



CITY OF TULSA ADA Self-evaluation and Transition Plan Update



CITY OF
Tulsa
A New Kind of *Energy*™



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Introduction

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

The City of Tulsa's original ADA Transition Plan was completed in 1992. While this Plan was essentially thorough and fairly comprehensive, many changes to the City's infrastructure have occurred since that time. In addition, sidewalks and curb ramps were not covered in the 1992 document.

This update describes the process developed to complete the re-evaluation of Tulsa's activities, provides policy and program recommendations, and presents a Transition Plan Update for the modification of facilities, public rights-of way, and programs to ensure accessibility.

This document will guide the planning and implementation of necessary program and facility modifications over the next 30 years. The ADA Self-Evaluation and Transition Plan Update is significant in that it establishes the City's ongoing commitment to the development and maintenance of policies, programs, and facilities that include all of its citizenry.

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1. Executive Summary

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Federal Accessibility Requirements

The City of Tulsa is obligated to observe all requirements of Title I in its employment practices; Title II in its policies, programs, and services; any parts of Titles IV and V that apply to the City and its programs, services, or facilities; and all requirements specified in the ADA Accessibility Guidelines (ADAAG) that apply to facilities and other physical holdings.

Title II has the broadest impact on the City. Included in Title II are administrative requirements for all government entities employing more than fifty people. These administrative requirements are:

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

ADA Self-Evaluation and Transition Plan Update Process and Summary Findings

The process developed for the preparation of the ADA Self-Evaluation and Transition Plan Update included program and policy review and prioritization of architectural barriers for removal.

POLICIES, PROCEDURES, AND PROGRAMS

In 2010 the City began a re-evaluation of its policies, programs, and procedures to determine current levels of service and the extent to which its policies and programs created barriers to accessibility for persons with disabilities. A survey of all departmental ADA Coordinators provided information on the nature of the program, forms, and methods used to advertise each program's services and activities, a profile of current participants, the types of equipment and materials used, testing and entrance requirements, the level of staff training, and any special modifications provided.

A public involvement process assisted in the development of this updated Self-Evaluation and Transition Plan. At the beginning of the project, both the Steering and Advisory Committees were formed. The Steering Committee met on a monthly basis and was comprised of 35 members representing various groups including City of Tulsa staff, the BOK Center, TCC Northeast Campus, Tulsa Transit, TSHA, the Department of Rehabilitation, INCOG, and the Mayor's Commission on the Concerns for the Disabled. The Advisory Committee met quarterly and included over 49 members representing numerous public and private groups such as the OK Association of the Deaf, Alliance for an Accessible City, Center for Individual with Physical Challenges, Tulsa Area Agency on Aging, OK Department of Transportation, and TMAPC.

Information provided by department staff, meetings with City staff, and input gathered at a public workshop revealed that the City's existing policies, programs, and procedures often present barriers to accessibility

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for people with disabilities. It is the intent of the City to address citywide programmatic accessibility barriers by providing improvements in the following areas:

- Non-Discrimination on the Basis of Disability,
- Facilities, Programs, and Services,
- Public Meetings,
- Communications,
- Staff Training, and
- Funding.

Additionally, when a policy, program, or procedure creates an accessibility barrier that is unique to a department or a certain program, the City's ADA Coordinator will coordinate with the department head or program manager to address the matter in the most reasonable and accommodating manner.

ADA STAFF TRAINING

In February of 2008 the Human Rights Department designees began providing disability related information to ADA Coordinators. Since 2008 the Departmental Coordinators have been provided disability related training from the Human Rights Department on a quarterly basis. During scheduled ADA Coordinator meetings, presentations from individuals with direct knowledge about the ADA Act were provided.

One of the needs requested by City staff at the beginning of the Transition Plan update was additional ADA training. In general, City staff members are much better informed of everyday accessibility problems encountered by persons with disabilities than they were in 2008 due to the training received. Many staff members may not be aware of the different types of reasonable modifications that would make their services accessible. Few programs have made adaptations to their programs regarding accessibility.

To address the desire for more and improved training, two training modules were conducted for City staff, local consultants, and contractors. These training modules were conducted in August and September of 2010 and focused on the program access and technical requirements of the ADA as outlined below:

- Role of ADA Coordinators;
- Program access overview;
- Hiring practices and employee issues;
- Standardized, appropriate language for outreach and written material;
- How to acquire or use assistive devices;
- A list of potential "accommodations" or program modifications that might apply;
- Interior and exterior path of travel requirements; and
- Public rights of way design standards.

FACILITIES TRANSITION PLAN UPDATE

In 2010 and 2012, the City of Tulsa conducted a comprehensive survey of architectural barriers in numerous City owned facilities. These surveys represent the highest public volume locations. They also provide a good mixture of facility types and will provide the City an overview of the architectural barriers that prevent people with disabilities from using its facilities and participating in its programs. The list of facilities surveyed included:

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Public Buildings	Parks
City Hall	McClure
Municipal Complex	Whiteside
Convention Center	Mohawk
BOK Center	Hicks
Tulsa Zoo	Hunter
Police North	Lacy
Performing Arts Center	Veterans
Oxley Nature Center	Reed
Gilcrease Museum	Centennial
Engineering Services	
Arterial Intersections	Public Arterial Sidewalks
444 (signalized) / 1,336 (unsignalized)	495 Miles
DOT/FHWA ADA Complaints	Transit Stops
28 signalized intersections	48
100 unsignalized intersections	
24 miles sidewalk	

It should be noted that this update only included arterial sidewalks in the sidewalk inventory. All areas within the City of Tulsa are planned to be included in the sidewalk inventory. Future phases of the inventory will complete the collector and local residential streets sidewalk system.

FACILITY SURVEYS

The survey process was accomplished using teams of surveyors equipped with measuring devices and GPS based survey forms. The surveys identified physical barriers in City facilities based on ADAAG standards. Recommendations to mitigate physical barriers and photos of each facility were recorded during the survey process and were included in the facility reports. Surveyors were also required to note if the specific facility was in close proximity to a significant pedestrian

attraction (e.g., government office, medical facility, school, etc.). This additional information assisted the consultant team and City staff in prioritizing barriers for removal. The photos also provided a visual reference for evaluating the physical and programmatic barriers posed by each architectural barrier.

Each physical barrier identified as part of the facility surveys was given a removal priority of either “High”, “Medium”, or “Low”, based on the severity of the non-compliance. Each facility type had a different set of parameters to establish this classification. The various parameters and elements addressed in the facility survey include:

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Buildings and Parks		
Building or Site Feature	Types of Spaces	Recreation Features
<ul style="list-style-type: none"> - Parking Area - Passenger Loading Zone - Curb Ramp - Walk - Ramp - Stairway - Hazard - Door or Gate - Sign - Drinking Fountain - Telephone - Building Level or Lift - Elevator - Turnstile - Automated Teller Machine - Transaction Counter 	<ul style="list-style-type: none"> - Corridor or Aisle - Room - Multiple User Restroom - Single User Restroom - Toilet Room - Bathing Facility - Locker Room - Library - Kitchen/Kitchenette - Eating Area/Vending - Machines - Auditorium - Area of Rescue Assistance 	<ul style="list-style-type: none"> - Games and Sports Area - Grandstand/Bleachers - Swimming Pool/Wading Pool/Spa - Picnic Area - Site Furnishings: Fixed Trash/ Recycling - Fixed Bench - Utilities in Recreation Areas - Play Equipment Area - Fishing Piers and Platforms - Boating Facilities - Golf Course

Arterial Sidewalks	Intersections
<ul style="list-style-type: none"> - Cross slope - Width - Obstructions - Heaving - Sinking - Cracking - Ponding - Pavement condition at driveway - Crosswalk marking condition - Cross slope at driveway - Missing sidewalk 	<ul style="list-style-type: none"> - Crosswalk marking condition - Crosswalk marking placement - Pavement condition at cross street - Cross slope at cross street - Ramp exists where needed - Flare cross slope - Ramp running slope - Ramp cross slope - Ramp width - Obstructions - Textured surface - Color contrast - Landing area size and cross slope - Ramp transition - Ponding at base of ramp

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Signalized Intersections	Transit Stops
<ul style="list-style-type: none"> - Pedestrian pushbutton diameter - Pedestrian pushbutton height - No access to pedestrian pushbutton - Clear floor space for pedestrian pushbutton 	<ul style="list-style-type: none"> - Route to the transit stop - Cross slope and running slope of sidewalk at transit stop - Running slope and size of lift deployment landing area - Sidewalk connecting bus landing area to transit stop - Transit stop signage - Clear floor space

FACILITY REPORTS

A facility report was produced for each facility, detailing each item found to be in noncompliance with ADAAG standards. The facility report for each site includes:

- *Barrier Summary:* Each specific barrier encountered during the survey process was listed.
- *Conceptual Solution:* A feasible conceptual solution to resolving the barrier was provided in text format.
- *Cost Projection:* A cost projection was provided for the removal of each barrier.
- *Priority Level:* A priority was given for each barrier removal.
- *Priority Ranking:* Within each priority level, each specific barrier location was ranked based on proximity to attractors, adjacent residential population, citizen request history, adjacent street classification, accident history, and available funding.

- *Reference Map:* A reference map was provided locating each facility within the City (excludes buildings and parks).
- *Photos:* Photos are provided for each facility and each specific barrier encountered during the survey.

FACILITY COST PROJECTIONS

In order to identify funding sources and develop a reasonable implementation schedule, cost projection summaries for the initial study areas were developed for each facility type by priority. To develop these summaries, recent bid tabulations from City of Tulsa construction projects, along with the project team's experience with similar types of projects, were the basis for the unit prices used to calculate the improvement costs. A percentage (15%) was added to the improvement costs for engineering and surveying. Similarly, a 20% contingency was added to the subtotal to account for increases in unit prices in the future.

Study Area Estimated Costs by Priority				
Facility Type	High	Medium	Low	Total
Buildings	\$1,001,000	\$460,000	\$360,000	\$1,821,000
Parks	\$641,000	\$209,000	\$53,000	\$903,000
Signalized Intersections	\$14,878,000	\$118,000	\$10,000	\$15,006,000
Arterial Sidewalks	\$45,932,653	\$23,749,616	\$96,267,731	\$165,950,000
Transit	\$35,500	\$6,700	\$900	\$43,100
Total	\$62,488,153	\$24,543,316	\$96,691,631	\$183,723,100

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In order for the City to prepare a long-term funding plan to address ADA issues citywide, the study area costs were used as a basis to estimate a citywide total cost. An average cost per unit (building square feet, park acres, each transit stop, each intersection, and linear mile of sidewalk) was calculated and then applied to the total number of citywide units to develop the estimated citywide costs.

Based on public input received from the various project stakeholders and the project Advisory and Steering Committees, only “High” and “Medium” priority facilities were listed as required barrier removal projects.

The following table details the citywide barrier removal costs and proposed implementation schedule by facility

type. This 30 year plan will serve as the implementation schedule for the Transition Plan update. A detailed curb ramp and sidewalk barrier removal plan was also prepared and is included in the Appendix. The City of Tulsa reserves the right to change the barrier removal priorities on an ongoing basis in order to allow flexibility in accommodating community requests, petitions for reasonable modifications from persons with disabilities, and changes in City programs.

It is the intent of the City to have its ADA Coordinator work together with department heads and budget staff to determine the funding sources for architectural barrier removal projects. Once funding is identified, the ADA Coordinator will coordinate the placement of the projects in the City’s Capital Improvement Plan to be addressed on a fiscal year basis.

Citywide Estimated Costs and Implementation Schedule

Facility Type	Citywide High & Medium Priorities Estimated Costs	Citywide Low Priority Estimated Costs	Citywide Total Estimated Costs	Implementation Schedule (years)	Approximate Annual Budget*
Buildings	\$2,547,400	\$596,200	\$3,143,600	10	\$254,740
Parks	\$2,276,000	\$136,000	\$2,412,000	10	\$227,600
Transit Stops	\$257,800	\$154,000	\$411,800	10	\$25,780
Signalized Intersections	\$14,996,000	\$10,000	\$15,006,000	20	\$749,800
Sidewalks	\$69,682,269	\$96,267,731	\$165,950,000	30	\$2,322,742
Total	\$89,759,469	\$97,163,931	\$186,923,400		
Total Annual Budget (years 0 - 10)					\$3,580,662
Total Annual Budget (years 11 - 20)					\$3,072,542
Total Annual Budget (years 21 - 30)					\$2,322,742
* <i>Approximate Annual Budget based on Citywide High & Medium Priorities Estimated Costs.</i>					

UNDUE BURDEN

The City does not have to take any action that it can demonstrate would result in a fundamental alteration in the nature of a program or activity, would create a hazardous condition for other people, or would represent an undue financial and administrative burden.

The determination that an undue financial burden would exist must be based on an evaluation of all resources available for use in a program. For example, if a barrier removal action is judged unduly burdensome, the City must consider other options for providing access that would ensure that individuals with disabilities receive the benefits and services of the program or activity.

ONGOING ACCESSIBILITY IMPROVEMENTS

The City of Tulsa maintains thousands of miles of arterial and residential streets, many of which contain curbs, gutters, and sidewalks. Per City code, property owners are responsible for the maintenance of curbs, gutters, and sidewalks adjacent to their property.

The City has a number of on-going programs devoted to making the City's streets and sidewalks more accessible: the annual installation, repair, and maintenance program; street-related capital improvement projects; and responses to citizen requests.

The City improves accessibility through a number of projects and programs. Through the Capital Improvement Program (CIP), accessibility is incorporated into the design of projects for pedestrian safety, pedestrian paths, and traffic signals. There is an annual project for the construction of sidewalks and pedestrian ramps. Ramps are installed or upgraded on all projects where streets are reconstructed or overlaid.

New commercial and residential development projects are required to install sidewalks, curb ramps, and other accessible pedestrian improvements as required by law.

The Engineering Services Department receives and evaluates requests from a variety of sources for sidewalk repairs on an ongoing basis. If repairs are warranted, Engineering Services undertakes repairs. A list is kept of locations that may warrant more extensive long-term repairs based on available funding. The Engineering Services Department coordinates accessibility improvements on its CIP projects, through the arterial sidewalk program as described above, and also constructs ramps from a prioritized list.

It is the intent of the City to keep its programs up-to-date through increased community involvement and partnerships with organizations of, and those offering services to, persons with disabilities.

MEASURING THE SUCCESS OF THE ADA SELF-EVALUATION AND TRANSITION PLAN UPDATE

It is the intent of the City to periodically evaluate the success of improving access to its programs by compiling statistical measures of success. Much of this can be accomplished through regular updates (every 5 years) of the Transition Plan and continuing with regular meetings of the Steering Committee. Examples of some potential measures of success include:

- Measuring the level of public participation in programs.
- Revising evaluation forms to include questions about how adequately special needs were met.
- Tracking the number of people with disabilities who participate in selected programs.
- Tracking the number of requests for programs that are accessible to people with disabilities.
- Tracking attendance and repeat registrants.
- Asking staff to evaluate the success of a program.
- Surveying program participants about desired improvements.
- Conducting an initial assessment/suggestion box program for accessibility.

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- Soliciting feedback from personal contact (such as word-of-mouth reports).
- Comparing programs to goals and objectives published by the federal government.
- Preparing and distributing a participants' questionnaire to measure increases in participation and other appropriate measures.
- Regular progress reports to the City of Tulsa Human Rights Commission, the Transportation Advisory Board and to the City Council as necessary. The Chairperson of the ADA Committee will present information provided by the Human Rights Department to the Transportation Advisory Board.
- Maintaining the ADA-related information on the AccessibleTulsa webpage through the City of Tulsa website.

COMPLAINT PROCEDURE

A formal grievance procedure to resolve complaints related to discrimination under the ADA was already in place at the start of the Transition Plan Update. (A copy may be found at the end of the report.)

PROGRAM ACCESSIBILITY RESOURCES

In order to facilitate access to City programs by all citizens, the City assembled a resource page on the project website designed to assist its staff in communicating with and providing accessibility resources to the general public. The City will periodically review the components of this resource list, as new technologies become available, in order to ensure that the best types of technology are being used to improve accessibility to City services and programs.

2. Introduction

Tulsa's ADA Self-Evaluation and Transition Plan Update

2.1 Legislative Mandate

The development of a Transition Plan is a requirement of the federal regulations implementing the Rehabilitation Act of 1973, which require that all organizations receiving federal funds make their programs available without discrimination toward people with disabilities. The Act, which has become known as the “civil rights act” of persons with disabilities, states that:

No otherwise qualified handicapped individual in the United States shall, solely by reason of handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. (Section 504)

Subsequent to the enactment of the Rehabilitation Act, Congress passed the Americans with Disabilities Act (ADA) on July 26, 1990. Title II of the ADA covers programs, activities, and services of public entities. The Department of Justice's Title II regulation adopts the general prohibitions of discrimination established under Section 504 and incorporates specific prohibitions of discrimination for the ADA. Title II provides protections to individuals with disabilities that are at least equal to those provided by the nondiscrimination provisions of Title V of the Rehabilitation Act.

