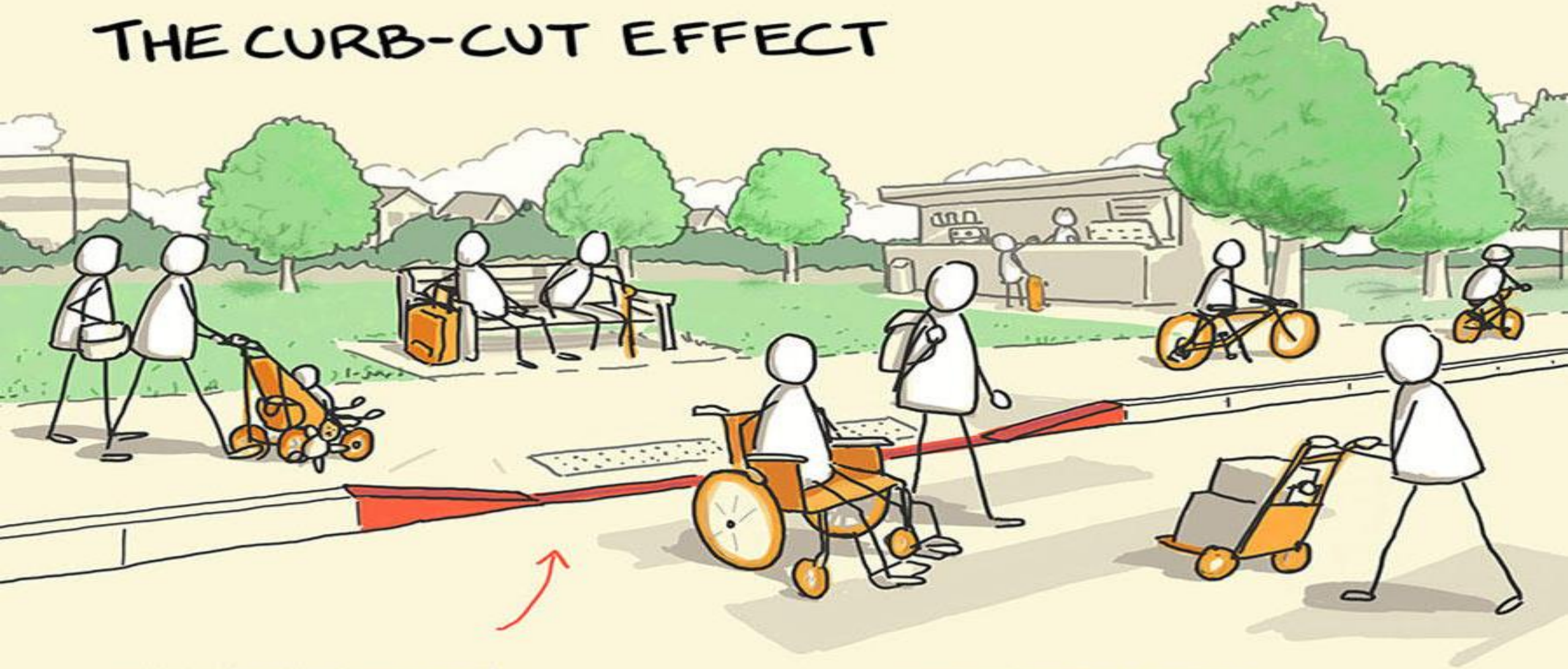
HB21-1110 - STRENGTHENING PROTECTIONS AGAINST DISCRIMINATION ON THE BASIS OF DISABILITY

**PUBLIC ENTITIES AND STATE AGENCIES
MUST DEVELOP AN ACCESSIBILITY
PLAN (FOR DIGITAL CONTENT)**

**USING THE ACCESSIBILITY STANDARDS
ESTABLISHED IN 24-85-103 (2.5) AND
FULLY COMPLY, ON OR BEFORE JULY
1,2024, PURSUANT TO 24-34-802(1)(c)**



THE CURB-CUT EFFECT



WHEN WE DESIGN
FOR DISABILITIES

... WE MAKE THINGS
BETTER FOR EVERYONE

Transition Plan

Physical and Digital Accessibility

A transition plan must at minimum:

- ☐ Identify physical obstacles in your public facilities;
- ☐ Identify compliance issues with technology touchpoints;
- ☐ Describe in detail how you plan to remediate;
- ☐ Specify the schedule to achieve compliance;
 - If a transition plan is longer than one year, identify steps that will be taken during each year of the transition period.
- ☐ Indicate responsible staff member(s) who report to an ADA Coordinator or accountable staff designee.

