



# Americans with Disabilities Act Action Plan 2017-2019

Neighborhood and Community Relations Department

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## Executive Summary

This Americans with Disabilities Act (ADA) Action Plan (Plan) is a comprehensive approach to complying with the Americans with Disabilities Act. In 1993, the City of Minneapolis (the City) adopted an ADA Transition Plan as required under Title II of the Americans with Disabilities Act of 1990. The transition plan led the City to modify and improve access to owned and leased facilities supporting government programs, services and activities.

In 2015, the City elected to proactively conduct evaluations and adopt an updated ADA Action plan. The Neighborhood and Community Relations (NCR) Department was responsible for evaluating the City's programs and services. Property Services conducted a physical assessment of City owned and leased spaces. In 2012, Public Works assessed pedestrian right-of-ways, sidewalks and curb cuts.

This Plan is the culmination of the City's work and sets to elevate the City's operations as a model of best practices for inclusion of people with disabilities. This plan is brought forward by NCR on behalf of the City. The evaluation and plan development is a city-wide initiative. The sections and enhancements were developed by the responsible departments overseeing the program, service, policy or activity.

This Plan details the City of Minneapolis' strategies, enhancements, and modifications to remove physical, communication and policy barriers to participation for people with disabilities. It was crafted to meet 28 C.F.R. Section 35.105 and 35.150(d) of the ADA requiring local government entities to conduct a self-evaluation of policies and develop a transition plan to remove barriers to programs, services and activities for people with disabilities.

The Plan outlines City ADA and accessibility policies, procedures and practices for inclusion of people with disabilities for programs and services.

Identified in the Plan is:

- The City's legal requirements for compliance with Title II of the Americans with Disabilities Act;
- The City's Title II Coordinator, grievance procedure, and public advisory board for people with disabilities;
- Evaluation methodology from NCR, Property Services, and Public Works; and
- Summaries of current processes, modifications and enhancements for ensuring residents can participate in all aspects of City programming, services and decision making, along with timelines and responsible units.
- Attachments: Property Services ADA Transition Plan, link to Public Works ADA Transition Plan

Action items and cost estimates identified in the Plan resulted from evaluations. The NCR Department is responsible for the overall development, maintenance and updates to the Plan. Public Works and Property Services provide and manage contributing sections of the Plan specific to public infrastructure.

Information or questions regarding the Plan, please contact NCR at (612)-673-3737 or [ncr@minneapolismn.gov](mailto:ncr@minneapolismn.gov).

The chart on page 3 summarizes, by department, the evaluations conducted, associated enhancement/modifications, and proposed costs for each recommendation.

## Summary of Comprehensive Enhancements and Modifications

Department	Evaluation	Recommended enhancements/modifications	On-Going Costs	One Time Costs
<b>311</b>	Programs & Services	311 Mobile App accessibility update	0	0
<b>City Attorney's Office</b>	Programs & Services	Maintain existing policies and procedures	0	0
<b>City Clerk's Office</b>	Programs & Services	Post signage around City Council Chambers on how to request accommodations.	0	0
<b>Civil Rights</b>	Programs & Services	Maintain existing policies and procedures	0	0
<b>Communications</b>	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
<b>Community Planning and Economic Development</b>	Programs & Services	Maintain existing policies and procedures	0	0
<b>Office of Emergency Management</b>	Programs & Services	Emergency management plan and public education for people with disabilities	0	0
<b>Health Department</b>	Programs & Services	Review and update existing policies and procedures with MACOPD input	0	0
<b>Human Resources</b>	Programs & Services	Maintain existing policies and procedures	0	0
<b>Information Technology</b>	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
<b>Neighborhood and Community Relations</b>	Programs & Services	Title II compliance support and educational training to City enterprise, and neighborhood education and technical assistance	\$75,000	\$15,000
<b>Minneapolis Fire Department</b>	Programs & Services	Review and update existing policies and procedures with MACOPD input	0	0
<b>Minneapolis Police Department</b>	Programs & Services	Review and update existing policies and procedures with MACOPD input	0	0
<b>Regulatory Services</b>	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>
<b>Finance and Property Services</b>	City owned & leased buildings	Implement corrective actions for prioritized deficiencies in City owned and leased spaces	See page 22	
<b>Public Works</b>	Pedestrian right-of-ways, sidewalks & curbs	Implement corrective actions for prioritized deficiencies with City public right-of-ways, sidewalks and curbs	See page 26	

## Introduction

The City of Minneapolis is strongly committed to assuring that City programs, services, information and spaces are accessible to its residents and visitors. This commitment is reflected in the City's mission, vision and goals of One Minneapolis. As residents, workers or visitors who contribute to City life, people with disabilities are entitled to fair and equal access to the programs, services and activities the City of Minneapolis has to offer.

### History

The City Council last adopted an ADA Transition Plan in 1993 as part of the Title II administrative requirements. Since the ADA was passed 25 years ago, revisions and updates have been made to the federal guidelines and regulations addressing new accessibility standards, practices, and changing technology.

In 2010, NCR took over management of the City's ADA Title II responsibilities and compliance. The ADA Title II Coordinator position was created and resided within NCR's Access and Outreach Manager. At the time, .2 FTE was dedicated to ADA Title II through maintaining the ADA Grievance Procedures and supporting the Minneapolis Advisory Committee on People with Disabilities.

### Current State and Improvements

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

Working with the 311 department, the ADA Grievance System was enhanced to field, report, and log ADA grievances and cases. The Accessibility Liaison Network, an internal City workgroup made up of 18 departments, was formed for enterprise support around the ADA and Limited English Proficiency. NCR has facilitated trainings for 80+ staff on the ADA, Accessible Documents, and IT and Web Accessibility. Evaluations were completed; City Programs and Services (NCR), City Owned and Leased Spaces (Finance and Property Services), and Public Right-of-Ways (Public Works).

Engaging and including of people with disabilities is essential to the City as an asset and contributor its growth and vitality. NCR partnered with the Civil Rights department and Minneapolis Parks and Recreation Board to organize a celebration of the 25<sup>th</sup> Anniversary of the ADA with a mayoral proclamation. NCR coordinates inclusion of people with disabilities within engagement strategies for major policy initiatives, strategic City work groups, and key-decision making processes.

### Continuing Commitment

The City's ADA Action Plan is comprised of strategies to meet the most current ADA compliance standards set by the U.S. Department of Justice. Furthermore, the City's ADA Action Plan specifies current and future best practices, above and beyond compliance regulations, to promote full inclusion of residents with disabilities and elevate Minneapolis as one of the most inclusive cities in the United States.

## Americans with Disabilities Act Overview

The Americans with Disabilities Act of 1990 prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay services. The current text of the ADA includes changes made by the ADA Amendments Act of 2008 (P.L. 110-325), which became effective on January 1, 2009. The ADA was originally enacted in public law format and later rearranged and published in the United States Code.<sup>1</sup>

## ADA Title II: State and Local Governments

Title II regulation covers “public entities” which are defined as state or local government, including departments, agencies, or other instrumentalities.<sup>2</sup> It prohibits discrimination on the basis of disability by public entities. This provision states the services, programs, or activities of all state and local government are accessible to people with disabilities.<sup>3</sup> The City of Minneapolis is a public entity and is subject to Title II regulation.