Title II of the ADA provides that public entities must identify and evaluate all programs, activities, and

services and review all policies, practices, and procedures that govern administration of the entity's programs, activities, and services. This report, and certain documents incorporated by reference, establishes the City's ADA Self Evaluation and Transition Plan.

The City of Tulsa conducted an original ADA Self-Evaluation and Assessment in 1992. This is an update of the 1992 Plan.

2.2 ADA Self-Evaluation and Transition Plan Development Requirements and Process

The self-evaluation is the City's assessment of its current policies, practices, and procedures. The self-evaluation identifies and makes recommendations to correct those policies and practices that are inconsistent with Title II requirements. As part of this self-evaluation the City has:

- Through written responses from Departmental ADA Coordinators, the City's programs, activities, and services were reviewed for access; and
- Reviewed all of the policies, practices, and procedures that govern the administration of the City's programs, activities, and services.

Specifically, the City may not, either directly or through contractual arrangements, do any of the following: Deny persons with disabilities the opportunity to participate as members of advisory boards and commissions;

- Deny persons with disabilities the opportunity to participate in services, programs, or activities that

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are not separate or different from those offered others, even if the City offers permissibly separate or different activities; and

- In determining the location of facilities, make selections that have the effect of excluding or discriminating against persons with disabilities.

The ADA sets forth specific requirements for preparation of an acceptable Transition Plan. At a minimum, the elements of the plan should include:

- A list of the physical barriers in the City's facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities;
- A detailed outline of the methods to be used to remove these barriers and make the facilities accessible;
- A schedule for taking the steps necessary to achieve compliance with the ADA, Title II; and
- The name of the individual responsible for the plan's implementation. For the City of Tulsa, that person is the Human Rights Director.

2.3 Discrimination and Accessibility

There are two kinds of accessibility: Program accessibility and physical accessibility.

Absence of discrimination requires that both types of accessibility be provided. Programmatic accessibility includes physical accessibility, but also entails all of the policies, practices, and procedures that permit people with disabilities to participate in programs and to access important information. Physical accessibility requires that a facility be barrier-free. Barriers include any obstacles that prevent or restrict the entrance to or use of a facility. Program accessibility requires that individuals with disabilities be provided an equally effective opportunity to participate in or

benefit from a public entity's programs and services. Program accessibility may be achieved by either structural or non-structural methods. Non-structural methods include acquisition or redesign of equipment, assignment of aides to beneficiaries, and provision of services at alternate sites.

Programs offered by the City to the public must be accessible. Accessibility includes advertisement, orientation, eligibility, participation, testing or evaluation, physical access, provision of auxiliary aids, transportation, policies, and communication.

The City may achieve program accessibility by a number of methods:

- Structural methods such as altering an existing facility;
- Acquisition or redesign of equipment;
- Assignment of aides; and
- Providing services at alternate accessible sites.

When choosing a method of providing program access, the City will give priority to the one that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities. In compliance with the requirements of the ADA, the City provides equality of opportunity, but does not guarantee equality of results.

2.4 Undue Burden

Undue burden means significant difficulty or expense. In determining whether an action would result in an undue burden, factors to be considered include:

- The nature and cost of the action needed under this part;
- The overall financial resources of the site or sites involved in the action; the number of persons employed at the site; the effect on expenses and

resources; legitimate safety requirements that are necessary for safe operation, including crime prevention measures; or the impact otherwise of the action upon the operation of the site;

- The geographic separateness, and the administrative or fiscal relationship of the site or sites in question to any parent corporation or entity;
- If applicable, the overall financial resources of any parent corporation or entity; the overall size of the parent corporation or entity with respect to the number of its employees; the number, type, and location of its facilities; and
- If applicable, the type of operation or operations of any parent corporation or entity, including the composition, structure, and functions of the workforce of the parent corporation or entity.

The determination that undue burdens would result must be based on an evaluation of all resources available for use in the program. For example, if a barrier removal action is judged unduly burdensome, the City must consider other options for providing access to the benefits and services of the program or activity by individuals with disabilities.

2.5 Facility Survey

In 2010, the City of Tulsa conducted a physical audit of numerous City owned facilities to identify facility barriers and get general recommendations for alterations necessary to meet state and federal accessibility standards. This is the first phase of facilities evaluations and represents both the highest public volume and a good mixture of facility types. The list of facilities surveyed are listed below. The reports for these facilities and the specific architectural modifications required to make them accessible are listed in the City of Tulsa Access Survey - Facility Reports (Please see Appendix D).

Public Buildings	Parks
City Hall	McClure
Municipal Complex	Whiteside
Convention Center	Mohawk
BOK Center	Hicks
Tulsa Zoo	Hunter
Police North	Lacy
Performing Arts Center	Veterans
Nature Center	Reed
Gilcrease Museum	Centennial
23 rd and Jackson	
Intersections	Public Arterial Sidewalks
444 (signalized) / 1,336 (unsignalized)	495 Miles
ADA Complaints	Transit Stops
28 signalized intersections	48
100 unsignalized intersections	
24 miles sidewalk	

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2.6 Self Evaluation

In 2010 the City of Tulsa conducted a self-evaluation of the compliance of all City programs. The City distributed questionnaires to Departmental ADA Coordinators to acquire direct information regarding access related issues within each city department. The following departments and entities participated in this survey, which represents all City departments:

- Public Works (Equipment, Facilities, Engineering, Environmental Operations)
- Working in Neighborhoods
- City Council
- Mayor's Staff
- Department of Grants Administration
- Communication
- Planning
- Development Services
- Finance
- Human Resources
- Human Rights
- Information Technology
- BOK Center & Tulsa Convention Center
- Tulsa Police Department
- Tulsa Fire Department
- Mayor's Action Center
- Tulsa Performing Arts Center
- Grants Administration
- Tulsa Transit
- Public Works
- Legal
- Parks and Recreation and Tulsa Zoo
- Tulsa Airport

- Gilcrease Museum
- Municipal Court

See City of Tulsa Organization Chart located in the Appendix. Findings from each program provider's responses can be found in Section 5.1. A copy of the survey questionnaire can be found in Appendix A.

2.7 City of Tulsa's Approach

The City of Tulsa's original ADA Transition Plan was completed in 1992. While this Plan was essentially thorough and comprehensive, sidewalk and curb ramp information was not included. Many changes to the City's infrastructure have occurred since the original plan was developed.

This Transition Plan Update, in accordance with Title II of the Americans with Disabilities Act, included a survey of City programs, practices, and policies; along with a sampling of City infrastructure including buildings and parking lots, parks, transit stops, signalized intersections, and arterial sidewalk corridors.

The ADA Transition Plan Update was led by City Staff, a consultant team, and Steering and Advisory Committees consisting of a wide variety of organizations.

Meetings included City Department heads and other assigned staff. At these meetings, points of discussion included:

- Program accessibility questionnaires;
- Review of rules and regulations pertaining to accessibility; and
- Public Involvement process.

The project goals include:

- Improve accessibility for all citizens;
- Encourage participation from public and disabled community;
- Educate City staff and the public on the requirements of the ADA;
- Develop a comprehensive list of barriers;
- Provide detailed outline of methods to remove barriers;
- Provide a realistic schedule with cost projections for the removal of barriers; and
- Identify funding sources and opportunities to implement a barrier removal program.

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3. Definitions

Tulsa's ADA Self-Evaluation and Transition Plan Update

The following is a summary of many definitions found in the ADA. Please refer to the Americans with Disabilities Act for the full text of definitions and explanations.

3.1 Disability

The term disability means, with respect to an individual:

- A physical or mental impairment that substantially limits one or more of the major life activities of such individual;
- A record of such impairment; or
- Being regarded as having such impairment.

3.2 Qualified Individual with a Disability

A qualified individual with a disability means an individual with a disability who, with or without reasonable modification to rules, policies, or practices; the removal of architectural, communication, or transportation barriers; or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the City.

3.3 Discrimination on the Basis of Disability

Discrimination on the basis of disability means to:

- Limit, segregate, or classify a citizen in a way that may adversely affect opportunities or status because of the person's disability;
- Limit, segregate, or classify a participant in a program or activity offered to the public in a way that may adversely affect opportunities or status because of the participant's disability;
- Participate in a contract that could subject a qualified citizen with a disability to discrimination;
- Use any standards, criteria, or methods of administration that have the effect of discriminating on the basis of disability;
- Deny equal benefits because of a disability;
- Fail to make reasonable accommodations to known physical or mental limitations of an otherwise qualified individual unless it can be shown that the accommodation would impose an undue burden on the City's operations;
- Use selection criteria that exclude otherwise qualified people with disabilities from participating in the programs or activities offered to the public; and
- Fail to use tests, including eligibility tests, in a manner that ensures that the test results accurately reflect the qualified applicant's skills or aptitude to participate in a program or activity.

3.4 Complaint

A complaint is a claimed violation of the ADA.

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3.5 Physical or Mental Impairments

Physical or mental impairments may include, but are not limited to: vision, speech, and hearing impairments; emotional disturbance and mental illness; seizure disorders; mental retardation; orthopedic and neuromotor disabilities; learning disabilities; diabetes; heart disease; nervous conditions; cancer; asthma; hepatitis B; HIV infection (HIV condition); and drug addiction if the addict has successfully completed or is participating in a rehabilitation program and no longer uses illegal drugs.

The following conditions are not physical or mental impairments: transvestitism; illegal drug use; homosexuality or bisexuality; compulsive gambling; kleptomania; pyromania; pedophilia; exhibitionism; voyeurism; pregnancy; height; weight; eye color; hair color; left-handedness; poverty; lack of education; a prison record; and poor judgment or quick temper if not symptoms of a mental or physiological disorder.

3.6 Substantial Limitation of Major Life Activities

An individual is disabled if she or he has a physical or mental impairment that (a) renders her or him unable to perform a major life activity, or (b) substantially limits the condition, manner, or duration under which she or he can perform a particular major life activity in comparison to other people.

Major life activities are functions such as walking, seeing, hearing, speaking, breathing, learning, performing manual tasks, or caring for oneself.

In determining whether physical or mental impairment substantially limits the condition, manner, or duration under which an individual can perform a particular major life activity in comparison to other people, the following factors shall be considered:

- The nature and severity of the impairment;
- The duration or expected duration of the impairment; and
- The permanent or long term impact (or expected impact) of or resulting from the impairment.

3.7 Having a Record of Impairment

An individual is disabled if he or she has a history of having an impairment that substantially limits the performance of a major life activity; or has been diagnosed, correctly or incorrectly, as having such impairment.

3.8 Regarded as Having a Disability

An individual is disabled if she or he is treated or perceived as having an impairment that substantially limits major life activities, although no such impairment exists.

3.9 Reasonable Program Modifications

If the individuals' disabilities prevent them from performing the essential functions of the program or activity, it is necessary to determine whether reasonable program modifications would enable these individuals to perform the essential functions of the program or activity.

Reasonable program modification is any change in program or activity or in the way things are customarily done that enables an individual with a disability to enjoy equal program opportunities. Accommodation means modifications or adjustments:

- To a registration or application process to enable an individual with a disability to be considered for the program or activity;

- To the program or activity environment in which the duties of a position are performed so that a person with a disability can perform the essential functions of the program or activity; and
- That enables individuals with disabilities to enjoy equally the benefits of the program or activity as other similarly situated individuals without disabilities enjoy.

Modification includes making existing facilities and equipment used by individuals readily accessible and usable by individuals with disabilities.

Modification applies to:

- Known disabilities only.

Modification is not required if it changes the essential nature of a program or activity of the person with a disability, it creates a hazardous situation, adjustments or modifications requested are primarily for the personal benefit of the individual with a disability, or it poses an undue burden on the City.

3.10 Auxiliary Aids and Services

The term auxiliary aids and services include:

- Qualified interpreters or other effective methods of making orally delivered materials available to individuals with hearing impairments;
- Qualified readers, taped texts, or other effective methods of making visually delivered materials available to individuals with visual impairments;
- Acquisition or modification of equipment or devices; and
- Other similar services and actions.

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4. Public Outreach

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The City provided several opportunities to receive input from the public concerning this transition plan update. The following sections detail these opportunities.

4.1 Committees

At the beginning of the project, both the Steering and Advisory Committees were formed. These committees were composed of representatives from various entities in the City of Tulsa. The Steering Committee met on a monthly basis while the Advisory Committee met quarterly. A summary of the meetings dates and agendas can be found in Appendix B.

The Steering Committee consisted of 35 members that included representatives from the City of Tulsa, BOK Center, TCC Northeast Campus, Tulsa Transit, TSHA, Department of Rehabilitation, INCOG, and the Mayor's Commission on the Concerns of Tulsans with Disabilities.

The Advisory Committee consisted of 49 members that included representatives from over 24 entities.

These meetings were used to develop the initial study areas, self-evaluation and prioritization methodology, and receive input on the project in general. Recommendations from both committees were invaluable in the preparation of this transition plan.

4.2 Project Website

A project website was also established at the outset of the project. The website provided the general public an opportunity to receive up-to-date information on the project, provide comments or suggestions through a web based comment form, and access a variety of ADA related website links. The website is linked from the City of Tulsa website, www.cityoftulsa.org, and can be accessed from the home page. The information in the Plan will be placed on the City of Tulsa website after the completion of the project.

The website contains information about the ADA Transition Plan Update project including the project schedule, public involvement, project goals, study areas, and a feedback section. In addition to project related information, a comprehensive listing of ADA related resources is provided that covers issues such as employment, programs and services, general disability issues, and facilities access.

4.3 Public Workshop

A public workshop was held on January 18, 2011 at The Center for Individuals with Physical Challenges. Several members of the disabled community attended this workshop and provided valuable input that was incorporated into this plan. Over 15 comments were received during the meeting. A sampling of the questions that were asked is summarized below:

- **Q1: How do I go about getting sidewalks and curb ramps on my street?**
 - A: Request through Public Works.

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- **Q2: Who is responsible for maintaining sidewalks along arterial streets?**
 - A: Adjacent property owners.
- **Q3: Along Broken Arrow Expressway – at Utica Avenue, 15th, and Harvard Avenue**
 - Pedestrians cannot cross the interchange due to lack of curb ramps
 - Walk lights don't change or they do not provide enough time to cross the intersection
 - A: Request through Mayor's Action Center and Public Works.
- **Q4: 11th and Utica – very poor lighting. Can we add more lighting for the visually impaired?**
 - A: Contact the Mayor's Action Center and Public Works.
- **Q5: Can we paint curb ramps a very bright color for people who are visually impaired?**
 - A: Make specific requests for existing curb ramps by contacting the Mayor's Action Center and Public Works. City curb ramp standards require color contrast and truncated domes.
- **Q6: 11th and Utica – This was cited as a problem crossing. Citizen said that the City needs to fix walk times. There are cars cutting across and not obeying walk signals. Citizen stated that push buttons can't be pushed by people in this area. There are dips in the asphalt in the pedestrian crossing. Along Utica from 11th to 21st there are lots of places that don't have curb cuts. There is a location there under the bridge that has one curb cut, and no curb cut at the other end of the bridge.**
 - A: Contact the Mayor's Action Center and Public Works.
- **Q7: Need more audible pedestrian signals throughout the City.**
 - A: Contact the Mayor's Action Center and Public Works.
- **Q8: How do citizens make the improvements happen?**
 - A: Contact the Mayor's Action Center or contact your elected officials.
- **Q9: Are there any flyers that we can post?**
 - A: Dr. Smith said they will make some and send them over to the Center for Individuals with Physical Challenges.
- **What can be done by the City and architects to prevent future cost for ADA compliance for new buildings?**
 - A: Increased awareness of standards and improved education.
- **Why is there no accessible parking at the BOK Center?**
 - A: No parking was constructed as part of the project. Parking provided by way of the existing parking supply in the Downtown area.
- **Safety concerns related to BOK Center parking.**
 - A: Contact the Mayor's Action Center with specific concerns.
- **People have to walk 3 blocks to and from the Center for Individuals with Physical Challenges at midnight, which is undesirable.**
 - A: Contact the Mayor's Action Center with specific concerns.
- **How are religious institutions handled by ADA?**
 - A: They are exempt from the ADA, but they are not exempt from building codes when new construction or renovation occurs.
- **Frustrating when power poles and sign posts are installed in existing sidewalks without any consideration for pedestrians and the disabled community. Why does this happen?**
 - A: Lack of communication and coordination between parties.

4.4 Mayor' Commission on the Concerns of Tulsans with Disabilities

On January 25, 2011, the project team met with the Mayor's Commission on the Concerns of Tulsans with Disabilities. Additional input regarding increasing public awareness and communication was received during this meeting and was incorporated accordingly.

On February 28, 2011, the commission sent a letter to the Human Rights Department expressing their recommendation for approval of the ADA Transition Plan Update. A copy of the approval letter can be found in Appendix F.

4.5 Transportation Advisory Board

On March 3, 2011, the project team met with the Transportation Advisory Board. The purpose of this meeting was to update the Board on the recommendations detailed in the updated ADA Transition Plan.

On April 6, 2011, the Transportation Advisory Board sent a letter to the Human Rights Department expressing their support of the overall Transition Plan Update. A copy of the letter can be found in Appendix F.