Transition Plan

- ❑ See the [Accessibility Planning Template](#) from Governor's Office of Information Technology (OIT)
- ❑ The template has 6-core criteria, to rank as:

- Launch: Formal policies, processes or procedures are acknowledged and defined.

- Integrate: Formal policies, processes or procedures are defined, integrated and communicated.

- Optimize: Resources are committed and/or staff are trained to implement policies, processes and procedures. Validation is performed; results are measured and tracked.

Transition Plan - Phase I

Identify barriers to City Programs, Services, and Activities.

☐ Public Engagement

- Including individuals with disabilities and organizations representing individuals with disabilities, must participate.

☐ Then the assessment included:

- Policy Assessments
- Knowledge Assessment (Staff)
- Facilities, Parks and Trails Assessment (Physical Accessibility)
- Website Assessment (Digital Accessibility)

Policy Assessment

- Self-evaluation
- Notice of Compliance
- Designation of ADA Coordinator
- Grievance Procedure
- General Program Access
- Contractor Reps & Certs
- Reasonable Modification Program Policy
- Eligibility Criteria
- Service Animal Policy
- Powered Mobility Policy
- Ticketing Policy
- Equal Employment Policy
- Reasonable Accommodation in Employment
- Effective Communication Policy
- Transportation Access Policy
- Emergency Management Plan
- Information & Communication Technology (ICT) Accessibility Policy

Knowledge Assessment

- ❑ Assess, then teach employees about ADA and how they may interact with individuals with disabilities.
- ❑ Information collected via Management Interviews and Employee Surveys.
- ❑ Classes scheduled with Rocky Mountain ADA Center (RMADAC)

Employee Classes Scheduled

- ☐ Disability Awareness/Etiquette and ADA Title II Overview
- ☐ Effective Communication & Principles of Digital Accessibility
- ☐ Creating Accessible Documents
- ☐ Social Media Accessibility
- ☐ Staff-initiated Sign-Language Classes that ***SOLD OUT***

Facilities, Parks and Trails Assessment

Facilities

- ❑ 47 Assessed
- ❑ 24,961 Total Attributes
- ❑ 6,234 Non-Compliant Findings

Parks and Trails

- ❑ 75 Assessed
- ❑ 13,374 Total Attributes
- ❑ 4,046 Non-Compliant Findings

Website Assessment-Recommendations

❑ Recommendations:

- ❑ Ensure all videos have closed captioning
- ❑ Ensure all images have alt-text
- ❑ Test PDF forms for accessibility; or
- ❑ Use HTML forms for the public to submit online.

Document & Website Assistance

Technology is catching up:

- ❑ Websites can test for digital accessibility(DA);
- ❑ MS Platforms and PDFs can test for DA;
- ❑ Text-to-voice software;
- ❑ Virtual sign language interpreters;
- ❑ Document DA upfront > remediation after.

Increasing Accessibility to the Public

Becoming More Accessible to the Public:

- ❑ Request accommodations ahead of a meeting;
- ❑ Written public comments prior to a meeting;
- ❑ Staff presentations are voice-over videos; and
- ❑ Voice-to-text public comments.

Resources:

- ❑ [Accessibility planning template](#)
- ❑ [OIT Guide to Accessible Web Services](#)
- ❑ [OIT Vendor Accessibility Guidelines & Checklist](#)
- ❑ [OIT RFP Accessibility Questions](#)
- ❑ [Accessibility Law for Public Entities](#)
- ❑ [FAQ: HB21-1110 Colorado Laws For Persons With Disabilities](#)
- ❑ [Rocky Mountain ADA Center](#)



THANK YOU

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