## Title II Administrative Requirements

Title II outlines five administrative requirements for public entities:

1. Self-Evaluation (Section 35.105) – an evaluation of current policies, programs, services and practices resulting in reasonable modifications to ensure participation by people with disabilities. The City conducted an initial self-evaluation of policies, practices and procedures in 1991. As a prelude to the development of this ADA Action Plan, a comprehensive evaluation of the enterprise was conducted by an independent consultant. The recommendations are presented herein as task for implementation of an enterprise-wide ADA-compliance program.
2. Notice (Section 35.106) - A public entity shall inform the public of its ADA Title II requirements, ADA Title II Coordinator, grievance procedures, and equal access and participation of City’s programs, services, activities. The Neighborhood and Community Relations Department coordinates the City’s ADA Notice.
3. Designation of responsible employee (Section 35.107 (a)). Some agencies may refer to the designated employee as the ADA Coordinator. The ADA Coordinator is responsible for coordinating efforts of the local government entity to comply with Title II of the ADA. The coordinator manages and investigates ADA-related incidents and grievances. The ADA Title II Coordinator: manages ADA grievance procedures; conducts ADA evaluations and implements plans for enhancements and modifications; monitors the progress of those plans; and coordinates opportunities to enhance knowledge of ADA regulations and practices. The City of Minneapolis ADA Coordinator is the Director of the Neighborhood and Community Relations Department with support from the ADA-Language Access Coordinator.
4. Grievance Procedure (Section 35.107 (b)). A public entity that employs 50 or more persons shall adopt and publish grievance procedures providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by this part. The City has an existing process to receive all types of inquiries and complaints through its 311 Call Center and will utilize this process as part of the required ADA grievance procedure.
5. Transition Plan (Section 35.150 (d)). In the event that structural changes to facilities will be undertaken to achieve program accessibility, a public entity that employs 50 or more persons shall develop, a transition plan setting forth the steps necessary to complete such changes. The transition plan shall include a list of the physical barriers in a public entity's facilities that limit the accessibility of its programs, activities, or services

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<sup>1</sup> Americans with Disabilities Act: [http://www.ada.gov/2010\\_regs.htm](http://www.ada.gov/2010_regs.htm)

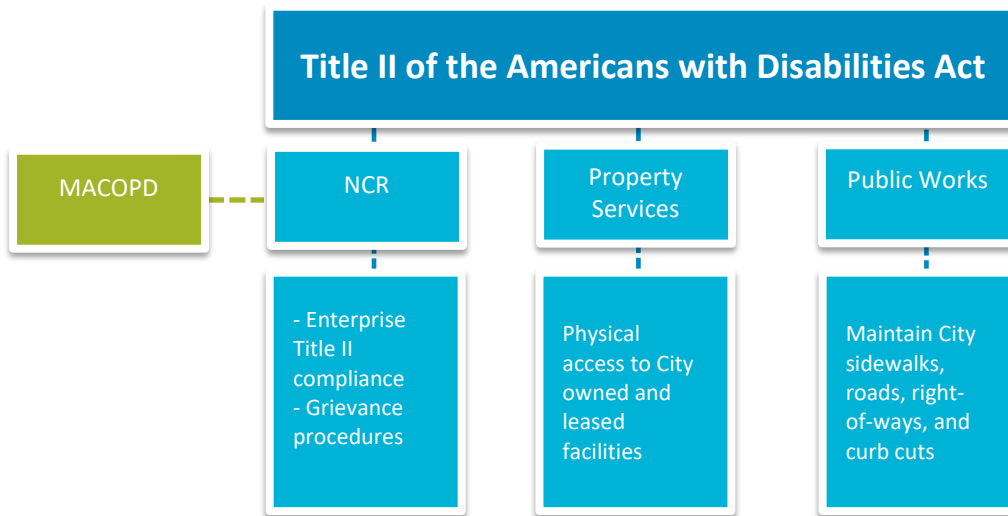
<sup>2</sup> ADA Title II Highlights: <http://www.ada.gov/t2hlt95.htm>

<sup>3</sup> ADA Title II Regulations: [http://www.ada.gov/regs2010/titleII\\_2010/titleII\\_2010\\_regulations.htm#a35101](http://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.htm#a35101)

to individuals with disabilities; a detailed outline of the methods to be utilized to remove these barriers and make the facilities accessible; the schedule for taking the necessary steps to achieve compliance with Title II. If the time period for achieving compliance is longer than one year, the plan should identify the interim steps that will be taken during each year of the transition period; and, the name of the official responsible for the plan's implementation. The City has undertaken the necessary steps to update its original 1993 ADA Transition Plan.

The following ADA Action Plan sets forth an outline of the structure for ADA compliance within the enterprise and the strategies for improving access to programs, services, activities and physical access to facilities.

## City of Minneapolis Title II ADA Compliance Infrastructure



### Neighborhood and Community Relations Department

NCR was established in 2010 as a resource department to support the City’s community engagement efforts through holistic engagement strategies. Through community participation, resident involvement in neighborhood and community organizations, and outreach to under-engaged communities, NCR empowers residents to participate in the decision-making processes that shape the City and their lives.

#### ADA Title II Coordinator

The City of Minneapolis ADA Title II Coordinator is the Director of the Neighborhood and Community Relations Department, or his or her designee. The coordinator manages ADA Title II enforcement and compliance within the City’s operations, policies and procedures. This is to ensure programs, services, and decision-making processes are accessible to people with disabilities. Additionally, stewardship and oversight of this plan is monitored by the ADA Title II Coordinator. The ADA Title II Coordinator is supported by the ADA-Language Access Coordinator. Due to the large scale enterprise of the City of Minneapolis, ADA compliance responsibilities are also delegated to other units, as described in the next sections.

#### Minneapolis Advisory Committee on People with Disabilities

The Minneapolis Advisory Committee on People with Disabilities (MACOPD) advises the Mayor, City Council and departments on issues affecting people with disabilities. Established in 1976, through Resolution 76R-009, the MACOPD consults and advocates for improved accessibility practices and the equitable delivery of City programs, services and policies for people with disabilities. The committee has 15 members appointed in two year terms by the Mayor, with City Council approval. Seven members are appointed in odd numbered years, eight in even numbered years using the City’s open appointment process. MACOPD meetings are held every 3rd Wednesday of the month. All meetings are open to the public. Individuals who would like to address the committee during public comment are encouraged to contact the NCR staff-liaison at least one week in advance of the meeting.

#### Accessibility Liaison Network

The Accessibility Liaison Network is comprised of representatives from 18 City departments who convene for trainings and to communicate enterprise work on the ADA and Language Access Plan. Meetings are coordinated by NCR. Activities center on opportunities to increase knowledge on equitable practices for people with disabilities and non-to-limited English speakers through policies, procedures and practices.



### **Modifications of Policies, Practices and Procedures**

Modification of policies, practices and procedures to ensure participation by people with disabilities may be initiated at the departmental and unit levels. Technical assistance for policy modification is provided by both the MACOPD and the ADA Title II Coordinator.

### **Requests for Auxiliary Aids and Services**

People with disabilities can request auxiliary aids and services directly from the City department or unit conducting the program, service or activity. Should there be any confusion while making a request, individuals can contact the ADA Title II Coordinator for direct support.

### **Grievance Procedure**

Disability and accessibility-related grievances are directed to the ADA Title II Coordinator. The coordinator has knowledge and is familiar with the City enterprise infrastructure, operations and leadership. The ADA Title II Coordinator can navigate the system, engage responsible parties overseeing the program, service or policy, and identify a resolution. Grievances can be reported to the ADA Title II Coordinator through 311 and its reporting systems (email, phone call and online) or to the ADA Title II Coordinator directly via mailed letter, email, phone call, or in-person. Copy of Grievance Procedure on page 10.

### **Transition Plan**

Responsibilities to maintain accessible spaces and plan future accessibility improvements fall across multiple departments and units. While many of the corrective actions cited in the original 1993 ADA Transition Plan have been completed, it has become necessary for the City to re-prioritize for future planning. An updated ADA transition plan for the City will serve as a dynamic, working document, designed with flexibility to meet the needs and expectations of residents with disabilities. Each responsible unit will publish and update its section of the plan. Each section of the transition plan will be made available for public inquiry at any time.

<b>Transition Plan Sections</b>	<b>Responsible Unit</b>	<b>Plan Update Cycles</b>
City Hall	Property Services/Municipal Building Commission	On annual basis
Other Owned Facilities (offices, police stations, fire stations and water treatment facilities)	Property Services	On annual basis
Convention Center and Target Center	Property Services	On annual basis
Leased Spaces	Property Services	On annual basis
Parking Services	Public Works & Property Services	On annual basis
Sidewalks and Curb Cuts/ Ped Ramps	Public Works	Upcoming FY projects published every November
Traffic Signals and Other Pedestrian Rights of Way	Public Works	Upcoming FY projects published every November

The ADA Coordinator will receive transition plan updates from responsible units and make them available to the public either centrally through the ADA page of the City web site or alternatively upon request. In addition, the ADA Coordinator will convene responsibility units annually to report progress on accessibility improvements, summaries on upcoming projects, and modifications to priorities. Information reported by responsibility unit will be included in updates to the sections of the transition plan.