The project team met with numerous public and private agencies throughout the course of the project. Many of these agencies provided feedback and letters of support following the completion of the public comment period. Copies of their support letters can be found in Appendix F.

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5. Self-Evaluation

Tulsa's ADA Self-Evaluation and Transition Plan Update

5.1 Programs, Policies, and Practices

The City of Tulsa has set up an ADA Coordinator “system” to better cover the needs of employees and citizens with disabilities. This system has an ADA Coordinator representative, or designee, within each department who reports to the City’s ADA Coordinator regarding the needs of their department and the programs that department is responsible to manage. The City’s ADA Coordinator, or designee, will follow-up with each department ADA Coordinator to coordinate the implementation of plans, programs, policies and procedures.

In those situations where a policy, program, or procedure creates a barrier to accessibility that is unique to a department or a certain program, the ADA Coordinator, or designee, will coordinate with the department head or program manager to address the removal of the barrier in the most reasonable and accommodating manner.

Services and programs offered by the City of Tulsa to the general public must be accessible. Accessibility applies to all aspects of a program or service, including advertisement, orientation, eligibility, participation, testing or evaluation, physical access, provision of auxiliary aids, transportation, policies, and communication.

The City does not have to take any action that it can demonstrate would result in a fundamental alteration in the nature of a program or activity, would create a hazardous condition for other people, or would

represent an undue financial and administrative burden. This determination can only be made by the ADA Coordinator or designee and must be accompanied by a written statement of the reasons for reaching that conclusion.

The determination that an undue burden would result must be based on an evaluation of all resources available for use. If a barrier removal action is judged unduly burdensome, the City must consider other options for providing access that would ensure that individuals with disabilities receive the benefits and services of the program or activity.

The City may achieve program accessibility by a number of methods:

- Structural methods such as altering an existing facility;
- Acquisition or redesign of equipment;
- Assignment of aides; and
- Providing services at alternate accessible sites.

When choosing a method of providing program access, the City should endeavor to give priority to the one that result in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities. In compliance with the requirements of the ADA, the City provides equality of opportunity but does not guarantee equality of results.

The self-evaluation of the City’s services, programs, and activities required and involved the participation of

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every City department. The City conducted monthly meetings with department heads and consultant staff through the duration of the project and distributed an evaluation questionnaire to each City department to complete. The questionnaire included a review of the following information:

- Program or service description for each program/ service offered by each department.
- Characterization of program or service participants, along with a description of any participation requirements, and any adaptations made to assist persons with disabilities.
- List of facilities where program or service takes place.
- Information about the training provided or available to those administering the programs.
- Information regarding transportation procedures and methods used to accommodate persons with disabilities.
- Information regarding communication procedures for audio/visual presentations, telephone communication, participant notifications, and documents/publications, including any modifications or equipment used to accommodate people with disabilities.
- Information regarding 9-1-1 services for people with sensory impairments.
- Description of emergency evacuation procedures designed to accommodate people with disabilities.
- Information regarding automated electronic equipment used in a program or service accessible to all participants.
- Methods used to ensure that all public meetings relating to a program or service are designed to accommodate persons with disabilities.
- Licensing information.

Copies of the questionnaires for specific City departments and divisions are included in Appendix A. Each department questionnaire includes a description of programs and services, a contact person, location(s) of operations, and practices that facilitate the participation of persons with disabilities in programs and activities.

5.1.1 Customer Service

SELF-EVALUATION FINDINGS:

In-person interaction with the public is one of the primary functions of any City department. The City as a whole and almost all departments do not have widely-understood and established procedures for determining reasonable modifications to achieve program accessibility. The Human Rights Department does have such policies, so the issue is establishing effective communication.

- Employees that reported contact with Customers get little training on handling customers with disabilities.
- No department charges an additional fee to persons with disabilities for modifying programs, but a few did not know they are not allowed to charge additionally. This should be included in any future training.
- Some departments do not notify the public of their right to participate in programs and meetings, and of how to request auxiliary aids in accessible formats such as assistive listening devices or documents.
- Most City departments have utilized some form of communication modification, such as paper and pencil or a reader, but are unaware of all of the additional options that can be offered.
- Courtrooms are not accessible.
- Training, when offered, has not been mandatory so there has been no consistent flow of information.

RECOMMENDED ACTIONS:

- Make appropriate modifications to non-compliant transaction counters, to ensure accessibility and to regular practices to accommodate the needs of individuals with disabilities when providing customer service at any City transaction counters.
 - Review the reports for each City owned building to provide accessible facilities, especially accessible parking and entrances and all customer contact interior spaces ensuring full, nondiscriminatory compliance.
 - Provide standard equipment at each site where programs are administered to facilitate basic communications access. Equipment may include paper and pencil, a copy machine to enlarge print, and access to TDD or TTY and training about the Oklahoma Relay System for the deaf.
 - Identify and provide training for staff using a relay service that can be used for telephone communications and/or use an alternative method of communication such as email, text, notes or sign language interpreters.
 - Allow the use of service animals to assist persons in accessing City programs and facilities. Since service animals are not always dogs, staff should be made aware of the definition of a service animal and when not to accept them.
 - Assign a staff member to be a greeter at public meetings and events. Identify the staff member as a resource for persons with disabilities who may require assistance.
 - Develop criteria for determining reasonable modifications to provide program accessibility, which may include acquisition or redesign of equipment, assignment of aides to persons with disabilities, and provision of services at alternative accessible sites. The following is a suggested approach:
 - Requests for reasonable modification in programs or services should be made to the department responsible for the program or service.
 - The department offering the program or service should meet with the individual with a disability to identify which aspects of the program limit participation and what modifications can be made.
 - The department offering the program or service should consult with the affected program or service staff to determine the reasonable modification. The department offering the program or service may also consult with the City's ADA Coordinator or other resources providing services or information regarding persons with disabilities as appropriate.
 - The department offering the program or service should document the modification(s) that was offered and the response of the person with the disability to the modification(s) offered. This documentation should be filed with the City ADA Coordinator's office.
 - If individuals with a disability are not satisfied with the results of this process, they should be directed to the City's disability grievance procedure.
- Upon receipt of a proposed modification to enhance accessibility and/or participation by individuals with disabilities in City programs or services, the City undertakes an evaluation of the following factors:
- The potential benefit that can be accomplished by the requested modification;
 - The immediate and future costs of the requested modification;
 - Alternative modifications which provides reasonable access;
 - Whether the proposed modification would impose an undue financial or administrative burden;

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- Whether the requested modification would require a fundamental alteration in the nature of the program or service at issue;
- The impact of the requested modification on other City programs or services.

5.1.2 Outreach and Printed Information

NOTICE REQUIREMENTS

ADA regulations require the City to inform the public of the rights and protections provided by the ADA.

SELF-EVALUATION FINDINGS:

Public notification regarding events and registration often does not include non-discrimination language. It is inconsistent from department to department. Additionally, public notification does not always identify a contact person for individuals with disabilities who may request program modifications, or information on how a hearing or speech impaired person could communicate by telephone. Many departments include this language in their meeting agendas, but not all.

RECOMMENDED ACTIONS:

- Increase outreach to persons with disabilities. The City should endeavor to continue the Steering Committee and Advisory Committee, meeting annually.
- Include a notice regarding the City's commitment to providing accessible services in all City publications that provide general information about or registration information for City services, programs, or activities. The notice should also be produced in poster-size form and placed in all City departments in a location that will maximize public exposure.
- There are occasions where non-discrimination language is included on printed agendas, but not on web versions of the meeting agendas. Non-discrimination language should appear on both

hard copies and documents posted on the web. A sample notice might be:

"In accordance with the Americans with Disabilities Act, it is the policy of the City of Tulsa to offer its public programs, services and meetings in a manner that is readily accessible to everyone, including individuals with disabilities. If you are a person with a disability and require information or materials in an appropriate alternative format; or if you require any other accommodation, please contact the ADA Coordinator, City of Tulsa Human Rights Director, at (918) 596-7818, at least five days in advance of the event. Advance notification within this guideline will enable the City to make reasonable arrangements to ensure accessibility. E-mail: humanrightsrec@cityoftulsa.org

- List those City agencies, departments, and specialized services that offer TTY/TDD in printed City directories and include the following statement:

This publication can be made available in alternative formats for persons with disabilities by calling (918) 596-7818, or e-mail the ADA Coordinator, at humanrightsrec@cityoftulsa.org. Please allow 72 hours for your request to be processed.

PRINTED INFORMATION

In order to meet the ADA's communication standards, City departments must be able to provide information in alternative formats such as using easy-to-understand language, Braille, large-print format, audiotape, or computer disk.

SELF-EVALUATION FINDINGS:

Most City departments and offices produce printed information that is available to the public.

While some City departments distribute information about obtaining printed information in alternate formats, other departments do not. Many departments routinely produce printed information in alternate formats upon request.

Most registration forms, permits, and waivers are only available in written form. There is inconsistency as to the availability of alternative formats of its documents such as large-print and audio tapes and readers for individuals who are unable to read the materials.

RECOMMENDED ACTIONS:

- Provide information to each department on how to produce printed information in alternative formats for persons with various disabilities to ensure that requests are handled in a uniform and consistent manner. Include in that, the list of available resources for providing the services.
- Publicize the City's commitment to provide program information in alternative formats on an individual basis as requested, including large-print media and taped announcements available over the telephone.
- If required, ensure the uniformity of charges for a publication, for all formats of that publication.
- Include the following notice on all materials printed by the City that are made available to the public:

This publication can be made available upon request in alternative formats, such as, Braille, large print, audiotape, or computer disk. Requests can be made by calling (918) 596-7818 (Voice) or email humanrightsrec@cityoftulsa.org. Please allow 72 hours for your request to be processed.

- Identify and have available a list of interpreters, readers, etc. to be used to accommodate requests for these services.
- Handle all requests for other alternative formats or lengthy documents on an individual basis.
- Provide program, facility, permits, and reservation information in a variety of formats upon request (for example, in large-print format for persons with visual disabilities or in simple language for persons with cognitive disabilities). Provide programmatic changes (e.g., staff assistance), upon request to assist in filling out forms or when alternative formats are unavailable or infeasible.
- Provide an accessible permit, reservation, or registration system in a variety of formats. For example, provide Telephone Device for the Deaf (TDD) service for applications, reservations, and general queries.
- Produce meeting agendas and other public information distributed at meetings in alternative formats when requested.

5.1.3 General Publicity and Advertising

SELF-EVALUATION FINDINGS:

Public notification regarding meetings, conferences, and other events generally does not include information regarding accessible locations and the availability of auxiliary aids. Increased outreach to persons with disabilities is needed to inform the public of the services

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and facilities already available and modifications that the City is required to and can provide to make its services, programs, and activities accessible.

RECOMMENDED ACTIONS:

- Take the necessary steps to improve communication and outreach to increase the effective participation of community members with disabilities in all City programs and activities.
- Publicize efforts to increase participation by persons with disabilities, which might include activities such as distributing program brochures to members of the disabled community.
- Develop a statement regarding accessible locations and the availability of auxiliary aids upon request that is included on all public announcements, postings for City programs, and applications, including:
 - The notice of non-discrimination;
 - Information regarding site accessibility, including the accessible bus route serving the program, facility, or event;
 - The department's text telephone (TDD/TTY) number and the phone number and email address of the person who can provide assistance in meeting special needs; and
 - A notice that information is available in alternative formats with 72 hours notice.

5.1.4 Televised and Audiovisual Public Information

SELF-EVALUATION FINDINGS:

The City airs meetings on cable television on TGOV. This television channel is presently not closed caption. Closed captioning is an issue being addressed by the Human Rights department and the Commission on the Concerns of Tulsans with Disabilities.

RECOMMENDED ACTIONS:

Explore the feasibility of using closed captioning or other alternatives to audio presentations for televised programs and for audiovisual presentations produced by the City (including videos and films) in order to ensure that persons with hearing impairments can benefit from these presentations. Information related to accessibility should be presented on TGOV for citizens.

5.1.5 City of Tulsa Website

The Internet is now a primary source of information regarding services, products, programs, and facilities. The City's website (www.cityoftulsa.org) has taken on increased importance as a communications tool.

Providing public access to City publications online is an effective means of reaching persons with disabilities. New accessibility standards for electronic and information technology covered by Section 508 of the Rehabilitation Act Amendments of 1998 have set forth the technical and functional performance criteria necessary for such technology to be accessible.

SELF-EVALUATION FINDINGS:

As of January 2011, the City of Tulsa's website, as well as the project website (developed by and maintained by University of Oklahoma) met Section 508 requirements. The websites must be maintained in compliance with 508, even as the standards change.

RECOMMENDED ACTIONS:

Ensure training is in place for all staff responsible for maintaining the City website, ensuring all hands touching it are aware of the Section 508 requirements and committed to full compliance. This requirement would apply to any person in any department that has authority to update any City maintained website.

Additionally, the following should be done or continued:

- Continue maintaining the current level of access on the City of Tulsa website.
- Continue soliciting feedback from the disabled community.
- Include the City's Policy on Non-Discrimination on the Basis of Disability on the City's website.
- List those City agencies, departments, and specialized services that offer TTY/TTD in the website telephone directory (the Contact Us web page), and include the following statement:

The City of Tulsa government offers Text Telephone (TTY) or Telecommunications Device for the Deaf (TDD) services for persons with speech or hearing impairments. Tulsa Staff are also trained in the use of the Oklahoma Relay System for the deaf.

- Provide information regarding programs, facilities, permits, and reservations on the City's website in an accessible format. This information should easily be found by new web users.
- Include the City's statement regarding accessible locations and the availability of auxiliary aids upon request on the website.
- Continue monitoring the website and industry trends.
- Check the HTML address of all new web pages and ensure that all links are kept current and working. Make sure that accessible elements are used, including alternate tags, long descriptions, and captions, as needed.
- If images are used, including photos, graphics, scanned images, or image maps, make sure to

include alternate tags and/or long descriptions for each.

- If online forms and tables are used, make those elements accessible.
- When posting documents on the website, always provide them in HTML or a text-based format or in accessible PDF (even if they are provided in another format, such as Portable Document Format (PDF)).
- Develop a plan for making the existing web content more accessible. Describe the Department's plan on an accessible web page. Encourage input on improvements, including which pages should be given high priority for change. Let citizens know about the standards or guidelines that are being used. Consider making the more popular web pages a priority.
- Ensure that in-house staff and consultants responsible for web page and content development are properly trained.
- Provide a way for visitors to request accessible information or services by posting a telephone number or E-mail address on the home page. Establish procedures to assure a quick response to users with disabilities who are trying to obtain information or services in this way
- Periodically enlist disability groups to test pages for ease of use; use this information to increase accessibility.
- Use services that help web page authors provide an accessible website by identifying and repairing barriers to access for individuals with disabilities. One of the most commonly used services is Bobby (<http://www.icdri.org/WebAccess/bobby.htm>), but new products and services are constantly being introduced. Other disability-related Internet resources include:
 - www.hisoftware.com

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- www.access-board.gov/links/communication.htm
- www.watchfire.com
- www.w3.org

5.1.6 Training and Staffing

SELF-EVALUATION FINDINGS:

In general, City staff members are mostly unaware of the everyday accessibility problems encountered by persons with disabilities. They have some limited experience working with individuals with disabilities but receive little to no training to better handle citizens with disabilities. Many staff members may not be aware of the different types of reasonable modifications that would make their services accessible. Few programs have made adaptations to their programs regarding accessibility.

One of the needs most frequently identified by City departments is the need for more and improved training. Different types of training are necessary depending on the type of work and the amount of public contact involved with a specific position. Standard Citywide accessibility guidelines, procedures, and trainings have not yet been developed for areas such as:

- Standardized, appropriate language for outreach and written material;
- How to acquire or use assistive devices;
- General evacuation procedures for buildings; and
- A list of potential “accommodations” or program modifications that might apply.

RECOMMENDED ACTIONS:

- Provide training to City staff members who have contact with the public in regards to providing modifications and using assistive devices to make their programs accessible. Ensure that customer service training that is provided to City employees includes training with respect to communicating

with and providing modifications for persons with a variety of disabilities. Include program-specific adaptations, assistive devices, and modifications in each department’s accessibility policy manual.

- Develop a comprehensive disability access training program. Educate all City staff in their responsibilities under the ADA. The City’s ADA Coordinator should be responsible for ensuring that staff members receive training. Reference materials that address special modifications should be included in this training.
- Develop standard guidelines for outreach and written materials. These guidelines should include standard language that appropriately describes the City’s policies on inclusion and non-discrimination, and staff members should receive training in using the guidelines effectively.
- Provide all City staff members with on-going awareness and sensitivity training. This training should include disability etiquette; and have a section that interacts with Persons with Disabilities since it’s helpful to have persons with disabilities as trainers.
- Widely disseminate information regarding the availability and location of City Telecommunication Devices for the Deaf (TDD), and train staff members in the use of TDD equipment or other means of communicating over the telephone with a person with a hearing disability.
- Train design, maintenance and construction inspection staff with respect to accessibility compliance and building codes to achieve accessibility.
- Provide City staff members with training in general building evacuation procedures for assisting persons with hearing, visual, mobility, and learning disabilities in an emergency.
- Designate one high-level manager in each department to serve as the department’s Disability Access Liaison. To assist in this important role,

the Liaison will complete a training program and attend periodic retraining regarding accessibility issues. This will assist in customer service for all members of the public.

