

# City of Minneapolis

## Request for Committee Action

**To:** Health, Environment & Community Engagement  
**Date:** 11/7/2016  
**Referral:** Refer to a second committee.  
**From:** Neighborhood & Community Relations  
**Lead Staff:** David Rubedor, Neighborhood and Community Relations  
**Presented by:** David Rubedor, Neighborhood and Community Relations  
**File Type:** Action  
**Subcategory:** City Policy

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**Subject:**

Approval of the 2017-2019 Americans with Disabilities Act (ADA) Action Plan.

**Description:**

Approving the 2017-2019 ADA Action Plan with comprised of policies and strategies to comply with Title II of the ADA. The plan would go into effect January 1, 2017.

**Previous Actions:**

None

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**Ward/Address:**

All Wards

Enter address or delete.

**Background/Analysis:**

**Updates to the draft ADA Action Plan**

NCR released the draft ADA Action Plan for a 30-day public comment period from July 25, 2016 to August 25, 2016. Following the comment period, significant changes have been made to the draft plan.

Changes include:

- Posting the ADA Programs and Services Evaluation Report online to identify evaluation methodology, findings and structural development of the ADA Action Plan;
- The plan now includes an updated section with ADA Title II Administrative Requirements for state and local government agencies;
- Additional information regarding the City's ADA Transition Plan for modifying and improving City physical infrastructure, responsible departments, and location of the plans;
- NCR Section: Updated details for providing ADA technical support to neighborhood organizations, city-enterprise ADA trainings, and roll-out timeline, and working with the Minneapolis Advisory Committee on People with Disabilities to continually update policies to ensure accessibility to people with disabilities;
- Communications Section: Timeline detailing roll-out of captioning services for informational videos and City Council meetings; and
- Information Technology: Updated timeline to implement new Website Management System and accessibility features to meet Web Content Accessibility Guidelines 2.0 AA standards.

## **ADA Action Plan**

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

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

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

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

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

### **Timeline for development of the ADA Action Plan**

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

- **2014**
  - November
    - Joint Council study session between NCR and Communications around LEP, language services and communication practices
- **2015**
  - January-May
    - NCR meet with the City Attorney's Office for initial evaluation process and plan development
    - Hired ADA Consultant through the City's RFP bidding process
  - June:
    - NCR and ADA Consultant began the ADA evaluation kick-off
    - Meet with department leaders and City Council to inform about what the ADA evaluation is and utilizing an engagement process
    - Briefing with City Coordinator's Office
    - Conducted first Accessibility Liaison Network on department participation and responsibility within the evaluation process. The liaison network is made up of 19 staff members representing 18 departments
    - Presented to Minneapolis Advisory Committee on People with Disabilities
    - Meet with Property Services and around respective evaluation work, information and partnership

- July-September
  - NCR staff and ADA Consultant conducted 100+ hours of interviews with staff (from 15 departments) to learn about program and service protocols, policies and practices
  - ADA consultant implemented staff survey and public ADA Perceptions Survey
  - NCR and ADA Consultant hosted two electronic and information technology trainings
- October-December
  - NCR's ADA Consultant submitted an evaluation report and recommended enhancements
  - Review of evaluation report with City Coordinator's Office
  - NCR received recommendations with department directors and program managers for input on corrective actions, implementation strategies, timelines and budget consideration
  - NCR provided additional consultation on legal requirements, and current and best practices
- **2016**
  - January-May
    - NCR worked with departments on contributed sections to the plan
    - Worked with Property Services and Public Works on contributed executive summaries
    - Department leaders received draft copies of the plan for review and comment
  - June
    - Reviewed plan with City Coordinator's Office
    - Initiated legal review
  - July-August
    - Draft ADA Action Plan was released for public comment
  - September-October
    - NCR worked with departments to revise and update plan following the public comment period

Department	Evaluation	Recommended enhancements/modifications	On-Going Costs	One Time Costs
311	Programs & Services	311 Mobile App accessibility update	0	0
City Attorney's Office	Programs & Services	Maintain existing policies and procedures	0	0
City Clerk's Office	Programs & Services	Post signage around City Council Chambers on how to request accommodations.	0	0
Civil Rights	Programs & Services	Maintain existing policies and procedures	0	0
Communications	Programs & Services	Caption informational videos and public meetings, and create accessible materials and content (digital and print-related)	\$105,000 (vendor) \$118,000 (1 FTE+1 PTE)	\$13,000
Community Planning and Economic Development	Programs & Services	Maintain existing policies and procedures	0	0
Office of Emergency Management	Programs & Services	Emergency management plan and public education for people with disabilities	0	0
Health Department	Programs & Services	Review and update existing policies and procedures with MACOPD input	0	0
Human Resources	Programs & Services	Maintain existing policies and procedures	0	0
Information Technology	Programs & Services	Achieve Section 508 and WCAG 2.0 Level AA compliance with the City's website management system	\$100,000 (1 FTE)	\$1,500,000
Neighborhood and Community Relations	Programs & Services	Title II compliance support and educational training to City enterprise, and neighborhood education and technical assistance	\$75,000	\$15,000
Minneapolis Fire Department	Programs & Services	Review and update existing policies and procedures with MACOPD input	0	0
Minneapolis Police Department	Programs & Services	Review and update existing policies and procedures with MACOPD input	0	0
Regulatory Services	Programs & Services	Review and update existing policies and procedures with MACOPD input	0	0
<b>Total</b>			<b>\$393,000</b>	<b>\$1,528,000</b>
Finance and Property Services	City owned & leased buildings	Implement corrective actions for prioritized deficiencies in City owned and leased spaces	See page 22	
Public Works	Pedestrian right-of-ways, sidewalks & curbs	Implement corrective actions for prioritized deficiencies with City public right-of-ways, sidewalks and curbs	See page 26	

**Financial Review:**

**Select financial statement.**

**Future budget impact anticipated.**

Although the plan identifies estimated costs, adoption of the plan is limited to policy.

Departments will bring budget requests for enhancements through the established budget process.

**Approved by the Permanent Review Committee.**

**Meets Small and Underutilized Business Program goals.**

**Attachments:**

1. ADA Action Plan document