## Finance and Property Services

### Transition Planning for City-Owned and Leased Properties

Finance and Property Services is the financial and asset management branch of the City. The Property Services Division oversees the City-owned and leased properties through facility management services. Services provided include wireless communications; energy, space and asset management; facility design; construction; maintenance, repair and operation. In 2014-2015, Property Services surveyed City-owned and leased buildings to identify physical barriers and deficiencies to accessibility. The resulting survey report has been prioritized in a transition plan describing planned corrective actions and alternatives in lieu of barrier removal. Finance and Property Services will provide regular updates to the transition plan, including prioritized projects for owned and leased properties, upcoming accessibility improvements, and a list of recently completed accessibility improvements. Further implementation of prioritized corrective actions identified in the transition plan will be scheduled through the various responsible departments based on project funding allocations.

## Public Works

### Transition Planning for Public Parking, Pedestrian Rights of Way and Traffic Signals

The Department of Public Works is responsible for maintaining the City's physical infrastructure (such as sidewalks, streets and curbs) and for providing a variety of services to those that live, work and play in the City of Minneapolis. These activities are coordinated through three business lines: Transportation, Utilities and Administration. The Department employs approximately 1,000 full-time personnel and has an annual operating budget of \$335 million for the operation of its nine divisions. In 2012, the City completed a review of all 885 intersections. Public Works has developed a working transition plan with prioritized accessibility improvements for pedestrian ramps (curb cuts and public rights of way) and timelines for modifications. Public Works will lead the cyclical publication of updates to this working transition plan.

## Human Resources

### Employment

Title I of the ADA prohibits private businesses, government agencies, employment agencies and labor unions from discriminating against qualified individuals with disabilities in the hiring process, firing, advancement, compensation, training, and other terms conditions, and privileges of employment.<sup>4</sup> Compliance with Title I of the ADA for individuals who apply for employment with, or are employed by, the City of Minneapolis is managed by the City of Minneapolis' Human Resources Department and overseen by the Chief Human Resources Officer.

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<sup>4</sup> ADA Title I Highlights: [http://www.ada.gov/ada\\_title\\_i.htm](http://www.ada.gov/ada_title_i.htm)

## City of Minneapolis ADA Grievance Process

### Filing a Grievance:

1. Must be filed within one year of the date of the alleged discrimination.
2. Discrimination committed by an entity which the City has jurisdiction such as City departments, neighborhood organizations, etc...
3. The Neighborhood and Community Relations Department (NCR) explores resolution opportunities before it becomes a formal complaint with the City.

### Intake and Filing

Intake is the beginning stage of the complaint filing process. You can contact NCR via 311, phone, mail, email or in person to discuss your case.

1. A complaint can be submitted by calling or emailing 311 (TTY: 612-673-2157) or filling out the Complaint Intake Form with details of alleged discrimination, name, location and date.
2. A meeting will be scheduled by NCR to discuss the issue, possible resolutions and/or reasonable accommodations within 30 calendar days after receiving the complaint.
3. NCR contacts the person/entity who committed the alleged discrimination and examines possible solutions.
4. A response (phone call, writing, and/or other accessible formats) will be issued explaining the City's position and proposed options for resolution within 30 calendar days of the meeting.

If the response is unsatisfactory in resolving or providing a reasonable accommodation, the Complainant may file an appeal with the Neighborhood and Community Relations Director and the Civil Rights Department within 15 calendar days. The Neighborhood and Community Relations Director and a Civil Rights representative will meet with the complainant and/or authorized representative. If the issue remains unresolved, the Complainant may elect to file a complaint of discrimination with the Civil Rights Department or file a private legal action.

If the Complainant pursues a Complaint of Discrimination through the Civil Rights Department, it may be resolved through one of several different methods, including:

### Mediation

Mediation is a voluntary service offered through the Civil Rights Department by professionally certified mediators. If both parties desire to participate, the case will be referred to mediation.

### Investigation and Determination

If Mediation does not occur or is otherwise unsuccessful, the case is assigned to an attorney/investigator to conduct an impartial investigation, including collection of statements from all parties. The Department of Civil Rights will determine, in writing, whether statements and evidence provided by the parties fulfill the Complainant's legal burden of proof to establish a violation of law. If not, the investigation will conclude and the Complainant may pursue private legal action. If so, the Civil Rights Department will attempt to enforce appropriate legal remedies.

## NCR: Programs and Services Evaluation

The City of Minneapolis' last ADA evaluation and Transition Plan was adopted in 1993. Twenty-years later, the City enterprise elected to proactively begin initiatives for updates to the plan. Public Works studied public right-of-ways and pedestrian ramps, Finance and Property Services assessed City-owned and leased spaces, and NCR evaluated programs, services and policies.

In 2015, NCR, with Skulski Consulting, LLC (the consultant), conducted a city-wide ADA assessment of City programs, services, policies, practices and procedures. At the time, Public Works had already established an ADA Transition Plan for pedestrian ramps and Property Services was concluding their ADA survey of city-owned and lease spaces.

### Evaluation methodology

The programmatic evaluation began in June 2015 and was wrapped up in September of the same year. The programmatic evaluation focused on policies, operating protocols and practices for delivery of City of programs, services and activities. The goal was to identify accessible practices and potential barriers to accessing, receiving or participating in City programs, services and decision-making processes.

Engagement was the primary mechanism for the programmatic evaluation process. Presentations were given to elected officials, City leadership, and the Accessibility Liaison Network. These were informative sessions detailing the ADA and Title II responsibilities, evaluation processes, expected outcomes, and departmental involvement. Department directors and liaison members identified program managers and key staff with knowledge of their department's services, activities and protocols.

Managers and key staff were interviewed over the course of the summer and early fall. Interviews included strategic conversations about the department's charge and the division's line of work, policies, systems, and the challenges and opportunities of providing services to people with disabilities. The purpose was to map-out how programs and services are delivered. Furthermore, the conversation covered which ADA regulations were applicable, whether the department functions were compliant, where opportunities for policy or procedural modifications existed, and exemplary delivery areas where a program or service goes above and beyond ADA compliance.

Two perception surveys were administered to City staff and the general public. City staff took the survey in June. The staff survey measured general knowledge on the ADA, ADA procedures, and challenges. A survey of the general public was conducted in October and focused on opportunities and areas to improve accessibility for residents and visitors with disabilities.

The consultant met with 16 departments and conducted more than 100 hours of interviews. These interviews covered a wide-range of City business areas that work directly with people with disabilities. Services ranged from the development review process (Community Planning and Economic Department) and business licensing, to public meetings, special events permits and pet licensing with the Animal Care and Control division (Regulatory Services). In addition, vital documents pertaining to the program or service were gathered. Synthesizing the information gathered from the surveys, documents and interviews, the consultant recommended modifications to policies, practices and procedures aimed at fully accessible and inclusive program and service delivery.

The consultant and NCR then followed-up with individual department directors and managers. Findings and recommendations were presented to spark dialogue, suggest strategies, and develop a course of action. Department leaders were charged with working internally with staff to identify pragmatic solutions and efficient means for implementing departmental responsibilities of an overarching ADA Action Plan.

## Recommended Programs and Services Enhancements

The following sections detail the specific tasks each City department will take to achieve ADA compliance and improve service delivery. Each section outlines a course of action, timeline, and budget to modify or enhance protocols and practices that will result in a more accessible Minneapolis.

## Neighborhood and Community Relations Department

NCR continues to maintain a city-wide infrastructure to support accessibility practices and ADA compliance. Recognizing that ADA regulations and accessibility practices are implemented by multiple City departments, NCR coordinates efforts to ensure that programs, services and activities are ADA compliant and fully accessible to people with disabilities. This is done by providing departments and city personnel with guidance and technical assistance on policy modifications, communication vehicles, auxiliary aids and services such that inclusion of people with disabilities is harmonious in key-business functions, outcomes, and decision-making processes.