5.1.7 Public Meetings

SELF-EVALUATION FINDINGS:

Many City departments are responsible for holding public meetings.

Generally, public meetings are held in locations that are accessible to persons with mobility impairments. However, most City departments indicated that they need training on how to respond to requests for other modifications. Assistive listening systems are not routinely available at meetings.

RECOMMENDED ACTIONS:

- Schedule public meetings in accessible locations whenever possible. An accessible location includes, but is not limited to, the following: accessible restrooms, wheelchair access, accessible parking, an accessible route, temperature control, and the ability to provide access to fresh air for persons with chemical sensitivities.
- When a fully accessible site is not available, then make reasonable modification so that an individual with a disability can participate.
- Make information available to City staff on the types of modification requests that may be made by persons with different types of disabilities. Provide information about auxiliary aids such as different types of assistive listening systems, sign language interpreters, readers, descriptive services, and other assistive technologies like “real-time captioning.”
- Display a notice on meeting agendas indicating the availability of accessibility modifications.
- Provide agendas in alternative formats, when requested.

- Provide flexibility in the time limit on speaking for individuals with communication difficulties.
- Provide assistive listening devices at public meetings, when requested.
- Publicize the availability of American Sign Language (ASL) interpreters in all meeting announcements. Include the following notice in all meeting publicity:

Translators, American Sign Language interpreters, and assistive listening devices for individuals with hearing disabilities will be available upon request. Please make your request at least 72 hours prior to the meeting.

If you require other modification not listed above, please contact the City ADA Coordinator at (918) 596-7818.

- Maintain a list of on-call American Sign Language interpreters who may be brought to meetings to assist individuals with hearing impairments.
- Develop a checklist for creating accessible meetings and selecting accessible meeting spaces, and make the list available to all City departments and programs.
- Prepare a list of already accessible meeting spaces to facilitate the scheduling of meetings and/or the relocation of meetings upon request. The meetings are held in every Council District, so determine if there are adequate ADA accessible facilities in each District.

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5.1.8 Public Telephones and Communication Devices

SELF-EVALUATION FINDINGS:

The City does not have a main TDD number listed on the City website. A few departments have sufficient demand to install their own TTY or TDD.

RECOMMENDED ACTION:

- Request that the phone company provide an amplification device, a shelf, and text telephone (TDD/TTY) or an outlet for a text telephone at each site where public phones are available.
- Train staff in use of TDD/TTYs and the Oklahoma Relay System.

5.1.9 Purchasing Accessible/Adaptive Equipment

Adaptive aids are devices, controls, appliances, or items that make it possible for persons with disabilities to improve their abilities to function independently and participate in programs, services, and activities offered by the City. The Human Rights Department provides adaptive equipment.

SELF-EVALUATION FINDINGS:

Many City departments are unaware of resources for purchasing equipment or supplies that would make their programs more accessible to persons with disabilities.

RECOMMENDED ACTIONS:

- Collaborate with community organizations such as The Center for Individuals with Physical Challenges to develop a resource list of assistive technology equipment and sources for acquiring them.
- Establish a “Resources Toolkit” of adaptive aids and human resources that should be available for use by individuals participating in City programs.

- Include information about the availability of specific equipment and/or individuals who are available to provide special services (e.g., American Sign Language (ASL) translation) in public information materials such as brochures and the City’s website.
- Evaluate furniture and building materials purchases for compatibility with a wide range of disabilities and sensitivities.
- Select items that are easily adjustable or can be modified to accommodate a variety of physical and ergonomic needs when purchasing items such as furniture, site furnishings, and office systems.
- Include accessibility as a criterion for selecting items. Purchasing accessible equipment is a complex task, and the purchasing department is encouraged to consult appropriate experts when making large purchases.

5.1.10 Emergency Evacuation Procedures

All City departments require established emergency evacuation procedures to safely evacuate persons with disabilities who may need special assistance in an emergency.

SELF-EVALUATION FINDINGS:

The City has someone on each floor that is in charge of emergency evacuation of each City owned facility. No training has been provided regarding the evacuation of people with disabilities.

RECOMMENDED ACTIONS:

- Develop guidelines for the evacuation of persons with disabilities in various types of emergency situations. Each department should use these guidelines to create their own emergency evacuation plans. These plans should:
 - Address what to do when an alarm is triggered;

- Establish meeting places for assistance and evacuation chairs;
- Provide direction on what to do if assistance is not available; and
- Establish training for the floor wardens.
- Specific suggestions for evacuation plans and procedures can be found through the US Access Board (www.access-board.gov/evacplan.htm) and the Emergency Procedures for Employees with Disabilities in Office Occupancies document published by FEMA and the US Fire Administration.
- Train City staff regarding emergency evacuation procedures with periodic drills, both announced and unannounced.
- Review existing procedures dealing with emergencies to ensure that persons with disabilities can be alerted and that they can alert emergency service providers. Provide all evacuation policies and procedures in alternative formats. Explore the use of other technologies such as audible exit signs for orientation and direction and vibrating paging systems.
- Departments that routinely provide emergency services should have priority for receiving equipment that accommodates alternative format communication.
- Take the necessary steps to ensure that emergency teams are aware of persons with disabilities in their communities who may require special assistance in the event of an emergency.
- Provide American Sign Language (ASL) interpreters at emergency facilities, on an as-needed basis. To accomplish this, form a pool of interpreters as a resource from which to draw.

5.1.11 Services Provided by Contracted Services

SELF-EVALUATION FINDINGS:

Some departments use outside contracted employees to provide services to the public.

RECOMMENDED ACTIONS:

- For those departments that use outside contracted employees to provide services to the public, a procedure should be set up to ensure that their work is consistent with City accessibility policies and standards, including contract language and a monitoring procedure.

5.1.12 Special Events on City Property

SELF-EVALUATION FINDINGS:

The City provides an opportunity for private organizations to utilize City facilities for special events.

RECOMMENDED ACTIONS:

- In situations where private organizations sponsor events in City facilities, the City should require private organizations to comply with applicable ADA requirements. The City should provide a checklist and information during the application process to inform organizers of their responsibility for accessibility under the ADA. The checklist and information should be available on the City's website.

5.1.13 Policy and Document Review

The consultant team reviewed policies provided by the City of Tulsa along with Tulsa Design Standards.

Policies were reviewed to determine if City policies inadvertently discriminate against people with disabilities when accessing City services.

Below is a list of City policies and documents that were reviewed:

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- The 1992 City of Tulsa Transition Plan
- 2011 Transition Plan Update
- 2009 Tulsa Parks ADA Study
- City of Tulsa Design Standards
- Oklahoma Department of Transportation Design Standards
- Compliance and Disability Intake Procedures
- City Ordinance Title 5
- City Ordinance Title 6
- City Ordinance Title 7
- City Ordinance Title 7A
- City Ordinance Title 8
- City Ordinance Title 10
- City Ordinance Title 12
- City Ordinance Title 17A
- City Ordinance Title 21
- City Ordinance Title 22
- City Ordinance Title 23
- City Ordinance Title 26
- City Ordinance Title 36
- City Ordinance Title 37A
- City Ordinance Title 39A
- City Ordinance Title 42
- City Ordinance Title 49
- City Ordinance Title 51

5.1.14 Review of Boards and Commissions

All boards and commissions for the City of Tulsa were reviewed. The correct verbiage is in place for the published ordinance, and meetings are generally held in accessible locations. Where there seems to be a lack of knowledge or inconsistent policy is in the public notification process, specifically, acknowledgement of available auxiliary aides or special accommodations.

This posting must precede every public meeting so people who need special accommodations know how to access them and what notification time is required.

5.1.15 Review of Construction Standards and Details

Construction projects completed within the City of Tulsa are built using both the City of Tulsa and Oklahoma Department of Transportation (ODOT) construction standards and details. Both agencies make their construction standards and details available on their websites. Both sets of construction standards and details were reviewed for consistency with state and federal accessibility requirements.

RECOMMENDED ACTIONS:

- Revise the City and recommend ODOT revise their standard details based on the following suggestions:
 - ODOT Pedestrian and Mast Arm Pole Details
 - Does not show clear floor space requirement adjacent to the push buttons
 - ODOT Wheelchair Ramp Details
 - Type “A” is referred to as the “preferred”. Remove that reference as other ramps are more “preferred” by the disabled population
 - Conflicting and confusing requirements for “Typical Sidewalk Widening at Driveway”. Says driveway can be up to 8.33% slope, but 5% is max.
 - Type “C” detail should show maximum 1:50 (2%) cross slope similar to the other details
 - Type “D” ramp has note that it should be used when no other type works. Remove this note – this is the preferred ramp type of the disabled community

- City of Tulsa Sidewalk Ramp Detail
 - Include max. cross slope requirement (2%) within crosswalks
 - City of Tulsa Standards 701, 702, 703, 704, 707, 709
 - Need to specify max. cross slope of 2% for plan view and driveway section detail
 - Fix discrepancy on minimum sidewalk width (4' vs. 5', both are used)
 - City of Tulsa Standard 706
 - Need detail for travel path through the driveway. Include max. cross slope and width of travel path
 - No minimum sidewalk width mentioned – need to add this.
 - City of Tulsa Standard 708
 - Remove curbs shown at end of both sidewalk sections
 - Need to show flush transition or ramps where the sidewalk meets the driveway
 - Sidewalk minimum width is shown as 5', need to be consistent with other standards (4' or 5')
 - City of Tulsa Standard 613
 - Push button height should read '42" Max" (in 3 locations)
 - Suggest calling out for countdown pedestrian signals (required by 2009 MUTCD)
 - Push button minimum diameter should be called out as 2"
 - Add notes about clear floor space area in front of each push button
 - Add notes about max. reach limit for accessing push buttons is 10"
 - City of Tulsa Standards 726 & 727
 - Add note in 'Plan Detail of Concrete Sidewalk' that states max. cross slope is 2%
 - The City of Tulsa should develop a policy to approve objects such as plaques, specialty tiles, etc. that are embedded in sidewalks or other pedestrian areas. Some jurisdictions require manufacturer specifications, or in the instance of plaques and other artwork, testing of the static coefficient of friction by an independent laboratory such as Underwriters Laboratories.
 - The City of Tulsa should develop a policy covering public art placed in the public ROW. The policy should contain guidelines on placement, surfacing material used underneath and interpretive material for individuals with sensory related disabilities.
 - The City of Tulsa should develop a communication program that ensures public sidewalks are not obstructed by the installation of utility poles.
- ### 5.1.16 Accessibility during Construction
- The City of Tulsa informs entities involved in construction adjacent to or on the ROW that accessible routes must be provided and maintained during the course of the project. This is handled as part of the permitting process for the work. There are currently no standard details for construction barricades utilized.
- #### RECOMMENDED ACTIONS:
- Further refine this approach by establishing guidelines, construction details and specifications and procedures for monitoring and maintenance of accessible paths of travel. Refer to existing, similar documents produced by agencies such as detailed in the U.S. Access Board's Revised Draft Guidelines for Accessible Public Rights-of-Way (2005) available on the Access Board's website (<http://www.access-board.gov/prowac/draft.htm>).

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The City of Tulsa currently provides advance warning for street closure using signage posted at the area undergoing alterations or repair. Although this approach is satisfactory for non-disabled residents, sidewalk closure creates problems for disabled pedestrians when routes change or all routes in a city are not accessible.

RECOMMENDED ACTIONS:

- Provide advance notice of all street or sidewalk closures on informational materials and the City website.
- Notify disability related organizations in advance of street or sidewalk closures. Provide dates of closure, specific location and alternative route information.
- Ensure that street closure signs and information conform to the MUTCD.

5.1.17 Accessibility during Snow and Ice Conditions

Per City Code, it is the property owner's responsibility to ensure the accessible route (sidewalks) is maintained in an accessible condition. The requirements for an accessible route is that the surface is firm, stable, and slip resistant.

5.1.18 Accessible Pedestrian Signals (APS)

The 2009 Manual on Uniform Traffic Control Devices (MUTCD) (Sections 4E.09 through 4E.13) details the application and placement of accessible pedestrian signals. As part of new traffic signal warrant studies, the City should evaluate the need to install APS. For existing signalized intersections, the City should consider installing these based on citizen complaints.

5.2 INFRASTRUCTURE

The project team worked together to develop a list of initial infrastructure study areas that would provide

a representative cross section of the City. The general categories included existing ADA complaints on file, buildings and parking lots, parks, transit stops, signalized intersections, and arterial sidewalk corridors. With the exception of the ADA complaints (see below), study area locations were selected based on their current use, location, services provided, ridership, and several other factors. The following sections detail these initial study areas.

Self-evaluations were completed for the initial study areas. The purpose of these evaluations was to determine the existing conditions of the facilities to determine if they are in compliance with the ADA and to identify solutions to remove any barriers. The following sections detail the initial study area locations, the areas within each location that were evaluated, and a summary of general issues that were found.

Self-evaluation reports for each facility can be found in Appendix D.

5.2.1 ADA Complaints

At the start of the transition plan update, there were 44 existing ADA complaints on file that had been sent to the City from the Federal Highway Administration. These complaints ranged from non-compliant curb ramps, sidewalk issues, and parking violations. A map of these locations can be seen in Appendix B.

5.2.2 Buildings and Parking Lots

A total of eleven (11) buildings were evaluated as part of this project. In addition to the buildings, the associated parking lots serving the buildings were also assessed. These buildings account for approximately 60% of the total citywide building square footage. The buildings included:

- Maxwell Convention Center
- Municipal/Police Courts
- Animal Shelter

- BOK Center
- Performing Arts Center
- Tulsa City Hall
- 23rd and Jackson Facilities
- Gilcrease Museum
- Police – Gilcrease Division
- Tulsa Zoo
- Nature Center

A map of these locations can be seen in Appendix B.

Areas that were evaluated for each building included parking lots, path of travel from the parking lot to the building, access into the building, signage, drinking fountains, telephones, bathrooms, and counter heights. The self-evaluation reports for these buildings can be found in Appendix D.

There were several common issues observed at these buildings. They included:

- *Accessible parking*: accessible parking was either not provided, or if it was, was often non-compliant.
- *Accessible paths to building*: the path from the parking lots to the building entrances were either non-existent, or were non-compliant based on cross slopes, transitions, or the doors themselves.
- *Counter heights*: many transaction areas had counters, but none that were lowered to accommodate a citizen in a wheelchair.
- *Bathroom fixtures and stalls*: several stalls and toilets were non-compliant.
- *Signage*: signage for accessible parking spots and entrances were not always provided.

5.2.3 Parks

A total of nine (9) parks were evaluated as part of this project. In addition to the park facilities, the associated

parking lots were also assessed. These parks account for approximately 36% of the all City park acreage. The parks included:

- Mohawk
- Lacy
- Centennial
- Veterans
- McClure
- Reed
- Whiteside
- Hicks
- Hunter

A map of these locations can be seen in Appendix B.

Areas that were evaluated for each park included parking lots, path of travel from the parking lot to the park facilities, access into the facilities, signage, drinking fountains, and bathrooms. The self-evaluation reports for these parks can be found in Appendix D.

There were several common issues observed at these parks. They included:

- *Accessible parking*: accessible parking was either not provided, or if it was, was often non-compliant.
- *Accessible paths to facilities*: the path from the parking lots to the facilities were either non-existent, or were non-compliant based on cross slopes, transitions, or path material.
- *Signage*: signage for accessible parking spots was not always provided.

5.2.4 Transit Stops

Forty-eight (48) transit stops were evaluated during this project. This represents approximately 28% of the total transit stops in the City. These stops were located

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along the highest ridership corridors: Routes 101, 105, and 222.

A map of these locations can be seen in Appendix B.

Areas that were evaluated for each transit stop included access to the stop, access from the stop to the curb, signage, and accessible seating. The self-evaluation reports for these parks can be found in Appendix D.

There were several common issues observed at these stops. They included:

- *Accessible route to the shelter*: an accessible route to the transit stop wasn't always available.
- *Accessible route to the curb*: the path from the stop to the curb was either non-existent or had cross slope compliance issues.

5.2.5 Signalized Intersections

A total of 472 signalized intersections (including ADA complaint locations) were evaluated during this project. This accounted for all of the existing signals in the City. These signals were located along arterials throughout the City and within the central business district. A map of these locations can be seen in Appendix B.

Areas that were evaluated for each signal included running and cross slopes of curb ramps, access to the pedestrian push buttons, diameter of push buttons, mounting height of push buttons, presence and condition of crosswalk markings, and clear floor space in front of the push buttons. The self-evaluation reports for these signals can be found in Appendix D.

There were several common issues observed at these signals. They included:

- *Non-compliant curb ramps*: ramps had non-compliant running, side, and cross slopes, non-compliant landings, or no landings.

