



## ADA Community Forum 2020 – 1<sup>st</sup> and 2<sup>nd</sup> Quarter

**Date:** Wednesday, July 8, 1:00 p.m. – 2:00 p.m.

**Location:** Virtual Meeting

**Subject:** Residents can come learn about GoCOS! Citizens Request, Web Accessibility, and the Transition Plans

**Accommodations:** Colorado Rely Captioning

### **Minutes as provided by Colorado Relay**

I think we should get started. I just wanted to wait for a few minutes to allow people to join in. My name is Rob Hernandez, I and the ADA manager, from the office of accessibility in Colorado Springs. I want to thank you for joining ADA meeting , quarter one and two , and I say one and two because we know what happened in the first quarter, because we were prepared to do the first quarter and then COVID head and that change the dynamics on how we are doing business. So here we are, still doing virtual technology which is a great thing. Let me start by allowing everybody to introduce themselves. I am going to ask everybody to mute themselves, then I will go down the line and ask everybody to introduce themselves. How about caller number two? Would you like to introduce yourself? We have the captioner. Then we have Emily Shuman.

My name is Emily Shuman I and the deputy director are.

Thank you for joining us.

Jillian Rossi?

I do not see Jillian.

I see her on the screen.

Okay.

But we will move on. Kevin McDaniel?

Hello, this is Kevin, ADA title to coordinator. >> Kurt Schroeder, I and the operation manager for the cultural department. Julian left a message in the chat, that her microphone is not working. But she is the top ranger, open space Ranger , she is responsible for all of those folks out there, like in red rock canyons, and open space. She has responsibility for that staff and for the property. As well as numerous others. I know that both of us are very interested in the discussion. Lindsay, would you like to introduce yourself?

>>[Silence] >> You are still on mute. >> We can go on. Maggie would you like to introduce yourself?



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My name is Maggie , I'm from the Rocky Mountain ADA Center, I am joining you all along with Emily on this call.

Thank you. >> My name is Mike, ADA title II coordinator.

Sadie?

My name is sad -- Sadie . I am here from Colorado.

What about Vicki? >> We did not get a response from Vickie, I know she was having issues with her computer speakers. >>

I think people are having trouble with her microphone, so they can hit on the three buttons, you will be able to see the audio connection. You can also call in.

Thank you. >> I want to thank everybody for joining us. In this forum. I am going to pull up the presentation. Please give me one second. Does everybody see this?

Yes, we can see it. >> So this is us. Just in case if you want to see us again, right? First thing that we are going to talk about is the self-evaluations. Then we will talk about construction guides. And Chris's favorite subject, OPD mom -- OPDM and then we will talk about accessibility. Mike is going to educate us on what is going on in Colorado Springs. We just released phase 11. And he will speak about those. So starting with 11, Mountain Metro transit. Though he had Mike. >> We did release phase 11 in January. What that comprised off is the park-and-ride's , we are building a new one right now. That transfer stations, that downtown bus terminal, admin building, transit stops, approximately 950 bus stops throughout the city. So there was a lot of effort to get that accomplished. And also we had super stops. So what you are looking at, are some of the pictures from the self-evaluation plans. The first one is a picture of the transit administration building. And down below actually shows some of the progress, originally they only have stairs going down. So we were able to, put in a ramp. And a multi-segmented ramp , that way people can get down to the transit administration building. There was a way to go around , but it was very far and not convenient. The second picture, is the park-and-ride. Not applelike, but it is one of the more interesting places that I looked at. But not a lot to say there. The third one, is the bus terminal, the transit center. That one we are looking to replace. This is all in the transition plan, and this is one of the major issues, where the flooring, where people depart, it was not an original bus stop but I think it was built in back in 1973, but you have to cross the bay area. So we are going to replace that. So more to come . And that is it Rob.