To achieve the outcomes set by the ADA Action Plan, tasks have been delegated by responsibility areas. Each area indicates NCR's current levels of production, plans for enhancements, and forecasted budgetary implications.

As referenced in pages 7-9, NCR has set in place integral systems to comply with the ADA, serve as a resource to City staff, and engage people with disabilities.

### **Increased staff commitment and capacity**

The ADA Title II Coordinator works across the City enterprise to manage ADA compliance and engage people with disabilities. In 2015, to better and more effectively conduct this work, the City Council approved an additional staff position dedicated to the ADA and Language Access Plan. The ADA-Language Access Coordinator serves as an accessibility specialist within the enterprise. Responsibilities include assisting with Title II compliance activities in the management of the ADA Action Plan, supporting the MACOPD, facilitating the ADA grievance process, and working with City departments to engage people with disabilities.

To effectively support enterprise ADA compliance and engagement residents with disabilities:

- The Title II ADA Coordinator and ADA support staff will undergo the ADA Coordinator Training Certification Program (ACTCP). (June 2017)

### **Continuous and enhanced support to the City enterprise**

NCR will continue to expand training opportunities to cultivate awareness and knowledge of the ADA and accessibility practices. This is accomplished by utilizing internal City resources and scheduling professional experts to conduct educational sessions.

- Annually schedule quarterly trainings via the City's internal system (Comet), the City's Accessibility Liaison Network, and NCR's Community Dialogues;
- Partner with the MACOPD and include people with disabilities to conduct disability awareness and inclusive training; and
- Other topics include, but are not limited to:
  - Policy Development and Engagement;
  - Planning for Accessible Community Engagement;
  - Inclusive Community Building by Boards and Commissions;
  - Mental health;
  - Accessibility Standards and Universal Design;
  - Electronic and information technology/WCAG 2.0; and
  - Creating Accessible PDFs and Content.

NCR will explore creation of city-wide policies and protocols addressing:

- Re-location of programs and services: work with City Coordinator's Office, Property Services and City Departments for when programs, services or activities are established or moved to a new physical location, the ADA Title II Coordinator is notified to ensure accessibility of operations;
- Installation of power door switches: work with Property Services and the MACOPD on a policy for installing push button operators to public buildings; and

- Publicize notices: ensure City-materials and documents have notices with directions for requesting disability and language-related accommodations, alternative formats, and accommodations.

### **ADA grievance procedures**

The primary mechanism for residents to report any kind of issue is through 311. The existing 311 process has been modified to receive ADA and accessibility-related grievances via email, online, or phone call. Alternatively, residents can contact NCR directly via U.S. mail, e-mail, phone, or in person. NCR and 311 have worked diligently to build a system to document, respond to and monitor reported ADA grievance cases.

Ensuring responsive government, a City that works, [where] City government runs well and connects to the community it serves,<sup>5</sup> NCR will manage the following:

- Present a summary of ADA and accessibility-related issues, resolutions and statistics for reported cases during MACOPD’s monthly meetings;
- Host annual trainings and refresher sessions with 311 operators on ADA and accessibility related issues that might be reported to 311 and how to channel grievances to NCR for response;
- Meet quarterly with 311’s Call Center Analyst to review reported cases and assess areas of improvement with the reporting system; and
- Conduct educational outreach on ADA grievance system.

### **Monitor the progress ADA Action Plan**

The ADA Title II Coordinator will oversee compliance within the enterprise, whereas, the ADA-Language Access Coordinator will work on the logistics of implementation and day-to-day operations. Both will continue to work with enterprise leadership on ADA compliance and plan implementation through:

- Quarterly meetings with department staff charged with actionable deliverables;
- Semi-annual meetings with department leadership to review high-level and budgetary items; and
- Year-end reports as updates for the general public.

### **Neighborhood Organizations support**

There are 70 neighborhood organizations across the City, involving more than 700 volunteer board members and dozens of staff. NCR has a Neighborhood Support Specialists team working with all 70 organizations to focus on neighborhood engagement through neighborhood-based priority setting, planning and implementation, and administrative support. NCR provides funding to neighborhood organizations through Community Participation Program (CPP) and the Neighborhood Revitalization Program (NRP) for the following areas; identifying and acting on neighborhood priorities, influencing City decisions and priorities, and increasing involvement.

As a funding recipient of a local government entity, neighborhood organizations are subjected to ADA Title II with ensuring programmatic and service delivery access to people with disabilities. NCR will develop a comprehensive ADA Technical Assistance Program to support neighborhood organizations with:

- Evaluating programming and service policies and procedures to identify barriers of access;
- Developing strategies and mechanisms to enhance operations;
- Assessing operational site and procedures for accommodating people with disabilities; and
- Accessible training topics: ADA 101, Accessible Meeting and Event Planning, Policy Development and Engagement, and Accessible Content Creation.

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<sup>5</sup> City of Minneapolis Vision, Values, Goals & Strategic Directions: <http://www.minneapolismn.gov/citygoals/>

**Boards and Commissions**

Residents can actively be involved with the City’s work and the decision-making processes through Appointed Boards and Commissions (ABC). NCR and the City Clerk’s Office have worked extensively to diversify ABCs to represent Minneapolis’ population. Accessibility concerns and projects involving people with disabilities are brought to the MACOPD. The MACOPD has been successful in advocating for accessible and equitable programs, services and policies such as expansion of accessible taxicabs in the metro area, accessible housing and buildings, accessibility of Minneapolis skyways, and public spaces.

The MACOPD is representative of Minneapolis values of connectedness, community engagement, and building public trust. Sustaining resident participation is vital to City programs and services; therefore, NCR will:

- Cultivate membership on Boards and Commissions to ensure representation of people with disabilities who are knowledgeable of the ADA;
- Work with the Minneapolis Advisory Committee on People with Disabilities to continually build its relationship with City leaders, department heads and personnel to develop a collaborative and congenial partnership that is beneficial to residents with disabilities; and
- Organize meetings between MACOPD and all City departments.

**Engagement support**

To better access for City public hearings, listening sessions and community meetings, NCR will:

- Procure portable assistive listening devices for public meetings; and
- Develop effective communication procedures for City departments for public hearings and meetings.

Year	NCR Department Project Components	One Time Costs	On-Going Costs
<b>2017</b>	Procure portable assistive listening devices for public meetings	\$8,000	
	Develop effective communication procedures for City departments for public hearings and meetings.		
	Develop accessibility check procedures when programs, services and activities re-locate to new locations.		
	The Title II ADA Coordinator and ADA support staff will undergo the ADA Coordinator Training Certification Program (ACTCP).	\$7,000	
	Develop ADA Technical Assistance Program for neighborhood organizations to evaluate policies, procedures, and operational site.		\$15,000
	Enterprise staff ADA and accessibility training		\$10,000
	Post year-end progress reports of ADA Plans		
	<b>2017 Cost Estimates</b>	<b>\$15,000</b>	<b>\$25,000</b>
<b>2018</b>	Roll-out ADA Technical Assistance Program and training for neighborhood organizations		
	Enterprise ADA and accessibility training		
	<b>2018 Cost Estimates</b>		
<b>2019</b>	ADA Technical Assistance Program and training for neighborhood organizations		
	Enterprise ADA and accessibility training		
	<b>2019 Cost Estimates</b>		
	<b>Grand total 2017-2019</b>	<b>\$15,000</b>	<b>\$75,000</b>



## 311

Residents, businesses and visitors can call 311 to make inquire about services, reports problems, check the status of issues, or get referrals to the most appropriate unit or department. Anyone within the Minneapolis city limits can dial 3-1-1 for information on City Council meetings, snow emergency parking, permitting processes, reporting stay dogs, or other community issues. 311 operators work with residents to answer questions and find solutions through the vast array of city programs, services and activities.

### 311 Mobile App

311 supported the development of a mobile app through a contract with See Click Fix. The app is multi-functional, and can access the City's public information and domains, media platforms, and report and identify issues. Through the ADA evaluation process, the consultant identified features within the app that render the mobile platform to be inaccessible to people with disabilities and those using assistive technologies. Since Fall 2015, the 311 leadership team, along other government entities using the mobile app, have engaged with the See Click Fix vendor to make the app more accessible to people with disabilities. 311's Call Center Analyst is in constant contact with See Click Fix; accessibility improvements to the app are projected to be completed by the end of 2016.