- *Dangerous transitions*: transitions from the base of the ramp to the roadway exceeded ¼" at numerous locations.
- *Pedestrian push buttons*: there was no accessible path to the buttons, there was no clear floor space provided, buttons were mounted too high, and buttons had a diameter less than 2".

5.2.6 Arterial Sidewalk Corridors

The self-evaluation for the arterial sidewalk corridors included assessments of the sidewalk, driveway crossings, and curb ramps at unsignalized intersections. A total of 495 miles of arterial sidewalk (includes ADA complaint locations) and 1,436 unsignalized intersections were evaluated. This accounted for all of the arterial sidewalks in the City. A map of these locations can be seen in Appendix B.

Areas that were evaluated along each sidewalk corridor included running and cross slopes of curb ramps, driveways, and sidewalk, obstructions, sidewalk width, heaving and cracking, and transitions from curb ramps to the pavement. The self-evaluation reports for these signals can be found in Appendix D.

There were several common issues observed along the corridors. They included:

- *Non-compliant curb ramps*: ramps had non-compliant running, side, and cross slopes, non-compliant landings, or no landings.
- *Dangerous transitions*: transitions from the base of the ramp to the roadway exceeded ¼" at several locations.
- *Driveway crossings*: cross slopes of driveway crossings often exceeded the 2% maximum.
- *Heaving and cracking*: heaving adjacent to trees and sidewalk sections that were cracking and crumbling.

6. Self-Evaluation Findings

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6.1 Introduction

A detailed evaluation of all study area facilities was completed and reports were generated for each facility. These reports detail the existing architectural barriers for access, suggested improvements, an estimated cost, and priority. The next two sections detail the prioritization and estimated costs for all study area facilities.

6.1.1 Prioritization Factors

Each improvement location that was evaluated was given a priority of “High”, “Medium”, or “Low”, based on the severity of the non-compliance. Each facility type had a different set of parameters to establish this classification. The following sections detail these parameters.

BUILDINGS AND PARKS

The Federal Model for Prioritization was utilized for both buildings and parks. Some of the factors that were considered included:

- Parking and path of travel from parking lot to an accessible entrance
- All entrances
- Access to goods, services, or amenities
- Restrooms
- Drinking fountains
- Telephones
- Hike/bike trails

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Prioritization Factors – Transit Stops

Issues	High	Medium	Low	Compliant
No route to the transit stop	No			Yes
Cross slope at transit stop is greater than 2.0%	Value > 5.0	$5.0 \geq \text{Value} \geq 3.0$	$3.0 > \text{Value} > 2.0$	Value \leq 2.0
Slope of sidewalk at transit stop loading area is greater than 2.0%	Value > 5.0	$5.0 \geq \text{Value} \geq 3.0$	$3.0 > \text{Value} > 2.0$	Value \leq 2.0
Cross slope of lift deployment landing area is greater than 2%	Value > 5.0	$5.0 \geq \text{Value} \geq 3.0$	$3.0 > \text{Value} > 2.0$	Value \leq 2.0
No sidewalk connecting bus landing area to transit stop	True			False
No sidewalk network connection	True			False

Prioritization Factors – Curb Ramps – (Signalized Locations Only)

Issues	High	Medium	Low	Compliant
Pedestrian pushbutton diameter is not 2"			Not 2 inches	2 inches
Pedestrian pushbutton height is greater than 42"		Above 42 inches		Less than 42 inches
Pedestrian head offset is greater than 10' from the nearest crosswalk edge	Yes			No
Clear floor space for pedestrian pushbutton is less than 30" x 48" or has a cross slope greater than 2%	None	Non Compliant		Compliant

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Prioritization Factors – Curb Ramps (Signalized and Unsignalized Locations)

Issues	High	Medium	Low	Compliant
Ramp does not land in crosswalk		No		Yes
No 48” extension into crosswalk			No	Yes
Ramp does not exist	True			False
Flare cross slope is greater than 10%	Value > 10.00			Value ≤ 10
Ramp running slope is greater than 8.33%	Value > 11.00	11.00 ≥ Value ≥ 9.50	9.50 > Value > 8.33	Value ≤ 8.33
Ramp cross slope is greater than 2%	Value > 6.00	6.00 ≥ Value ≥ 4.00	4.00 > Value > 2.00	Value ≤ 2.00
Ramp width is less than 36”	Value < 32.00	32.00 ≤ Value < 36.00		Value ≥ 36.00
Obstruction present in ramp or landing area	Yes			No
Textured surface at base of ramp		None, Grooves		Domes
No color contrast at base of ramp			No	Yes
Landing area is less than 5’ x 5’ or has a cross slope greater than 2%	None	Non Compliant		Compliant
Ramp transition onto roadway is greater than 0.25”	Yes			No
Ponding occurs at base of ramp			Yes	No

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Prioritization Factors – Arterial Sidewalk Corridors

Issues	High	Medium	Low	Compliant
Cross slope of sidewalk is greater than 2.0%	Value > 6.00	$6.0 \geq \text{Value} \geq 4.0$	$4.0 > \text{Value} > 2.0$	Value \leq 2.00
Width of sidewalk is less than 48"	Value \leq 36.00	$48.0 \geq \text{Value} > 36.0$		Value > 48.0
Obstruction present along sidewalk (clear path < 32")		Yes		No
Heaving is present in sidewalk	Yes - dangerous	Yes		No
Sinking is present in sidewalk	Yes - dangerous	Yes		No
Cracking is present in sidewalk	Yes - dangerous	Yes		No
Ponding is present in sidewalk		Yes		No
Pavement is in poor condition at cross street		Poor		Good
Crosswalk markings are worn at cross street			Yes - worn	Yes
Cross slope of sidewalk at cross street is greater than 2%	Value > 6.00	$6.0 \geq \text{Value} \geq 4.0$	$4.0 > \text{Value} > 2.0$	Value \leq 2.0
Pavement is in poor condition at driveway		Poor		Good
Cross slope of sidewalk at driveway is greater than 2%	Value > 6.00	$6.0 \geq \text{Value} \geq 4.0$	$4.0 > \text{Value} > 2.0$	Value \leq 2.0
Width of sidewalk at driveway is less than 48"	Value < 36.00	$48.0 \geq \text{Value} \geq 36.0$		Value > 48.0

6.1.2 Proposed Improvement Costs

Cost projection summaries for the initial study areas were developed for each facility type by priority. To develop these summaries, recent bid tabulations from City of Tulsa construction projects, along with the project team's experience with similar types of projects, were the basis for the unit prices used to calculate the improvement costs. A percentage (15%) was added to the improvement costs for engineering and surveying. Similarly, a 20% contingency was added to the subtotal to account for increases in unit prices in the future.

6.2 Buildings

The following table shows the buildings classified by priority and the associated estimated construction costs to bring them into compliance.

Name	High	Medium	Low	Total
Maxwell Convention Center	\$130,000	\$94,000	\$7,000	\$231,000
Municipal/Police Courts	\$124,000	\$44,000	\$61,000	\$229,000
Animal Shelter	\$17,000	---	\$13,000	\$30,000
BOK Center	\$150,000	\$88,000	---	\$238,000
Performing Arts Center	\$44,000	\$34,000	\$25,000	\$103,000
Tulsa City Hall	\$9,000	\$69,000	\$1,000	\$79,000
23 rd and Jackson Facilities	\$118,000	\$7,000	\$104,000	\$229,000
Gilcrease Museum	\$11,000	\$27,000	\$29,000	\$67,000
Police – Gilcrease Division	\$6,000	\$10,000	\$55,000	\$71,000
Tulsa Zoo	\$358,000	\$87,000	\$65,000	\$510,000
Nature Center	\$34,000	---	---	\$34,000
Total	\$1,001,000	\$460,000	\$360,000	\$1,821,000

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6.3 Parks

The following table shows the parks classified by priority and the associated estimated construction costs to bring them into compliance.

Name	High	Medium	Low	Total
Mohawk	\$192,000	\$66,000	\$20,000	\$278,000
Lacy	\$20,000	\$51,000	---	\$71,000
Newblock	Replaced with Nature Center - Park Closed			
Centennial	\$3,000	\$4,000	\$1,000	\$8,000
Veterans	\$33,000	\$5,000	---	\$38,000
McClure	\$44,000	\$24,000	\$5,000	\$73,000
Reed	\$85,000	\$11,000	\$14,000	\$110,000
Whiteside	\$101,000	\$14,000	\$2,000	\$117,000
Hicks	\$97,000	\$11,000	\$11,000	\$119,000
Hunter	\$66,000	\$23,000	---	\$89,000
Total	\$641,000	\$209,000	\$53,000	\$903,000

6.4 Transit Stops

The following table shows the stops classified by priority and the associated estimated construction costs to bring the stops into compliance.

High	Medium	Low	Compliant	Total
22	6	1	19	48
45.8%	12.5%	2.1%	39.6%	100%
\$35,500	\$6,700	\$900	---	\$43,100

6.5 Signalized Intersections

The following tables show the curb ramps and intersections classified by priority and the associated estimated construction costs to bring the curb ramps and intersections into compliance.

Signalized Intersections				
High	Medium	Low	Compliant	Total
464	6	2	0	472
98.3%	1.3%	0.4%	0.0%	100%
\$14,878,000	\$118,000	\$10,000	---	\$15,006,000

6.6 Arterial Sidewalk Corridors

The following tables show the sidewalks and unsignalized intersections classified by priority and the associated estimated construction costs to bring the sidewalks and curb ramps into compliance.

Arterial Sidewalks					
	High	Medium	Low	Compliant	Total
Arterial Sidewalk Length (LF)	287,578	266,188	1,308,472	876,258	2,738,496
% Total	10.5%	9.7%	47.8%	32.0%	100%
% Non-Compliant	15.4%	14.3%	70.3%	---	100%
Total Cost	\$21,067,653	\$22,665,616	\$96,156,731	---	\$139,890,000

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Unsignalized Intersections				
High	Medium	Low	Compliant	Total
1,335	86	15	0	1,436
93.0%	6.0%	1.0%	0.0%	100%
\$24,865,000	\$1,084,000	\$111,000	---	\$26,060,000

The table below summarizes the overall costs for the arterial sidewalk corridors:

	High	Medium	Low	Total
Arterial Sidewalks	\$21,067,653	\$22,665,616	\$96,156,731	\$139,890,000
Unsignalized Intersections	\$24,865,000	\$1,084,000	\$111,000	\$26,060,000
Total	\$45,932,653	\$23,749,616	\$96,267,731	\$165,950,000

6.7 Total Study Area Costs

The following table details the total costs for the study area facilities.

Facility Type	High	Medium	Low	Total
Buildings	\$1,001,000	\$460,000	\$360,000	\$1,821,000
Parks	\$641,000	\$209,000	\$53,000	\$903,000
Signalized Intersections	\$14,878,000	\$118,000	\$10,000	\$15,006,000
Arterial Sidewalks	\$45,932,653	\$23,749,616	\$96,267,731	\$165,950,000
Transit	\$35,500	\$6,700	\$900	\$43,100
Total	\$62,482,153	\$24,543,316	\$96,691,631	\$183,723,100

6.8 Projected Citywide Costs

In order for the City to prepare a long-term funding plan to address ADA issues citywide, the study area costs for used as a basis to estimate a citywide total cost. An average cost per unit (building square feet, park acres, and each transit stop) was calculated and then applied to the total number of citywide units to develop the estimated citywide costs. The following tables detail the projected citywide costs by facility type. It should be noted that all signalized intersections, arterial sidewalk corridors, and unsignalized intersections were inventoried as part of this update and therefore cost projections were not needed.

Buildings and Parking Lots			
	High & Medium Only	Low Only	All
Average Cost per Square Foot	\$0.47	\$0.11	\$0.58
Citywide Square Footage Total	5,420,000		
Citywide Projected Cost	\$2,547,400	\$596,200	\$3,143,600

Parks			
	High & Medium Only	Low Only	All
Average Cost per Acre	\$378	\$23	\$401
Citywide Acres of Parks Total	6,022		
Citywide Projected Cost	\$2,276,000	\$136,000	\$2,412,000

Transit Stops			
	High & Medium Only	Low Only	All
Average Cost per Stop	\$1,508	\$900	\$2,408
Citywide Transit Stop Total	171		
Citywide Projected Cost	\$257,800	\$154,000	\$412,000

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7. Transition Plan

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The Transition Plan combines the findings of the facility surveys, policy assessments, program evaluations, and community review. Specific policy and program recommendations can be found in Section 5. The specific infrastructure modifications required to make programs accessible are located in Appendix D. Each facility report contains a complete list of architectural barriers and barrier removal actions.

7.1 Responsible Official

The Director of the Human Rights Department is responsible for implementing the Transition Plan. The Human Rights Director can be reached at:

Human Rights Department
City of Tulsa, OK
175 East 2nd Street
8th Floor
918-596-7818
humanrightsrec@cityoftulsa.org

7.2 Citywide Barrier Removal Prioritization

During committee meetings, priorities for renovating facilities to bring them into compliance were established. All facilities were given an initial "HIGH", "MEDIUM", and "LOW" priority ranking as detailed in Section 6. These facilities were further refined within each priority category to ensure that the City spends money on the most critical locations first. Descriptions of the priority factors for each facility type are detailed below.

7.2.1 Priorities for Barrier Removal within Buildings and Parks

The project team identified priorities for barrier removal within each facility. Barriers were assigned levels of priority using the following criteria:

- *Priority One:* The highest priority was placed on the removal of barriers to accessibility from parking to a main entrance of a facility or improve a path of travel to the portion of the facility where program activities take place. Examples:
 - Connection to the public right-of-way
 - Parking and passenger loading
 - Entrance walks
 - Entrance ramps
 - Entrance stairs
 - Entrance doors
- *Priority Two:* A second level priority was placed on the removal of barriers to improve or enhance access to program use areas. Examples:
 - Transaction counters
 - Conference and meeting rooms
 - Public offices
 - Sports fields and courts
 - Public restrooms
- *Priority Three:* A third level priority was placed on those barrier removal items that improve access to amenities serving program areas. Examples:
 - Drinking fountains
 - Public telephones

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- Vending machines
- *Priority Four:* A fourth level priority was placed on those areas or features not required to be modified for accessibility because there are no public programs located in this space, or because there are similar features located nearby that reasonably provide programmatic access.

7.2.2 Priorities for Transit Stops, Signals, Curb Ramp and Arterial Sidewalks

Once each improvement was given a priority, a Pedestrian Attractor Score (PAS) was developed to further prioritize the improvements within the high, medium, and low categories. Each improvement locations were given 'points' based on criteria in the following categories:

- *Proximity to attractors:* State or local government facilities, transit stops, stadiums/ballparks, hospitals/medical offices, parks, libraries, schools, disability service providers, accessible housing, and religious institutions.
- *Residential population:* High, medium, or low residential population adjacent to the proposed improvement.
- *Request:* There has been a request from the Mayors Commission on the Concerns of Tulsans with Disabilities or a citizen.
- *Street classification:* arterial, collector, local residential or central business district (CBD).
- *Pedestrian/automobile accidents:* number of accidents in the last 3 years.
- *Existing funding availability:* are there existing funds available for a project?

This prioritization process ensures that the most dangerous issues are remedied first.

The self-evaluation reports found in Appendix D show the priority and pedestrian attractor score of each location.

7.3 Funding Opportunities

As can be seen in the previous sections, there is a significant need for barrier removal in the City. Normal funding mechanisms will not be able to address all the needs.

There are several alternative funding sources available for the City to address these issues, including federal and state funding, local funding, and private funding. The following sections detail these different funding sources.

7.3.1 Federal and State Funding

The following chart depicts the various types of federal and state funding available for cities to apply for:

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Federal Funding Opportunities for Pedestrian Projects and Programs																
Activity	NHS	STP	HSIP	RHC	TE	CMAQ	RTP	FTA	T+E	BRI	402	PLA	TCSP	FLH	BYW	SRTS
Pedestrian plan		*	*			*						*	*			
Paved shoulders	*	*	*	*	*	*				*			*	*	*	
Shared-use path/ trail	*	*	*		*	*	*			*			*	*	*	*
Recreation trail							*							*		
Spot improvement program		*	*		*	*							*			*
Maps		*			*	*					*		*			*
Trail/highway intersection	*	*	*		*	*	*						*	*	*	*
Sidewalks, new or retrofit	*	*	*	*	*	*		*	*	*			*	*	*	*
Crosswalks, new or retrofit	*	*	*	*	*	*		*	*				*	*	*	*
Signal improvements	*	*	*	*	*	*							*			*
Curb cuts and ramps	*	*	*	*	*	*							*			*
Traffic calming		*	*	*									*			*
Safety brochure/ book		*			*	*					*		*			*
Training	*	*	*		*	*	*				*		*			*

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The following agencies and funding options are represented in the chart.

- *NHS* - National Highway System
- *STP* - Surface Transportation Program
- *HSIP* - Highway Safety Improvement Program
- *RHC* - Railway-Highway Crossing Program
- *TE* - Transportation Enhancement Activities
- *CMAQ* - Congestion Mitigation / Air Quality Program
- *RTP* - Recreational Trails Program
- *FTA* - Federal Transit Capital, Urban & Rural Funds
- *TrE* - Transit Enhancements
- *BRI* - Bridge (HBRRP)
- *402* - State and Community Traffic Safety Program
- *PLA* - State/Metropolitan Planning Funds
- *TCSP* - Transportation and Community and System Preservation Program
- *FLH* - Federal Lands Highways Program
- *BYW* - Scenic Byways
- *SRTS* - Safe Routes to School

The majority of these programs are competitive type grants, therefore, cities aren't guaranteed to receive these funds. It will be important for the City to track these programs in order to apply for the funds.

7.3.2 Local Funding

There are several options for local funding for the City to consider. They include:

- General fund (sales tax and bond issue) – currently receive funding for projects this way.
- Allocation of departmental budgets – requests for larger share to address needs in a more timely fashion.

- Maintenance funds
- Special taxing districts
 - Tax Increment Financing District (TIF) – A TIF allows cities to create special districts and to make public improvements within those districts that will generate private-sector development. During the development period, the tax base is frozen at the predevelopment level. Property taxes continue to be paid, but taxes derived from increases in assessed values (the tax increment) resulting from new development either go into a special fund created to retire bonds issued to originate the development, or leverage future growth in the district.
 - Community Improvement District (CID)
 - A geographically defined district in which commercial property owners vote to impose a self-tax. Funds are then collected by the taxing authority and given to a board of directors elected by the property owners.
 - Tax Allocation District (TAD)
 - A defined area where real estate property tax monies gathered above a certain threshold for a certain period of time (typically 25 years) to be used a specified improvement. The funds raised from a TAD are placed in a tax-free bond (finance) where the money can continue to grow. These improvements are typically for revitalization and especially to complete redevelopment efforts.
 - Sidewalk or Access Improvement Fee
 - Transportation User Fee
 - Scheduled / Funded CIP projects that are funded through bonds and sales tax.
 - CDBG – Community Development Block Grants – identified elements in alignment with priorities that have been adopted by the City.

7.3.3 Private Funding

Private funding may include local and national foundations, endowments, private development, and private individuals. Several foundations in the Tulsa area have generously funded past projects. In addition, corporate sponsorships and partnerships could be established to help address the improvements.

7.4 Implementation Schedule

Because the City of Tulsa has a large number of facilities, it is impossible to immediately remove all barriers to program access. Barriers throughout the City will have to be removed systematically, citywide, to ensure equality among City programs. The implementation schedules detailed below will be updated annually by the ADA Coordinator to account for progress during the year and also for inclusion of new self-evaluations or ADA complaints.

The City reserves the right to modify barrier removal priorities in order to allow flexibility in accommodating community requests, petitions for reasonable modifications from persons with disabilities, changes in City programs, and funding constraints and opportunities. It is the goal of this Transition Plan to provide access to the programs, activities and services provided by the City. Interim measures will be explored and implemented in order to provide programmatic access to the public pending the implementation of physical barrier removal projects.

7.4.1 Buildings and Parks

It is the City's intention to address barriers to accessibility in public buildings and parks within a time frame of 10 years, depending on the immediate necessity, degree of complexity, and overall cost. This results in an annual budget of approximately \$483,000. The following tables show the barrier removal schedule for the buildings and parks.

Year	Building	Estimated Cost
1-4	High Priority areas identified in facility reports	\$1,001,000
5	Municipal Courts Building	\$105,000
	City Hall	\$70,000
	Tulsa Convention Center	\$101,000
6	Animal Shelter	\$13,000
	Tulsa Zoo	\$152,000
	Performing Arts Center	\$59,000
6/7	Gilcrease Museum	\$56,000
7	BOK Center	\$88,000
	Police North	\$65,000
7/8	23 rd and Jackson	\$111,000
9-10	Remaining Citywide Buildings	TBD

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Year	Park	Estimated Cost
1-3	High Priority areas identified in facility reports	\$641,000
4	Mohawk Park	\$86,000
	Lacy Park	\$51,000
	McClure Park	\$29,000
	Hunter Park	\$23,000
	Whiteside Park	\$16,000
	Hicks Park	\$22,000
5	Reed Park	\$25,000
6-10	Remaining Citywide Parks	TBD

TRANSIT STOPS

The City and the Tulsa Transit Authority plan to remove barriers for transit stops within a 10 year time frame. This timeframe will require an annual budget of approximately \$26,000. A prioritized implementation list is included in Appendix E1.

7.4.2 Signalized Intersections

For the signalized intersections, it is the City's intention to remove barriers within a 20 year time frame. This timeframe will require the City to budget approximately \$750,000 annually for signalized intersections. Signalized intersections will be addressed based on their priority and pedestrian attractor scores. A prioritized implementation list is included in Appendix E2. It is recommended that the entire signalized intersection, including curb ramps, be renovated at the same time since all facets work together to provide accessible routes.

7.4.3 Arterial Sidewalk Corridors and Unsignalized Intersections

The City plans to remove barriers within the arterial sidewalk corridors and unsignalized intersections along arterial roadways within a 30 year time frame. The arterial sidewalk corridors will be addressed based on their priority and pedestrian attractor scores, as shown in the schedule in Appendix E3. This plan requires an annual budget of approximately \$2.29 million.

7.4.4 Implementation Schedule Summary

The following chart details the estimated citywide costs for addressing the high and medium priority improvements, the proposed schedule in years, and the approximate yearly funding needed. Implementation schedules for transit stops, signalized intersections arterial sidewalk corridors and unsignalized intersections can be found in the Appendices.

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Citywide Estimated Costs and Implementation Schedule					
Facility Type	Citywide High & Medium Priorities Estimated Costs	Citywide Low Priority Estimated Costs	Citywide Total Estimated Costs	Implementation Schedule (years)	Approximate Annual Budget*
Buildings	\$2,547,400	\$596,200	\$3,143,600	10	\$254,740
Parks	\$2,276,000	\$136,000	\$2,412,000	10	\$227,600
Transit Stops	\$257,800	\$154,000	\$411,800	10	\$25,780
Signalized Intersections	\$14,996,000	\$10,000	\$15,006,000	20	\$749,800
Sidewalks	\$69,682,269	\$96,267,731	\$165,950,000	30	\$2,322,742
Total	\$89,759,469	\$97,163,931	\$186,923,400		
Total Annual Budget (years 0 - 10)					\$3,580,662
Total Annual Budget (years 11 - 20)					\$3,072,542
Total Annual Budget (years 21 - 30)					\$2,322,742
<i>* Approximate Annual Budget based on Citywide High & Medium Priorities Estimated Costs.</i>					

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8. Current Adopted ADA Policy and Complaint Procedure

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Purpose

In keeping with its efforts to provide access to all programs and activities offered to the public, the City of Tulsa has adopted a policy of providing reasonable program modifications and auxiliary aids and services to people with disabilities, unless it would cause an undue burden to the City.

8.1 Policy

8.1.1 Investigation and Resolution

A person claiming to be aggrieved by an unfair or discriminatory practice, identified as the Complainant, must initially seek administrative relief by filing a complaint with the City of Tulsa Human Rights Department (HRD) Compliance Official (Exhibit #1) and the COT Clerks office (Exhibit #4) within **(180) days of the last alleged discriminatory act**. The complaint can be made by completing a City of Tulsa HRD Complaint Form (Exhibit 1) in the HRD office or by completing an on line complaint form:

<http://www.cityoftulsa.org/COTlegacy/documents/ADATitleII.GrievanceProcedure.pdf>

After the claim is taken and a formal or informal complaint form is completed and signed, a compliance investigator is assigned to the case and initiates a thorough and impartial investigation of the allegations in the complaint.

The person, against whom a complaint has been filed, hereinafter referred to as Respondent shall be notified and served with a copy of the complaint. Such notice shall advise that the respondent may file a verified answer to the complaint with the HRD Compliance Investigation Administrator within ten (10) working days of receiving such notification.

Within sixty (60) days of the filing of any complaint, the Investigator shall make a complete investigation of the complaint. If, after the investigation, the Investigator determines that an offense has not been committed, the Investigator shall complete a recommendation to the Director, HRD. The Director, HRD will evaluate all evidence then issue an order setting forth the findings of the investigation and dismissing the complaint. The order shall be sent to both the complainant and respondent.

8.1.2 Probable Cause, Notice, and Conciliation

If, after a thorough investigation, the Director, HRD determines that there is probable cause to believe that an offense has occurred, the Investigator will be directed to notify both the complainant and respondent, and shall attempt to negotiate a conciliation agreement between the parties.

8.1.3 Conciliation Agreement

The terms of any conciliation agreement shall require the respondent to refrain from committing the unlawful discriminatory act in the future and may include damages to the complainant and such

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other provisions as may be agreed upon by the complainant, the respondent, and Investigator. A conciliation agreement must be in writing, signed by the complainant, respondent and compliance official.

If there is no agreement between the parties the Investigator notifies the Director HRD who prepares information to be provided to the City of Tulsa Human Rights Commission (HRC) Executive Committee and/or Legal Department of the City of Tulsa. If the HRC, working with the Human Rights Director and/or Legal Department of the City of Tulsa, determine that the case is litigation-worthy, a recommendation to the full membership of the HRC will be submitted for approval. The full membership of the HRC will make a determination as to whether there has been a violation. If the members of the HRC elects to proceed contrary to a recommendation provided by the City of Tulsa Legal Department they may authorize the Human Rights Director to do so. The case may proceed to public hearing in accordance with the recommendation of the City of Tulsa Legal Department.

8.1.4 Referral of Complaints to State or Federal Agencies or to Manager of Criminal Division of the Legal Department

Depending on the specific nature of the claim, the Investigator and Director, HRD may determine that a conciliation agreement cannot be reached. If so, they may refer the findings of the investigation to appropriate city, state or federal agencies or they may transmit investigation findings to the Manager of the Criminal Division of the Legal Department.

8.2 ADA Complaint Procedure

8.2.1 Purpose of Guidelines

These guidelines are intended to ensure that discrimination complaints are handled promptly, effectively, and equitably.

8.2.2 Overview of Grievance Procedures

The resolution of any specific complaint will require consideration of varying circumstances, such as, the specific nature of the disability, the nature of the access to services, programs, or facilities at issue and the essential eligibility requirements for participation. Also areas to consider would be the health and safety of others, the degree to which an accommodation would constitute a fundamental alteration to the program, service, or facility, or cause an undue hardship to the City. Accordingly, the resolution by the City of any one grievance does not constitute a precedent upon which the City is bound or upon which other complaining parties may rely.

If the complainant is dissatisfied with City's handling of the grievance at any stage of the process or does not wish to file a grievance by utilizing the City's ADA Grievance Procedure, the complainant may file a grievance directly with the United States Department of Justice or other appropriate state or federal agency.

Use of the City's grievance procedure is not a prerequisite to the pursuit of other remedies.

The procedure to file a grievance is as follows:

Step 1. A written grievance should be filed on the City of Tulsa HRD Complaint Form and should contain the following information:

- The name, address, and telephone number of the person ("complainant") filing the grievance and the person alleging the ADA violation, if different.
- A description of the alleged violation and the remedy sought.
- Whether a grievance has been filed with any other federal or state civil rights agency or court.
- If a grievance has been filed, the name of the agency or court where the complaint was filed, the date the grievance was filed, and the name, address

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and telephone number of a contact person with the agency with which the complaint was filed.

Step 2. An oral grievance can be filed by contacting the Lead ADA Coordinator. The oral grievance will be documented in writing by the Lead ADA Coordinator utilizing the ADA Grievance Form and will be authorized by the complainant.

Step 3. Upon receipt of a Grievance form Complainant, an acknowledgement will be sent within 20 working days.

Step 4. The Lead ADA Coordinator will forward the grievance to the Compliance Investigator within 60 calendar days of receipt. The Compliance Investigator will conduct the investigation necessary to determine the validity of the alleged violation.

Step 5. If appropriate, the Lead ADA Coordinator and/or Compliance Investigator will arrange to meet with the complainant to discuss the matter and attempt to reach, or mediate, a resolution of the grievance.

Step 6. If an informal resolution, or mediation, of the grievance is not reached, a written determination as to the validity of the complaint and description of the resolution, if appropriate, shall be issued by the HRD Director and a copy forwarded to the complainant no later than 90 days from the date of the City's receipt of the grievance.

Step 7. The complainant may file a request reconsideration if he/she is dissatisfied with the written determination, within 30 days of the HRD Director's determination has been mailed to the complainant. The request for reconsideration shall be in writing and filed with the City of Tulsa Human Rights Department, 175 East 2nd Street, Suite 865, Tulsa, OK 74103

Step 8. The City of Tulsa Human Rights Commission shall review the request for reconsideration and make

a final determination within 90 days from the filing of the request for reconsideration.

8.2.3 Time Limit for Filing Complaints

Complaints involving race, religion, color, national origin, sex, disability, familial status of marital status must be filed within 180 days of the offending incident.

When complaints are received, either through the Mayors Action Center (MAC), or in any other manner, the complainant will be sent a Complaint Affidavit (form-tul-1715-8) by HRD staff. The complainant will have 30 days in which to return the completed and signed complaint. Failure to complete (Affidavit TUL-1715-A Form) in a timely manner will result in immediate closing of the case.

8.2.4 Jurisdiction for Filing Complaints

- Employment – Must be a City of Tulsa jurisdiction (non city employee related)
- Housing must be located within the City of Tulsa
- Public Accommodation must be located within the City of Tulsa

If jurisdiction of the complaint does not meet the above criteria, the Human Rights Department will notify the Complainant to file with either the:

- **Oklahoma Human Rights Commission**
440 S. Houston, Suite 303
Tulsa, Oklahoma 74127
(918) 581-2733
- **U.S. Department of Justice**
Civil Rights Division
950 Pennsylvania Avenue, NW
Disability Rights Section - NYAV
Washington, DC 20530

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8.2.5 Pre-Investigation Procedures

- **Who May File a Complaint:** Any person may file a complaint if he or she have been subjected to discrimination including, but not limited to employment, housing and public accommodation may file a complaint. The person who lodges a complaint is called a “CP.”
- **How and Where to File a Complaint:** A person who wishes to file a discrimination complaint should submit a written statement on the Human Rights Affidavit form (TUL-1715-A) containing all of the following:
 - The nature of the alleged offense
 - The name of individual(s) against whom the complaint is made
 - The specifics of the offending incident(s), including precisely what happened, where it happened, when it happened, who was present, and who else the person making the complaint told about the matter.
 - The date and the signature of the person filing the complaint.
- **Identifying the RP:** The person alleged in the complaint to have engaged in discriminatory behavior is called the “respondent.”

8.2.6 Determining Whether to Investigate a Complaint

When HRD receives a complaint, it reviews the complaint to ensure that it is:

- a. Timely (**within 180 days of the most recent offending incident**);
- b. Based on race, religion, color, national origin, sex, age, disability, familial status or marital status; and
- c. Within HRD’s Jurisdiction.

If HRD has jurisdiction for the complaint, it will be assigned a case file number in the order the complaint was made within the year it was processed, example:

E01-08 (E-Employment, H-Housing, P-Public Accommodations). A Discrimination Complaint form will be completed and submitted to the City Clerk.

8.2.7 Investigation Procedures

INFORMING THE RESPONDENT

1. HRD will contact the respondent via certified mail and provide him/her with the following:
 - a. A copy of Discrimination Complaint Form;
 - b. A copy of Title V of the Tulsa Revised Ordinances; and
 - c. A copy of Interrogatories.
2. The respondent is requested to forward answers to Interrogatories and all supporting documents to the Human Rights office no later than ten (10) working days after receipt of notice.
3. If the respondent agrees that the allegations in the complaint are true, HRD may, in its sole discretion, decide not to proceed with further investigation.

INFORMING THE COMPLAINANT

1. HRD will contact the complainant via certified mail to confirm that the complaint has been filed and the case has been assigned to an Investigator who will keep him/her informed on the status of the investigation; and
2. Provide him/her with a copy of the Complaint of the alleged complaint.

Protective Measures. Sometimes it is necessary to take steps before or during an investigation to protect the rights and interests of the complainant and/or the respondent. Protective measures may also guard against further actual or perceived discrimination or retaliation. Protective measures may include, but are not limited to, directives to the complainant and respondent to avoid personal contact or refrain from such contact without a neutral third party present.

Dismissal during the Investigation. HRD may dismiss the complaint at any point during an investigation if it

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determines by accepting all of the facts of the grievance as true, that the complaint could not constitute unlawful discrimination. The parties will be notified of the dismissal.

Burden of Proof. The investigator shall determine if there is unlawful discrimination based upon a preponderance of the evidence.

Investigation Report & Recommendation. The investigator will create a written report describing his/her factual findings, the basis of those findings and a determination as to whether unlawful discrimination or retaliation occurred. HRD will complete the investigation within ninety (90) days of receipt of the complaint.