The task of upgrading the 311 Mobile App includes:

- Periodic mobile progress updates will be presented to the MACOPD. Once See Click Fix initiates user testing, 311 will work with MACOPD members to conduct its own usability testing protocols on the improved version of the mobile app.

### ADA Grievance procedures

311 staff has worked closely with NCR to develop and enhance the City's ADA grievance procedure (Copy of Grievance Procedure on page 10). Call-tree scripts and reporting mechanisms are consistently reviewed to improve resident interactions and identify accessibility issues. The timeline for maintaining and improving processes is located under NCR's tasks which include:

- Send monthly reports to NCR;
- Review 311 scripts, processes and case types with NCR to determine accessibility components; and
- Train 311 operators regarding ADA and accessibility-related issues.

Year	311 Project Components	Costs
<b>4th quarter 2016</b>	Periodic mobile progress updates will be presented to the MACOPD. Once See Click Fix initiates user testing, 311 will work with MACOPD members to conduct its own usability testing protocols on the improved version of the mobile app.	No projected costs

## City Clerk's Office

The City Clerk's Office is the official record-keeping agency of the City Government, and the secretariat of the City Council and legislative processes. The City Clerk's Office oversees three essential programs of the City; elections administration, records and information management; and the Documents Solution Center.

### Accommodations for City Council and committee meetings

The City Clerk's Office provides secretariat services for the City Council and council committees by publishing notices, ensuring compliance with procedural requirements, and managing codification of local laws and public policies. City Council and committee meetings are conducted in City Hall Room 317 and open to the public.

Residents can contact the Clerk's Office to request accommodations for City Council meetings and information in alternative formats.

To notify how residents can acquire these services, the City Clerk's office will:

- Post signage near City Council Chambers informing residents on how to request accommodations for City Council and public meetings; and
- Publish information in all announcements for public meetings stating "People with disabilities are invited and encouraged to public meetings. Requests for a sign language interpreter, real-time captioning, reader, assistive listening device, large print, braille or electronic format should be made at least 48 hours in advance by calling the Minneapolis City Clerk's Office at (612) 673-2216 or by sending an e-mail to: [councilcommitteecoordinators@minneapolismn.gov](mailto:councilcommitteecoordinators@minneapolismn.gov)."

### Elections and Voter Services

In 2013, Elections & Voter Services (EVS) initiated an annual assessment of each facility used for Election Day or for in-person absentee voting in terms of viability, including accessibility for people with disabilities. EVS staff utilizes an accessibility checklist/form generated in-house, based on the US Department of Justice "ADA Checklist for Polling Places", to assess each site. The annual site visits ensure the continued viability of each site, updating the polling place assessment form and addressing any new issues, as needed. Furthermore, as a new site is considered for future elections, EVS staff performs a full assessment prior to approving adoption of such a site.

The initial assessment is intensive. In addition to the accessibility checklist, a polling place layout is designed. The layout is measured to scale and includes election equipment, voting booths, tables, doorways and electrical outlets. Each site is designed to maximize voter flow, including accessible entering, maneuvering inside, and exiting the polling location. The layout also includes the placement of the assistive marking device, the AutoMark, ensuring wheelchair accessibility as well as its placement to ensure voter privacy. Finally, the election judge polling place set-up instructions include guidelines to ensure clear unobstructed pathways and even chairs strategically placed as needed.

In situations where a site is not compliant but can be corrected, EVS works with the site staff and with poll workers assigned to the site to ensure accommodations are made. Examples include adding signage and space for disability parking, creating an access aisle adjacent to a disability parking space, and signage for accessible access into the facility. The EVS training curriculum and manual also covers a section called 'Providing Assistance to the Voters'. It guides election judges in assisting voters with physical, cognitive, and language needs. If there are further concerns or questions around the accessibility of a site, EVS can contact the City's ADA Title II Coordinator.

EVS uses many facilities as polling locations, both public and privately owned buildings. EVS staff is currently engaged with the Minneapolis Park and Recreation Board in their effort to update park recreation centers in terms of ADA compliance. If a facility is deemed noncompliant in some fashion, EVS requests that these park buildings be given higher priority in terms of scheduling building enhancements that increase accessibility for people with disabilities.

Year	City Clerk's Project Components	Costs
<b>1st quarter 2017</b>	Post signage near City Council Chambers informing residents on how to request accommodations.	No projected costs

## Communications

The Communications Department actively communicates City government news and information to the public, so people who live, work and play in Minneapolis understand and benefit from the work the City does to engage in the governing process. Communications uses tools such as media relations, social media, the City website, employee communications, graphic design, video production and TV channels to inform diverse audiences.

### **Captioning of informational videos and government meeting broadcasts**

Most, but not all, videos used by the City are produced within the Communications Department. Coordination will be needed to identify and manage productions in order to ensure all City videos used to communicate with the public are captioned. Therefore, additional staff resources are needed to provide this service.

In 2015, the City produced nearly 300 government meeting broadcasts. Currently, staff can fulfill requests for captioning of archived meetings by loading the meeting on the City's YouTube channel. If that service does not meet the needs of the requesting individual, staff can, upon request, provide the native file to the captioning vendor (if budget is approved for a captioning vendor) at the City's expense.

Currently, additional staff time has been dedicated to preparing files for YouTube so that a captioned version will be available online. Staff edits meetings that exceed 40 minutes into shorter segments so the caption generator will work. This takes staff time away from other core City functions. YouTube's captioning accuracy is less than 100% accurate. This is additional workload for the Communications staff.

In researching the handful of municipalities around the country that provide captioning services, Communications determined the following would be necessary for captioning of informational videos, recorded meeting broadcasts and real-time captioning of Minneapolis government meetings as they are broadcast live:

- Staff resources: one staff member dedicated to the following duties:
  - Develop closed captioning policies and procedures. (15%)
  - Manage RFP process for government meeting captioning vendor. (15%)
  - Manage closed captioning of informational videos used on TV channels and web. (40%)
    - Seek out all videos produced by other departments, caption and assist departments in web embedding and other distribution of captioned versions.
  - Manage YouTube captions for government meeting broadcasts. (10%)
  - Set up and manage captioning vendor scheduling including added and cancelled meetings for live meetings and recorded meetings (Neighborhood and Community Engagement Commission, State of the City, off-site City budget addresses, etc.). (15%)
    - Fulfill public requests for captioned meetings.
  - Research and manage equipment needs. (5%)
  - Provide staff support for producing government meeting broadcasts and informational videos. (if time allows after all captioning duties are complete)
- Equipment and vendor resources: Research of other municipalities showed that vendor captioning expense can be expected in the range of \$100,000-150,000, for vendor services and equipment, to caption 50-100 informational videos plus approximately 300 government meeting broadcasts/year, which includes live and prerecorded meetings
  - Vendor provides live captioning services at \$100-125/hour, some with a minimum two hour charge
  - Equipment needed to provide captioning through a vendor: dedicated closed captioning encoder: \$13,000

### **Producing print materials and digital content that meet ADA requirements**

One ADA Visual Designer FTE to create accessible materials and content (digital and print), including templates and website graphic elements for use across the enterprise. Graphic design created for the City website would be managed by this staff member. This staff person would also be responsible for reviewing content originating in

other departments across the enterprise and making necessary corrections to ensure it is accessible to people with assistive technology and low vision. This staff member would also be responsible for teaching classes in producing accessible materials and digital content (in partnership with IT and NCR). To accommodate the needs of people with disabilities, the City is moving to more visual communications materials. This includes creation of visuals such as infographics, workflow illustrations etc.