8.2.8 Post-Investigation Procedures

At the completion of an investigation, actions taken may include the following:

1. The Investigator makes a recommendation to the Director of Human Rights (“Director”)
2. If the Director determines that a complaint has probable cause, the Investigator makes an attempt to conciliate an agreement between the complainant and respondent.
3. If no agreement is reached, the Investigator notifies the Director, who turns the case over to the City of Tulsa Human Rights Commission (HRC).
4. If the HRC Subcommittee against Discrimination & Crimes of Bias determines that there is “probable cause” within the complaint, they will make a recommendation to the full membership of the HRC.
5. A decision on “probably cause” will be rendered by the full membership of the HRC. The outcome of the decision will be shared with the Director of HRD and City of Tulsa Legal Counsel.

6. If the HRC determines there is no “probably cause” within the complaint, the Director of Human Rights shall dismiss the case or if the HRC determines that “probably cause” exists, proceed to public hearing.

8.2.9 Right of Appeal

Appeals of determinations issued by the Director-Human Rights Department pursuant to COT Title 5 Ordinance shall be considered and acted upon by the City of Tulsa Human Rights Commission.

In order to file an appeal, a “no probably cause” determination issued by the Department, the Charging Party must take the following steps:

1. File a written statement of appeal with the City of Tulsa Human Rights Commission within thirty (30) days after issuance of the determination. Title 5, Revised Ordinance of City of Tulsa shall apply to this rule.
2. The appeal shall:
 - a. state specifically the error alleged by the Charging Party and the reason the Director’s determination of “no probable cause” is in error, and;
 - b. fully describe any evidence which the appellant feels the Commission should consider.The Panel shall promptly mail a copy of Charging Party’s statement of appeal to the respondent.
3. The Human Rights Commission shall promptly consider and act upon appeals. The Panel shall promptly consider the appeal based upon appellant’s statement the HRD’s Findings of Fact and Summary of Contentions and Evidence, and such other materials as the Commission may request of the Department, the Complainant or the Respondent.
4. At its discretion, the Commission may call for oral presentations by the parties at the Appeal hearing. The Panel may permit the attendance of any party

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or person during such presentation. Any oral presentations shall be electronically recorded.

5. The Commission shall act upon appeals within sixty (60) days of the filing of the appeal by issuing a written order either affirming the HRD's determination or remanding it to the Director with appropriate instructions. The Order shall include a brief statement of supporting reasons. Any dissenting panelist may file a statement of dissent. A copy of the Order and any dissenting statement shall be promptly furnished to the Office, Appellant and Respondent.

8.2.10 Grievance and Complaint File Maintenance

The City of Tulsa, HRD Compliance Division shall maintain all ADA grievance files for a period of three years.

Contact Information

Human Rights Department
City of Tulsa, OK
175 East 2nd Street
8th Floor
Tulsa, OK 74103
(918) 596-7818
humanrightsrec@cityoftulsa.org

9. Program Accessibility Guidelines, Standards & Resources

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9.1 Introduction

In order for all citizens to facilitate access to City programs by all citizens, the City Human Rights Department will maintain these program accessibility guidelines, standards and resources. This information is available to all City employees. Each division will add to these guidelines when necessary to address its special needs and include information and technological devices that help staff members communicate with individuals with a variety of disabilities. The City Human Rights Department will periodically review the components of this section as new technologies are developed in order to ensure that the best types of modifications are included. This section also contains the accessibility standards of care that govern new construction and alterations to facilities.

The City Human Rights Department should establish a “Resources Toolkit” of adaptive aids and human resources that will be available for use by programs without the means to assemble their own. It is recommended that the City explore local sources of assistive technology. Local and National community groups are listed below.

9.2 Federal and State Accessibility Standards and Regulations

Federal Regulations

U.S. Department of Justice

- The U.S. Department of Justice provides many free ADA materials including the Americans with Disability Act (ADA) text. Printed materials may be ordered by calling the ADA Information Line [1.800.514.0301 (Voice) or 1.800.514.0383 (TDD)]. Publications are available in standard print as well as large print, audiotape, Braille, and computer disk for people with disabilities. Documents, including the following publications, can also be downloaded from the Department of Justice website (<http://www.ada.gov/>).
- ADA Regulation for Title II: This publication describes Title II of the Americans with Disabilities Act, Pub. L. 101-336, which prohibits discrimination on the basis of disability by public entities. Title II of the ADA protects qualified individuals with disabilities from discrimination on the basis of disability in the services, programs, or activities of all state and local governments. This rule adopts the general prohibitions of discrimination established under Section 504, as well as the requirements for making programs accessible to individuals with disabilities and for providing equally effective communications. It also sets forth standards for what constitutes discrimination on the basis of mental or physical disability, provides a definition of disability and qualified individual with a disability, and

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establishes a complaint mechanism for resolving allegations of discrimination.

- Title II Technical Assistance Manual (1993) and Yearly Supplements. This 56-page manual explains in lay terms what state and local governments must do to ensure that their services, programs, and activities are provided to the public in a nondiscriminatory manner. Many examples are provided for practical guidance.
- Accessibility of State and Local Government Websites to People with Disabilities. A 5-page publication providing guidance on making state and local government websites accessible.

U.S. Access Board

The full texts of federal laws and regulations that provide the guidelines for the design of accessible facilities and programs are available from the U.S. Access Board. Single copies of publications are available free and can be downloaded or ordered by completing a form available on the Access Board's website (<http://www.access-board.gov/>). In addition to regular print, publications are available in: large print, disk, audiocassette, and Braille. Multiple copies of publications can be ordered by sending a request to pubs@access-board.gov. In addition to the guidelines, guidance material is also available to assist City staff in understanding and implementing federal accessibility guidelines.

The following publications are currently available from the U.S. Access Board.

- *ADA Accessibility Guidelines (ADAAG)*: This document contains scoping and technical requirements for accessibility to buildings and facilities by individuals with disabilities under the Americans with Disabilities Act (ADA) of 1990. These scoping and technical requirements are to be applied during the design, construction, and alteration of buildings and facilities covered by

Titles II and III of the ADA to the extent required by regulations issued by federal agencies, including the Department of Justice and the Department of Transportation, under the ADA.

- *State and Local Government Facilities: ADAAG Amendments*: The Access Board is issuing final guidelines to provide additional guidance to the Department of Justice and the Department of Transportation in establishing accessibility standards for new construction and alterations of State and local government facilities covered by Title II of the Americans with Disabilities Act (ADA) of 1990. The guidelines will ensure that newly constructed and altered State and local government facilities are readily accessible to and usable by individuals with disabilities in terms of architecture, design, and communication.
- *Building Elements for Children: ADAAG Amendments*: The Access Board is issuing final guidelines to provide additional guidance to the Department of Justice and the Department of Transportation in establishing alternate specifications for building elements designed for use by children. These specifications are based on children's dimensions and anthropometrics and apply to building elements designed specifically for use by children ages 12 and younger.
- *Play Areas: ADAAG Amendments*: The Access Board is issuing final accessibility guidelines to serve as the basis for standards to be adopted by the Department of Justice for new construction and alterations of play areas covered by the Americans with Disabilities Act (ADA). The guidelines include scoping and technical provisions for ground level and elevated play components, accessible routes, ramps and transfer systems, ground surfaces, and soft contained play structures.
- *Recreation Facilities: ADAAG Amendments*: The Access Board is issuing final accessibility guidelines to serve as the basis for standards to be adopted by the Department of Justice for new construction

and alterations of recreation facilities covered by the Americans with Disabilities Act (ADA). The guidelines include scoping and technical provisions for amusement rides, boating facilities, fishing piers and platforms, golf courses, miniature golf, sports facilities, and swimming pools and spas.

Federal guidelines and standards are subject to periodic revision based on research findings and guidance from advisory committees. The City should have a regular practice of reviewing research materials posted to the U.S. Access Board's website and updating local guidelines and practices as new standards are adopted or existing standards are revised.

9.3 Guidance Material and Advisory Reports for Facilities

The following publications provide additional information on specific aspects of the above guidelines and standards for facilities. City employees are encouraged to refer to these publications to obtain more detailed and up-to-date information when evaluating and implementing accessibility improvements to facilities.

- *ADAAG Technical Bulletin*: This bulletin was developed to serve the specific needs of architects and other design professionals who must apply the ADA Accessibility Guidelines (ADAAG) to new construction and alterations projects covered by Titles II and III of the ADA. It is also intended to clarify accessibility regulations generally, including those that apply to existing facilities covered by the ADA. <http://www.access-board.gov/adaag/about/bulletins/using-adaag.htm>
- *Visual Alarms Technical Bulletin*: In passing the Americans with Disabilities Act in 1990, Congress specifically directed the Access Board to provide greater guidance regarding communications accessibility. Thus the ADA Accessibility Guidelines (ADAAG) require that where emergency warning systems are provided in new or altered construction, they must include both audible and visible alarms that meet certain technical specifications. This bulletin was developed to provide more technical information about the types of visual fire alarms available and how and where their use is required. <http://www.access-board.gov/adaag/about/bulletins/alarms.htm>
- *Text Telephones Technical Bulletin*: Text telephones are machinery or equipment that employs interactive graphic (i.e., typed) communications through the transmission of coded signals across the standard telephone network. Text telephones can include, for example, devices known as TDDs (telecommunications display devices or telecommunications devices for deaf persons) or computers. This bulletin was developed to provide more technical information about the types of text telephones available and how and where their use is required. <http://www.access-board.gov/adaag/about/bulletins/ttys.htm>
- *Ground and Floor Surfaces Technical Bulletin*: Over twenty-seven million Americans report some difficulty in walking. Of these, eight million have a severe limitation and one-fifth of this population is elderly. Ambulatory persons with mobility impairments — especially those who use walking aids — are particularly at risk of slipping and falling even on level surfaces. The information in this bulletin is intended to provide designers with an understanding of the variables that affect the measurement and performance of materials specified for use on walking surfaces and to better describe the requirements of an accessible route. <http://www.access-board.gov/adaag/about/bulletins/surfaces.htm>
- *Parking Technical Bulletin*: Accessible parking requires that sufficient space be provided alongside the vehicle so that persons using mobility aids, including wheelchairs, can transfer and maneuver to and from the vehicle. Accessible parking also

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involves the appropriate designation and location of spaces and their connection to an accessible route. This bulletin was developed to provide more detailed information about the requirements for accessible parking including the configuration, location, and quantities of accessible parking spaces. <http://www.access-board.gov/adaag/about/bulletins/parking.htm>

- *Detectable Warnings Update (March 2003)*: Currently, the Access Board is in the process of developing guidelines on public rights-of-ways that, once finalized, will supplement the new ADAAG. While ADAAG covers various features common to public streets and sidewalks, such as curb ramps and crosswalks, further guidance is necessary to address conditions unique to public rights-of-way. Constraints posed by space limitations at sidewalks, roadway design practices, slope, and terrain raise valid questions on how and to what extent access can be achieved. Guidance on providing access for blind pedestrians at street crossings is also considered essential. This bulletin outlines the requirements of detectable warnings, a distinctive surface pattern of domes detectable by cane or underfoot, which are used to alert people with vision impairments of their approach to streets and hazardous drop-offs. The ADA Accessibility Guidelines (ADAAG) require these warnings on the surface of curb ramps, which remove a tactile cue otherwise provided by curb faces, and at other areas where pedestrian ways blend with vehicular ways. They are also required along the edges of boarding platforms in transit facilities and the perimeter of reflecting pools. <http://www.access-board.gov/adaag/dws/update.htm>
- *Assistive Listening Systems Technical Bulletins*: Assistive listening systems (ALSs) are devices designed to help people with hearing loss improve their auditory access in difficult and large-area listening situations. Typically, these devices are used in such venues as movie houses, theaters, auditoriums, convention centers, and stadiums, where they are piggybacked on a public address system. They may also be used in smaller listening locations like courtrooms, museums, classrooms, and community centers. This bulletin provides information about the types of systems that are currently available and tips on choosing the appropriate systems for different types of applications. <http://www.access-board.gov/adaag/about/bulletins/als-index.htm>
- *Guide to the ADA Accessibility Guidelines for Play Areas*: The Access Board has developed accessibility guidelines for newly constructed and altered play areas. This bulletin is designed to assist in using the play area accessibility guidelines and provides information regarding where the play area guidelines apply, what a play component is considered to be, how many play components must be an accessible route, and the requirements for accessible routes within play areas. <http://www.access-board.gov/play/guide/intro.htm>
- *Summary of Recreation Facility Guidelines*: The Access Board issued accessibility guidelines for newly constructed and altered recreation facilities in 2002. The recreation facility guidelines are a supplement to ADAAG. They cover the following facilities and elements: amusement rides, boating facilities, fishing piers and platforms, miniature golf courses, golf courses, exercise equipment, bowling lanes, shooting facilities, swimming pools, wading pools, and spas. <http://www.access-board.gov/recreation/summary.htm>
- *Accessibility Guidelines for Outdoor Developed Areas*: The Regulatory Negotiation Committee on Accessibility Guidelines for Outdoor Developed Areas was established in June 1997. The accessibility guidelines proposed by the Committee include consideration of the latest information, design, and construction practices in existence. Proposed Section 16 of ADAAG requires all areas of newly designed or newly constructed and altered portions

of existing trails connecting to designated trailheads or accessible trails to comply with this section. This proposed section also provides design guidelines for all newly constructed and altered camping facilities, picnic areas, and beach access routes. It is recognized that compliance with this section will not always result in facilities that will be accessible to all persons with disabilities. These guidelines recognize that often the natural environment will prevent full compliance with certain technical provisions, which are outlined in this publication. <http://www.access-board.gov/outdoor/status.htm>

9.3.1 Guidelines and Standards for Communication

- *Standards for Electronic and Information Technology*: The Access Board is issuing final accessibility standards for electronic and information technology covered by Section 508 of the Rehabilitation Act Amendments of 1998. Section 508 requires the Access Board to publish standards setting forth a definition of electronic and information technology and the technical and functional performance criteria necessary for such technology to comply with Section 508. <http://www.access-board.gov/sec508/standards.htm>
- *Section 508* also requires that individuals with disabilities, who are members of the public seeking information or services from a federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency. <http://www.section508.gov/>

9.3.2 Guidance Material for Communication

- *Bulletin on the Telecommunications Act Accessibility Guidelines*: As technology continues to improve our means of telecommunication, it can pose challenges to accessibility on one hand, while on the other

hold the key to innovative access solutions. Section 255 of the Telecommunications Act requires telecommunications products and services to be accessible to people with disabilities. This is required to the extent access is “readily achievable,” meaning easily accomplishable, without much difficulty or expense. Telecommunications products covered include: wired and wireless telecommunication devices, such as telephones (including pay phones and cellular phones), pagers, and fax machines; other products that have a telecommunication service capability, such as computers with modems, and equipment that carriers use to provide services, such as a phone company’s switching equipment. <http://www.access-board.gov/adaag/about/bulletins/telecomm.htm>

9.3.3 Guidelines for Transportation

- *ADA Accessibility Guidelines for Transportation Vehicles*: This publication provides minimum guidelines and requirements for accessibility standards for transportation vehicles required to be accessible by the Americans with Disabilities Act (ADA) of 1990, including over-the road bus and tram systems. <http://www.access-board.gov/transit/html/vguide.htm>
- *ADA Accessibility Guidelines for Transportation Vehicles; Over-the-Road Buses*: This publication outlines the amendments to the accessibility guidelines for over-the-road buses (OTRB) made by the Architectural and Transportation Barriers Compliance Board and the Department of Transportation to include scoping and technical provisions for lifts, ramps, wheelchair securement devices, and moveable aisle armrests. Revisions to the specifications for doors and lighting are also adopted. The specifications describe the design features that an OTRB must have to be readily accessible to and usable by persons who use wheelchairs or other mobility aids. <http://www.access-board.gov/transit/otrb/otrbfinl.htm>

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- *American Association of State Highway and Transportation Officials:* AASHTO is the organization that maintains the “Green Book” for design of roads and highways and has begun to address accessibility of pedestrian networks. Several AASHTO publications, which can be ordered from the AASHTO website (<http://www.transportation.org/>), address accessible circulation systems, including: AASHTO Guide for the Planning, Design, and Operation of Pedestrian Facilities, 1st Edition and Guide for the Development of Bicycle Facilities, 3rd Edition.
- *Federal Transit Administration:* FTA regulates and enforces requirements of the ADA covering transportation facilities and systems. FTA maintains a technical assistance line on ADA questions at (888.446.4511) and on their website (<http://www.fta.dot.gov>)
- *Securement of Wheelchairs and Other Mobility Aids on Transit Vehicles:* As a public or private transit authority, the responsibility of safe, efficient service from public agencies who offer transportation services has been enlarged to affording ridership to people using a wide variety of mobility aids. In considering not only the many types of mobility aid devices, but the variety and sizes of lifts, and the numerous makes of buses and vans, it can be easily seen that there is no single, definitive solution to accessibility on mass transit vehicles. This publication reports on the experience of two transit accessibility leaders who have taken the initiative to involve the ridership in needs assessment and have established policies, educated operators, and informed the public to achieve greater accessibility in their bus transit systems. <http://www.access-board.gov/research/wheelchairsecurement/report.html>

9.4 Resources for Providing Accessible Programs and Facilities

9.4.1 Programmatic Resources

- *ADA Document Portal:* This website (<http://www.adaportal.org>) provides links to an ADA Collection consisting of more than 7,400 documents on a wide range of topics. The ADA Document Portal is supported by the ten ADA & IT Technical Assistance Centers
- *DisabilityInfo.Gov:* A one-stop interagency portal for information on Federal programs, services, and resources for people with disabilities, their families, employers, service providers, and other community members.
- *Beneficial Design:* Beneficial Designs works toward universal access through research, design, and education. Beneficial Designs develops assistive and adaptive technology, performs rehabilitation research, contract design, legal consultation, standards development, and serves as a rehabilitation information resource. Contact Beneficial Designs, Inc. at 2240 Meridian Blvd, Suite C, Minden, NV 89423-8628, (775.783.8822), by email at mail@beneficialdesigns.com or website (<http://www.beneficialdesigns.com>).
- *Smithsonian Institution:* The Accessibility Program has developed the Smithsonian Guidelines for Accessible Exhibition Design (1996), which are available for downloading from their website (<http://www.si.edu/opa/accessibility/exdesign/start.htm>). Further information is available from the Smithsonian Accessibility Program at the Arts and Industries Building, Room 1239 MRC 426, Washington, D.C. 20560 (202.786.2942).
- *National Center on Accessibility:* The Center (<http://ncaonline.org>) is a cooperative project between the National Park Service and Indiana University to provide information and technical assistance, primarily on recreation access. An example of the

research activities of the NCA is the National Trails Surface Study. This study is primarily the result of questions that NCA has, for many years and continues to receive from organizations, agencies and individuals who desire to make their trails accessible; are interested in an unobtrusive surface that blends and is friendly to the environment; and provides a quality trail experience for people with and without disabilities. NCA also publishes “What is an Accessible Trail?” which summarizes the federal guidelines for outdoor developed areas and is available for downloading from its website. The NCA website also has information on campground accessibility, accessible picnic tables, access to beaches, and inclusion of people with disabilities in aquatic venues.