- Staff resources: one staff member dedicated to the following duties:
  - Produce ADA-compliant print and digital materials. (30%)
  - Produce ADA-compliant website design for new platform. (50%)
  - Review and correct all print and digital materials created by others across the enterprise (this will often require same-day deadlines). (15%)
  - Produce visual communications including infographics and other image-based elements. (varies)
  - Teach classes to enterprise on creating ADA compliant materials in partnership with IT and NCR. (5%)

Year	Communications components	one-time costs	on-going costs
<b>2017</b>	Obtain 2018 funding to phase in captioning		
	Develop closed captioning vendor Request for Proposal (RFP)		
	Begin developing captioning policy and procedures		
	<b>2017 new costs estimate</b>		\$0
<b>2018</b>	Hire PTE to administer captioning vendor contract and related duties		\$45,000
	Finalize captioning policy and procedures		
	Establish contract to caption City informational videos		\$15,000
	Obtain 2019 funding for expanding captioning services		
	Hire ADA Visual Designer		\$73,000
	<b>2018 costs estimate</b>		<b>\$133,000</b>
<b>2019</b>	Begin captioning full City Council meeting broadcasts		\$50,000
	Purchase captioning equipment	\$13,000	
	<b>2019 costs estimate</b>	<b>\$13,000</b>	<b>\$50,000</b>
<b>2020</b>	Captioning vendor cost: includes all government meeting broadcasts and informational videos		\$105,000
	<b>2020 costs estimate</b>		<b>\$105,000</b>
<b>2021</b>	All video productions closed captioned		

## Fire Department

The Minneapolis Fire Department is a customer service organization committed to providing professional emergency and non-emergency services to protect lives, property and the environment of our community and the region we serve.

### Fire Evacuation Protocol

In 2008, the Fire Department worked with the MACOPD regarding the Fire Evacuation Protocol. The established protocol identified emergency exit routes and areas of refuge. The MACOPD will review and update the Fire Evacuation Protocol with the Fire Department.

Year	Fire Department's Project Components	Costs
<b>1st quarter 2017</b>	The MACOPD will review and update the Fire Evacuation Protocol with the Fire Department.	No projected costs

## Information and Technology

With the vast array of informational data systems managed by the City, the IT Department estimates ADA compliance will require 10 or more years to complete; a commitment of thousands of City staff hours; an additional FTE in IT to oversee and maintain compliance over time; and tens-of-millions of dollars in augmentation of staff, applications, and software tools. This initiative needs to be aligned with achieving the Minneapolis Language Access Plan and the new Website Management System. IT is prioritizing the scope of the City's initial ADA compliance efforts to:

- Addressing only the City's main public website (excluding any apps embedded within);
- Achieving Section 508/Web Content Accessibility Guidelines (WCAG) 2.0 Level AA compliance; and
- Striving to make new web sites (and possibly mobile apps and other technologies) accessible to people with disabilities.

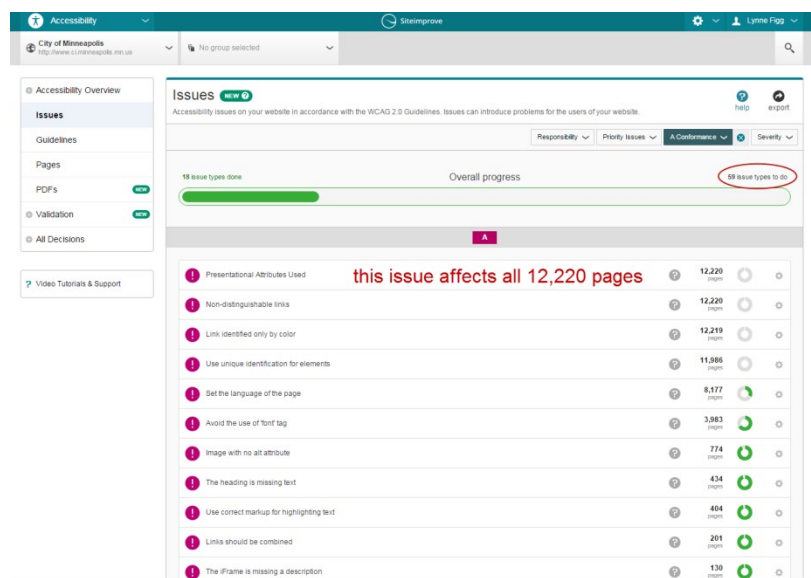
### ADA Compliance Deliverables and Timeline

To achieve ADA compliance for future informational systems, the City plans to replace its Website Management System; allocate funding for consultants, additional staff and software tools; establish an ADA IT compliance policy; and prioritize these efforts across the organization. The effort required is enormous—thousands of department staff hours and hundreds of IT staff hours.

The City's existing Website Management System has a slew of limitations which are exacerbated by the demands of emerging assistive technologies and devices. The cost to retrofit our current website to meet existing ADA requirements is approximately 85% of the original implementation cost.

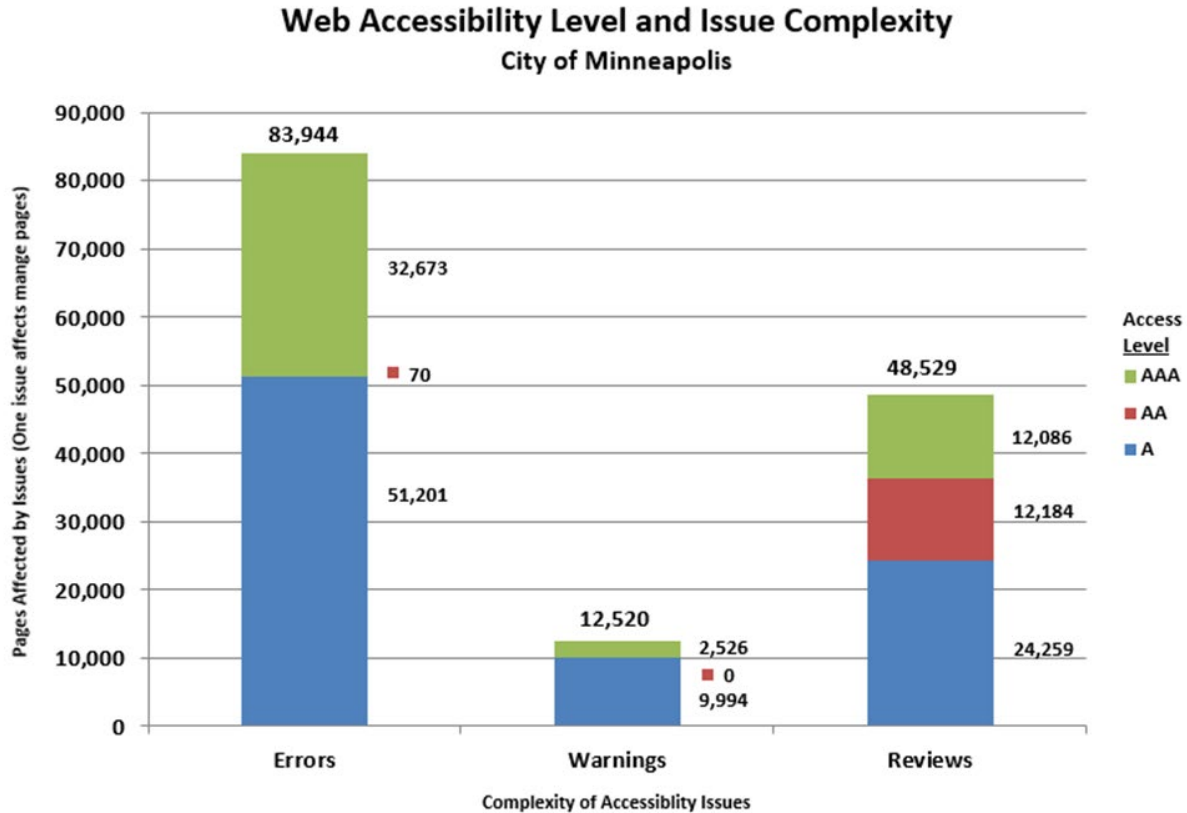
The IT department has identified preliminary steps to implement a new Website Management System. The end-to-end project scope is estimated to be five years. Completion of this works is dependent on multiple factors. Beginning in 2017, the department will gather details and requirements for a new system leading to a Request for Proposal process. As this work is being done, trainings will be held to educate and enhance staff knowledge regarding accessibility and information technology practices. Funding will additionally be secured for the new system and for additional staffing resources.

Siteimprove, a quality assurance, site optimization and analytics tool, was used to analyze the City's main public website for ADA compliance. As illustrated below, many compliance issues were identified. One issue can affect many pages. While Siteimprove reports assist in identifying issues, web content managers in every department need to participate in correcting issues.



February 29, 2016

The chart below identifies the number of issues and total pages affected, grouped by complexity of accessibility issues. Each group is color-coded based on the corresponding WCAG 2.0 accessibility level. The majority of issues are errors (known accessibility issues); the warnings and reviews require further validation and investigation as they cannot be evaluated by Siteimprove.



February 29, 2016

#### Department resources: capacity and responsibility

Although the IT Department has just begun an analysis of meeting WCAG Level AA accessibility, it is clear this effort requires a top-down commitment across the enterprise. IT expects to spend heavily on staff augmentation and there are over 300 web content publishers across all City departments (100 of which are in CPED). An Accessibility Compliance Coordinator will eventually be hired to coordinate this work.

Workloads routinely outstrip technical and business staff resources. Departments will need to commit the proper talent for extended periods of time to achieve the following:

- Attend new website publishing training which incorporates the City's ADA compliance policy;
- Learn how to make ADA-compliant documents;
- Update current content (web pages and documents) according to the City's ADA compliance policy;
- Run Siteimprove analysis for newly created content;
- Address ADA compliance issues as identified by monthly Siteimprove analysis reports; and
- Attend periodic training to stay current with changes to accessibility requirements.



### **Accessible Technology Policy**

With implementation of a new website infrastructure and training City staff, the IT department will additionally institute an enterprise-wide Accessible Technology Policy. The policy is to codify and establish the City's electronic and information technology practices to meet WCAG 2.0 AA standards. The policy is to enable users of all abilities to access the City's websites, documents, applications or services.

IT recommends implementing ADA within a new Website Management System. The chart below shows a four-year project timeline and IT cost estimates for implementing ADA compliance through a new Website Management System.

Year	IT Department Project Components	ADA with New Website Management System <sup>6</sup>	
		Ongoing Costs	One-Time Costs
<b>2016</b>	Purchase and implement <i>Siteimprove</i> software to provide ADA evaluation of entire main public City Website		
	Obtain 2017 budget funding for new Website Management System		
	<b>2016 Cost Estimates</b>		Included with 2016 CARS funding
<b>2017</b>	Start to train department staff on improving accessibility of the City's main website content		
	Collect requirements for new Website Management System		
	Develop Request for Proposal (RFP) for new Website Management System for the City's main public website		
	Obtain 2018 budget funding for new Accessibility Compliance Coordinator		
	Select new Website Management System		
	<b>2017 Cost Estimates</b>		<b>\$400,000</b>
<b>2018</b>	Hire Accessibility Compliance Coordinator		
	Continue limited accessibility improvements of the City website		
	Develop and get City Council approval on an Accessible Technology Policy		
	Engage third party to do accessibility testing of City Website		
	Install new Website Management System		
	Launch City Accessibility Technology Policy and implement compliance efforts		
	Departments re-imagine their section of the City Website		
	<b>2018 Cost Estimates</b>	<b>\$100,000</b>	<b>\$300,000</b>
<b>2019</b>	Evaluate compliance efforts and continue monitoring adherence to the Accessibility Technology Policy		
	Train selected staff on new Website Management System for City's main public website		
	Implement new Website Management System		
	Assist departments in reorganizing content in their section of the website		
	Cutover from City's current main public website to the new Website Management System		
	<b>2019 Cost Estimates</b>		<b>\$400,000</b>
<b>2020</b>	Refine compliance processes and continue monitoring adherence to the Accessibility Technology Policy		
	Start accessibility compliance efforts with other Department Websites		
	<b>2020 Cost Estimates</b>		<b>\$400,000</b>

<sup>6</sup> The estimated cost for "ADA with New Website Management" is an additional amount on top of the IT Department's proposed \$8,100,000 budget for a new Website Management System.

Year	IT Department Project Components	ADA with New Website Management System <sup>6</sup>	
		Ongoing Costs	One-Time Costs
<b>Grand total 2017 - 2020</b>			<b>\$1,600,000</b>

## Office of Emergency Management

The Office of Emergency Management’s (OEM) mission is to “build, sustain and improve our community’s capability to mitigate against, prepare for, respond to and recover from threatened or actual disaster, whether natural or man-made and acts of terrorism.” OEM focuses on emergency readiness efforts for all hazards. Developing strong partnerships at local, state and federal levels leads to an effective emergency preparedness system.

### Emergency Operations Plan

The City is responsible for managing large-scale emergencies and hazards within its jurisdiction. The Emergency Operations Plan is designed for flexible and scalable response to incidents or occurrences which interrupt the City’s business operations. Last updated in 2011, OEM is seeking to update the plan by adding an “Access and Functional Needs” Annex. The annex will specifically address emergency protocols and policies for aging populations and people with disabilities. In 2017, OEM will work with the MACOPD review the Emergency Operations Plan and develop the “Access and Functional Needs” Annex.

### Public Education

In 2016, OEM hired a consultant to develop a public education campaign to inform residents of hazards and threats Minneapolis is susceptible to and include information for preparedness. The goal of this this campaign is to create engagements strategies and disseminate information Minneapolis’ diverse communities, specifically the disability community. A primary task of this campaign is to update the to communicate the following to the public.

- The hazards and threats facing the City of Minneapolis (from State and County Mitigation Plans but including summer and winter weather hazards);
- The potential impacts of such hazards and threats (from State and County Mitigation Plans);
- Information needed to develop a preparedness plan (from NOAA, HSEM, FEMA and other sources) both for individuals and businesses. Document compliance with NFPA 1600 section 7.7; and
- Rail Community Preparedness.

OEM is partnering with NCR to create accessible and translated content to increase awareness of emergency preparedness to all populations within the City. OEM will work with the MACOPD, throughout 2017, to craft specific education outreach campaigns and strategies.

Year	Emergency Management Project Components	Costs
<b>2017</b>	Work with the MACOPD review the Emergency Operations Plan and develop the “Access and Functional Needs” Annex.	No projected costs
<b>2017</b>	Work with MACOPD to develop outreach strategies to engage the disability community on disability on emergency preparedness strategies.	No projected costs

## Finance and Property Services: City Owned and Leased Facilities

City of Minneapolis' Property Services Department manages the City's Fire Stations, Police Precincts, Service Nodes, Public Service Center, City of Lakes, Minneapolis Animal Care and Control Facility, and the Farmer's Market. These facilities range from high public use to city employee-only spaces with no public interaction.

The City of Minneapolis worked with the accessibility consulting firm Julee Quarve-Peterson, Inc. (JQP, Inc.) to prepare a report and transition plan in the fall of 2014 and spring of 2015. The purpose of the report was to assess the current level of accessibility and identify opportunities for improvements to the facilities in order to support the programs and services offered by the City. The following documents were used as the basis for recommendations:

- Section 504 of the 1973 Rehabilitation Act;
- Americans with Disabilities Act, Title II;
- Americans with Disabilities Act 2010 Standards for Accessible Design;
- Minnesota Building Code, Chapter 1341 (July 2007); and
- City of Minneapolis Skyway System- Standards and Procedures Manual.

The recommendations have been prioritized on a 1-4 scale, with the highest priority (1) being given to areas of the facilities used by the public. Issues within areas of the facility used primarily by employees have been identified and assigned a lower priority (with the goal being to incorporate the changes into other planned projects).

The Property Services department has organized the data from the ADA Facility Assessment Study to prioritize projects and to resolve the ADA deficiencies found. Property Services has reviewed the transition plan with the Facilities, Space and Asset Management committee for approval to move forward on the plan. The items noted as 'short-term' items will be reviewed and updated first as part of the ADA Upgrades Project – Phase I. The objective of this first phase is to resolve over 400 deficiencies that have been identified in the assessment study. Examples of these items are as follows:

- Restroom Accessory Upgrades;
- Signage Upgrades;
- Doorbell Heights; and
- Parking Stall Modifications.

Estimated costs for corrective action: \$3,100,000 over 10 years

Through this process areas have been identified where the City excels, such as new construction (Emergency Operations Training Facility) and remodeling (Fire Station 7 and Aldrich), as well as facilities that call for additional improvement.