- *National Center on Physical Activity and Disability:* The Center (<http://www.ncpad.org>) provides information and resources on physical activity to help people with disabilities find ways to become more active and healthier. The Center also provides information on how to provide access to fitness centers, schools, recreation facilities, camps, and health and leisure services.
- *National Park Service:* NPS has many programs that address the issue of providing accessible recreation services to people with disabilities. These include Wilderness Accessibility for People with Disabilities (available for downloading at <http://planning.nps.gov/wilderness/toolbox3.cfm>) and Director’s Order #42, Accessibility, which establishes the purpose and role of the NPS Accessibility Program, lists applicable laws, standards and authorities, implementation strategies, roles and responsibilities. It also addresses National Park Service policies and provides links to additional information sources (available for downloading at http://www.nps.gov/access/resources_online.htm).

9.5 Technical Resources

The City should utilize the many disability-related resources available through the Internet. A good place to start is ABLEDATA The National Institute on Disability and Rehabilitation Research of the U.S. Department of Education maintains a national web-based service (<http://www.abledata.com>), which provides up-to-date links to assistive technologies and disability-related resources. ABLEDATA’s mission is to provide objective information on such assistive products as:

- *Architectural elements:* Products that make the built environment more accessible, including indoor and outdoor architectural elements, vertical lifts, lighting, and signs.
- *Blind and low vision:* Products for people with visual disabilities, including computers, educational aids, information storage, kitchen aids, labeling, magnification, office equipment, orientation and mobility, reading, recreation, sensors, telephones, tools, travel, typing, and writing (Braille).
- *Communication:* Products to help people with disabilities related to speech, writing and other methods of communication, including alternative and augmentative communication, signal systems, telephones, typing, and writing.
- *Computers:* Products to allow people with disabilities to use desktop and laptop computers and other kinds of information technology including software, hardware, and computer accessories.
- *Controls:* Products that provide people with disabilities with the ability to start, stop or adjust electric or electronic devices including environmental controls and control switches.
- *Deaf and hard of hearing:* Products for people with hearing disabilities, including amplification, recreational electronics, signal switches, and telephones.

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- *Deaf and Blind*: Products for people who are both deaf and blind.
- *Education*: Products to provide people with disabilities with access to educational materials and instruction in school and in other learning environments including classroom and instructional materials.
- *Recreation*: Products to assist people with disabilities with their leisure and athletic activities including crafts, electronics, gardening, music, photography, and sports.
- *Seating*: Products that assist people to sit comfortably and safely including seating systems and therapeutic seats.
- *Transportation*: Products to enable people with disabilities to drive or ride in cars, vans, trucks and buses including mass transit vehicles and facilities and vehicle accessories.
- *Wheeled mobility*: Products and accessories that enable people with mobility disabilities to move freely indoors and outdoors including wheelchairs (manual, sport, and powered), wheelchair alternatives (scooters), wheelchair accessories, and carts.
- *Workplace*: Products to aid people with disabilities at work including agricultural equipment, office equipment, tools, and work stations.
- Assistive technology vendors and service providers for:
 - Hard of Hearing/Deaf
 - Learning Disabled
 - Mobility/Physical/Orthopedic
 - Speech/Language
 - Visually impaired/Blind
- **International Commission on Technology and Accessibility**

ICTA initiates, facilitates and provides information regarding technology and accessibility through the World Wide Web. This information is available to people with disabilities, advocates and professionals in the field of disability, researchers, legislative bodies, and the general community. Information and resources are available at the ICTA website (<http://www.ictaglobal.org>).
- **National Center for Accessible Media**

NCAM is a research and development facility dedicated to the issues of media and information technology for people with disabilities in their homes, schools, workplaces, and communities. Developers of Web- and CD-ROM-based multimedia need an authoring tool for making their materials accessible to persons with disabilities. NCAM has developed two such tools, version 1.0 and 2.01 of the Media Access Generator (MAGpie), for creating captions and audio descriptions for rich media. Media Access Generator (MAGpie) is available for downloading from NCAM's website (<http://ncam.wgbh.org>).
- **American Sign Language Interpreters**

A pool of on-call American Sign Language interpreters should be developed. This list should be routinely updated to ensure their availability. Some programs may need to have a pool of interpreters who are available on a twenty-four-hour basis to handle emergency procedures.

The required qualifications of these interpreters should be established. Many non-certified interpreters provided by local services may have excellent skills and be qualified to handle most circumstances. However, certain circumstances, such as the provision of emergency medical services, may require interpreters who are approved by the

courts and can ensure a level of confidentiality.
<http://www.aslnetwork.com/>

- **Assistive Listening Systems and Devices**

Systems and devices to amplify sound for persons with hearing disabilities should be available for public meetings and conferences. Various technologies exist for these devices. Different types of devices are more suitable for different types of hearing disabilities. Devices should be chosen to accommodate the greatest number of individuals.

- *Assistive Listening Systems Technical Bulletins* are available on the U.S. Access Board’s website (<http://www.access-board.gov>).
- *Closed Caption Machine*: To the extent practical, City Departments should have access to a device for encoding closed captioning on films and videotapes used for training and other programs.
- *Enlarging Printed Materials*: A copy machine capable of enlarging printed materials should be available for each site where programs or transaction counter services are provided to the public.
- *Optical Readers*: Equipment that can translate printed information into an audio format should be available to Departments.
- *Text Telephone (TDD)*: To the extent necessary, City Departments should have access to a text telephone or have access to a telephone transfer service as required by the law and offered by public telephone companies.
- *TDI*: TDI’s (formerly known as Telecommunications for the Deaf, Inc.) mission is to promote equal access in telecommunications and media for people who are deaf, hard of hearing, late deafened, or deaf blind. TDI’s on-line resources (<http://www.tdi-online.org>) include information

about telecommunications access such a TTY, pagers, telephony, VoIP, and more.

9.6 Guide to Disabilities and Disability Etiquette

A summary guide to disabilities and disability etiquette has been included below. The guide will allow staff members to become familiar with a variety of types of disabilities, and help them to be more sensitive to the abilities and needs of people with disabilities in order not to offend or demean them. The guide should be periodically updated to ensure that it includes current acceptable language for talking about disabilities.

9.6.1 Introduction

The National Organization on Disability reports that more than 59 million Americans have a disability. This section is for anyone — with or without a disability — who wants to interact more effectively with people who are disabled.

The Americans with Disabilities Act (ADA) of 1990 was conceived with the goal of integrating people with disabilities into all aspects of American life, particularly the workplace and the marketplace. Sensitivity toward people with disabilities is not only in the spirit of the ADA, it makes good business sense. It can help the City expand its services to citizens, better serve its customers and improve relationships with its employees.

When supervisors and co-workers use disability etiquette, employees with disabilities feel more comfortable and work more productively. Practicing disability etiquette is an easy way to make all people feel more comfortable and welcomed in their environment.

There is no reason to feel awkward when dealing with a person who has a disability. This section provides some basic tips for City staff to follow. If City employee is

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ever unsure how to best serve a person with a disability, just ask them.

9.6.2 The Basics

- **Ask Before You Help!**

Just because someone has a disability, don't assume he/she needs your help. If the setting is accessible, people with disabilities can usually get around fine without assistance. Adults with disabilities want to be treated as independent people. Offer assistance only if the person appears to need it. If they do want help, ask what type of help they would like before you offer any assistance. What you think they may need may not be what they really need.

- **Do Not Touch!**

Some people with disabilities depend on their arms for balance. Grabbing them – even if you mean well – could knock them off balance and create an injury. This is especially true of a person using a cane, crutches, or walker.

When someone is in a wheelchair, never pat their head or touch their wheelchair (or scooter) without permission. This equipment is part of their personal space and touching it is considered rude.

- **Engage Your Mind Before Engaging Your Mouth**

Always speak directly to the person with the disability NOT to their companion, aide, or sign language interpreter. Making small talk with a person who has a disability is great; just talk to him/her like you would anyone else. Respect his/her privacy and don't ask questions about their disability unless they invite the discussion. If you are with a child who asks, don't make the situation awkward for everyone; let the person with the disability respond directly to the child. They are used to children's questions.

- **Make No Assumptions**

People with disabilities are the best judge of what they can or cannot do. Do not make any decisions for them about participating in any activity or what they may or may not be able to do. Simply respond to their questions and let them make their own decisions. Depending on the situation, it may be a violation of the ADA to exclude someone because of a wrong decision on what they're capable of doing.

- **Respond Graciously To Requests**

When people who have a disability ask for an accommodation at a city owned property, it is not a complaint. It shows they feel comfortable enough in your establishment to ask for what they need. If they get a positive response, they will enjoy their transaction and feel comfortable to come back again and again. Unless they are asking for something outlandish, provide what is asked for.

If they request something unreasonable, contact your ADA Coordinator for a direction toward a resolution.

- **Terminology**

PUT THE PERSON FIRST! Always say "person with a disability" rather than "disabled person". This recognizes that they are a person first, not a disability first. If someone has a specific disability, it would be a "person who is blind", a "person who is deaf", or a "person with dwarfism". Each person may have their own preferred terminology, and if you're not sure what to use, just ask them. Most, however, will recognize the effort when you just refer to them as "people".

Avoid outdated, politically incorrect terms like "handicapped" or "crippled". Be aware that many people with disabilities dislike jargon and euphemistic terms like "physically challenged" and "differently abled". Say "wheelchair user" instead

of “confined to a wheelchair” or “wheelchair bound”. The wheelchair is what enables the person to get around, but they are neither confined by it nor bound to it. The wheelchair is liberating, not confining.

With any disability, avoid negative, disempowering words like “victim” or “sufferer”. Say “person with AIDS” instead of “AIDS victim” or person who “suffers from AIDS”.

It’s okay to use idiomatic expressions when talking to people with disabilities. For example, saying “It was good to see you” and “See you later” to a person who is blind is completely acceptable. They will use the same terminology and it’s inappropriate to respond with questions like, “How are you going to see me later?”

People in wheelchairs will say things like, “Let’s go for a walk” and it’s okay for you to say it too. The situation will only become awkward if you make it so.

Many people who are Deaf communicate with sign language and consider themselves to be members of a cultural and linguistic minority group. They refer to themselves as Deaf (with a capital D) and may be offended by the term “hearing impaired.” Others may not object to the term, but in general it is safest to refer to people who have hearing loss but communicate through a spoken language as “people with hearing loss” and those who have a profound hearing loss as “people who are Deaf”.

9.7 Community Groups, Organizations, Associations and Commissions

- *City of Tulsa Commission on the Concerns of Tulsans with Disabilities:* The Commission shall promote increased employment on a year-round basis for disabled workers; promote a better public understanding of the important roles which the disabled can perform in community activities if they are properly trained; develop a better understanding by the disabled of rehabilitation, training and job placement services available to them; cooperate with all agencies in providing work opportunities for the disabled in order to make them happy, useful, tax-paying citizens, instead of tax-consuming citizens; promote by education the removal of architectural barriers which prevent the disabled from enjoying both job opportunities and public services and to work in harmony with the Governor’s Committee on Employment of the Disabled
- *The Center for Individuals with Physical Challenges:* The Center (<http://www.tulsacenter.org>) is a facility located in the City of Tulsa that is dedicated to providing a wide range of rehabilitative and recreational activities for persons with physical challenges. Since 1957, The Center has enabled thousands of people with disabilities to increase their physical capabilities, learn new skills and celebrate their triumphs. And, it has remained true to its mission: providing opportunities for persons with physical disabilities to enhance the quality of their lives.
- *The Bridges Foundation:* The Bridges Foundation (<http://thebridgesfound.org>), located in Tulsa, was founded in 1964 to enhance the quality of life for adults with developmental disabilities, their families, and our community through training, education, employment services, and advocacy.
- *Oklahoma Association of the Deaf (OAD):* OAD’s (<http://www.ok-oad.org/>) mission is to promote, protect and preserve the civil rights and quality of life of deaf and hard of hearing individuals in Oklahoma.
- *Ability Resources, Inc.:* Ability Resources Inc. (<http://www.ability-resources.org/home.html>) was founded in 1976. Their mission is to assist people with disabilities in attaining and maintaining their personal independence. One way this can be

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achieved is in the creation of an environment in which people with disabilities can exercise their rights to control and direct their own lives.

- *Crossroads Clubhouse*: Crossroads Clubhouse (<http://www.crossroadsok.org/>) is a community of support and hope for adults diagnosed with a mental illness by providing choices and opportunities for meaningful employment, housing, education, wellness, and social interaction.
- *Total Source for Hearing-loss and Access (TSHA)*: TSHA (<http://www.tsha.cc/>) is located in Tulsa, Oklahoma. TSHA is the oldest and largest agency providing comprehensive services to the Deaf and hard of hearing communities throughout Oklahoma. TSHA's goal is to increase the independence of people with hearing loss. TSHA also provides services for interested individuals: family, friends, employers, employees, and those just wanting to learn sign language.
- *American Council of the Blind*: ACB (<http://www.acb.org>) is a national organization advocating on behalf of persons who are blind or have low vision. ACB also publishes *A Guide to Making Documents Accessible to People Who Are Blind or Visually Impaired*. ACB is located at 1155 15th St. NW, Suite 1004, Washington, DC 20005 (800.424.8666) or by email at info@acb.org.
- *American Association of People with Disabilities*: The American Association of People with Disabilities (<http://www.aapd-dc.org>) is the largest nonprofit, nonpartisan, cross-disability organization in the United States.
- *National Association of the Deaf*: NAD is a national consumer organization representing people who are deaf and hard of hearing. NAD provides information about standards for American Sign Language Interpreters and the Captioned Media Program on its website (<http://www.nad.org>).
- *National Federation of the Blind*: NFB is a national organization advocating on behalf of persons who are blind or have low vision. NFB provided on-line resources (<http://www.nfb.org>) for technology for the blind, including a technology resource list, a computer resource list, screen access technology, sources of large print software for computers, and sources of closed circuit TV (CCTV's).
- *National Organization on Disability*: The National Organization on Disability promotes the full and equal participation and contribution of America's 54 million men, women and children with disabilities in all aspects of life. NOD maintains an on-line directory of information and links including transportation-related resources (<http://www.nod.org>).
- *Paralyzed Veterans of America*: PVA is a national advocacy organization representing veterans. PVA's Sports and Recreation Program promotes a range of activities for people with disabilities, with special emphasis on activities that enhance lifetime health and fitness. PVA's website (<http://www.pva.org/sports/sportsindex.htm>) provides information on useful sports publications and a list of contacts.
- *United Spinal Association*: United Spinal Association is a membership organization serving individuals with spinal cord injuries or disease. Formerly known as the Eastern Paralyzed Veterans Association, the organization expanded its mission to serve people with spinal cord injuries or disease regardless of their age, gender, or veteran status. Information on accessibility training and consulting services and recreational opportunities for people with spinal cord injuries or disease is available on their website (<http://www.unitedspinal.org/>) World Institute on Disability: WID is an international public policy center dedicated to carrying out research on disability issues and overcoming obstacles to independent living. WID maintains an on-line information and resource directory on technology, research, universal design, and the ADA. (<http://www.wid.org/resources>)