There is evidence throughout the City of modifications being made to increase accessibility for the public and employees, such as:

- Creation of single-user accessible toilet rooms;
- Identifying and designating accessible parking spaces;
- Modifying/repairing the exterior route to eliminate abrupt rises and reduce slope; and
- Replacing knob style door hardware with lever style.

As expected, the greatest number of issues and the most significant barriers to accessibility were found in the older City facilities that have not had significant remodeling, including: Fire Stations 4, 8 & 15, Shop #2 at the Fridley Campus, and the Government Center and Orchestra Hall Parking Ramps.

A reoccurring recommendation by JQP, Inc., is to 'relocate the program'. This recommendation was made where there is not an accessible route to a space (multi-story buildings such as Police Precinct 4 without an elevator or a

step up into an office or break room at the NE Equipment & Streets building). In these situations, it may be necessary to relocate an activity (meeting, interview or employee work station) to an alternate location (within the same facility or at another facility) in order to accommodate someone who is unable to negotiate the stairs.

In addition to providing physical access to sites and facilities, this report addresses other disabilities such as visual (providing signs with raised and Braille characters and directional signs with contrast) and hearing (providing assistive listening systems in assembly areas).

Overall, the transition plan is organized by short, medium, and long term transition items. The following is a brief summary of these items that are based on the assessment study findings:

#### Short-Term Items:

- Focus on High Public Use areas first (i.e., Animal Care and Control Facility):
  - Public Transaction Counters / Public Restrooms
    - Example: Providing a low counter for ADA accessibility
  - Accessible Routes (Interior and Exterior)
    - Example: Signage upgrades, protruding hazard solutions along accessible route
  - Items that are low cost, high impact to the community:
    - Example: Accessory modifications in ADA restrooms

#### Medium-Term Items:

- Focus on areas with Minimal Public Interaction (i.e., Service Nodes):
  - Service Node Facilities / Fire Stations
    - Example: Hiawatha Maintenance Facility (Minimal Public Use)
- Items that are higher cost and smaller impact to the community
  - Restroom renovations and exterior route modifications
    - Example: Large restroom renovation

#### Long-Term Items:

- Areas with no public interaction:
  - Non-public areas of facilities
    - Example: Fire Station Dormitories
  - Very high cost items – major renovations which require allocation of funding
    - Example: Major facility-wide renovation

## OTHER FACILITIES NOT MANAGED BY PROPERTY SERVICES

The following facilities are managed by other entities within the City. These entities will have jurisdiction on their specific issues and will prioritize them internally:

#### City Hall (Managed by the Municipal Building Commission):

- Restrooms as part of ongoing restoration/renovation;
- Signage upgrades; and
- Assisted listening system in council chambers, conference rooms, and court rooms.

#### Convention Center/Tallmadge Building (Managed by Convention Center Staff):

- Convention Center public restrooms have been recently renovated and meet ADA compliance;
- Additional accessible seating in auditoriums; and
- Assisted listening system in the convention halls/auditorium areas.

Parking Ramps/Skyways/Surface Lots (Managed by Parking Services):

- Pay station upgrades;
- Signage upgrades; and
- The skyway system is partially owned by the city and by other private organizations. The city is responsible their specific sections of the skyway only, therefore will prioritize based on the needs of these areas.

Leased Properties:

- Office spaces:
  - Most of the city leased offices have recently been updated; therefore the survey indicated that most of the items were low priority.

## List of facilities surveyed

Facilities Surveyed by Property Services and JQP, Inc.	
<b>Fire Department Facilities</b>	<b>Office Facilities</b>
Fire Station No. 2	Public Service Center
Fire Station No. 4	City of lakes
Fire Station No. 5	Community Services Center
Fire Station No. 6	<b>Municipal Building Commission Managed Facilities</b>
Fire Station No. 7	City Hall
Fire Station No. 8	<b>Parking Service Facilities</b>
Fire Station No. 12	Ramp C – (MN DOT Owned)
Fire Station No. 14	Ramp B – (MN DOT Owned)
Fire Station No. 15	Ramp A – (MN DOT Owned)
Fire Station No. 16	Hawthorne Ramp
Fire Station No. 17	Courthouse Ramp
Fire Station No. 19	Government Center Ramp
Fire Station No. 20	HAAF Ramp
Fire Station No. 21	Hennepin at 10th Ramp
Fire Station No. 22	Hilton Ramp
Fire Station No. 27	Leamington Ramp
Fire Station No. 28	Orchestra Hall Ramp
Emergency Operations Training Facility	Plaza Ramp
<b>Police Department Facilities</b>	10th & LaSalle
Police Precinct No. 1	Harmon & 11th
Police Precinct No. 2	Walker
Police Precinct No. 3	Mill Quarter
Police Precinct No. 4	Riverfront Ramp
Police Precinct No. 5	Basilica Lot
Police Canine Kennel	Garfield Lot
Forensic Garage	North Terminal Lot
<b>Miscellaneous Facilities</b>	North 4th Street Lot
Animal Care and Control	Third Avenue North Lot
Farmer’s Market	50th & Ewing Lot
<b>Convention Center Managed Facilities</b>	205 Park
Minneapolis Convention Center	Skyway System
Talmadge Building	<b>Water Department Facilities</b>
<b>Service Node Facilities</b>	Fridley Shop 2
Currie Maintenance Facility	Fridley Gate House
Royalston Maintenance Facility	Fridley Maintenance Facility
NE Equipment and Streets	Columbia Heights Membrane Filtration Plant
Olson Property	<b>Leased Facilities</b>
Aldrich Facility	Towle Building
Hiawatha Maintenance Facility	Skyway Senior Center
Harriet Maintenance Facility	Crown Roller Mill
South Transfer	Flour Exchange
Tin Building	Minneapolis Police Department Employee Assistance Program Facility

## Public Works: ADA Transition Plan

The Department of Public Works is responsible for maintaining the City's physical infrastructure (such as sidewalks, streets and curbs) and for providing a variety of services to those that live, work and play in the City of Minneapolis. These activities are coordinated through three business lines: Transportation, Utilities and Administration.

### Plan Status

The current Public Works ADA Transition Plan was drafted in 2012 and is available on the Public Works' [ADA Transition Plan webpage](#). The plan contains information on Public Works' programs, policies, procedures, maintenance practices and City infrastructure in the public right of way. Updates on Public Works are available on the webpage.

The Public Works ADA Transition Plan complements [Access Minneapolis](#), the City's Ten Year Transportation Action Plan. *Access Minneapolis* is the City of Minneapolis' transportation action plan that addresses a full range of transportation options and issues, including pedestrians, bicycles, transit, automobiles, and freight. The purpose of *Access Minneapolis* is to identify specific actions that the City and its partner agencies (Metro Transit, Metropolitan Council, Hennepin County, Minnesota Department of Transportation) need to take within ten years to implement the transportation policies articulated in [The Minneapolis Plan](#). Specific to pedestrians, the plan provides guidance on making Minneapolis a great walking city where people choose to walk for transportation, recreation, and health. The plan contains objectives and detailed implementation strategies, including those which are directly related to accessibility for people with disabilities. Together, the *ADA Transition Plan* and *Access Minneapolis* (including the [Pedestrian Master Plan](#)) work to create a city that is accessible to all.



## In Summary

The City is fully committed to inclusion of people with disabilities in all aspects of City life, the programs, services and activities we have to offer. This ADA Action Plan has been purposefully designed for flexibility and adaptation. The draft of this ADA Action Plan was published for a period of 30-day public comment on July 27, 2016. Input was received and this document has been updated to reflect the comments, questions and concerns expressed during the public comment. However, it should be noted that ADA compliance is an ongoing responsibility, and as such, people with disabilities, family members, and disability advocates are encouraged to continue to provide feedback to the City ADA Coordinator, the Neighborhood and Community Relations Department, and the Minneapolis Advisory Committee on People with Disabilities. Engagement from the disability community will enable the accessibility management team to implement strategies and further direct priorities while elevating Minneapolis as one of the most inclusive cities in the United States.

For more information or questions regarding the plan, please contact NCR at (612)-673-3737 or [ncr@minneapolismn.gov](mailto:ncr@minneapolismn.gov).