The first major park, other than Garden the Gods , this is in the city and this is where we have most of our events in the larger events. It is a huge part it goes back I think to 1912. It is 196 acres. It was so big, it took days to go through this . I had to break it into segments. I had to figure out what makes sense. Where do you can act -- connect? This park is so old , and it was built in many segments that predate ADA. It was not a really good connection, there were no accessible routes. There is still some work to do. I am happy to say that we have put \$1 million into the park. And each boathouse is getting a redo. And maybe, possibly, we will have accessible



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classrooms, restrooms, access back to the beach. You camper much go anywhere in the facility once it is completed and construction is going on right now. It was a huge project. And Memorial Park, and Swaying High, was the first cities accessible play area in Memorial Park. Then we have the pavilions, which are very large pavilions, there is also a play area there. We have multiple memorials there. After all it is Memorial Park. The piece officers are the most recent. And we are working with the architects to make sure that there was access from parking into all of that. We threw some of the grants that Parks got, so we were able to contribute improvement and access. And the next slide should show that. Next slide please

I am having technical difficulties. >> We had incredible

improvements, it is so much better than the other parks. You can see when it was originally built. It had little or no consideration for pedestrian traffic and all of that. Everything that has occurred, and the support that your office has given us, is unmeasurable. You made it such a better park for the citizens.

Thank you

I appreciate your words. >> Parks, were able to get a lot accomplished. The first pictures, this is a section of the sidewalk next to Peak Avenue. I think it was over 50 years old. And so about three years ago, we fixed the concrete around Pike's Peak Avenue. So it is much better. The first picture shows about a three inch curbs, which is very unusual because most of the curbs in the city are about X inches. -- six inches. And the second is access from Union. This is part of the public right-of-way. This is the public trial, so you need to have sidewalks leading from the public right-of-way, to the sidewalks along the streets. And so this is show, along Union, you can see this in the upper left, picture, we have access going in the one direction and the next light shows a single [Indiscernible] across Memorial Drive. I was able to meet with a construction person, Jake who works for Parks, and we were able to get those ramps put in. This picture shows, then needs that this area had. And here we have storm water next to the sidewalk and this is a very common issue so we got that fixed. And the third picture, shows, East Castella Street. That is by the pavilion area. We got access now from Hancock all the way to the 711.

And it connects all of the way to the tennis courts. And even further to the second field. So we got access all the way down, it is a huge improvement from ADA perspective. What this is showing, and these were just sort of the pictures that were taken, but this is not the full guidance, one thing that I noticed, this is my six year in the city, one thing that I notice, despite the best intentions a lot of times that construction when it would occur would not always end up being right. One specific architects, and I am not picking on architects, a lot of times they draw stuff to the absolute minimum or the absolute maximum. So that can cause errors to occur when something is built out by the contractors. So a very common issue is in restrooms. The first guy that we put together, was on restrooms. This is ADA requirements and considerations. We tried to address common issues. A lot of times when the contractor does get it close, and sometimes close does not count, they will try to argued construction tolerance. But we never accept that. So we want things right.



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Instead of helping the contractor get things right, we actually put out guidance. Just to give you an example, grab bars, they can be 33 or 36 inches. And the plans are always drawn at 36 inches. So the grab bars are always at 36 inches. Others like to put it in the middle. But when they put it in, they are off like a quarter of an inch. So now it is 36 inches and a quarter. So when the tile is in the restroom, the grab bar design may not get changed, that causes the grab bar to be one inch too high. So once again that is a problem. So try to Levy contractors on preventing them for doing things over. Sometimes people have to point out that a mistake was made. But nobody wants to do anything twice. And we do not want to pay for something that was not done right. So we put out a construction guides, we have three, the first one on restrooms, counters, so now we have the standards. We put one for dining and work surfaces. Because it is pretty much going to be the same measurements. Another example, I am just trying to think, but I was sick about the restrooms because that is where I find most of the issues typically. But with the service counters they try to build it, and instead of being 36 inches it will be 36 1/2 inches. So we have to figure out what to do. Can you chop off the legs? Do you have to start over? And they really do not like to do that. What I do, as they architects, actually I went back to transit, because they were building a bus depot. It is a public facility. So if we get tourists, we have to take in to account title to considerations. The architect had everything drawn to the absolute minimum or maximum. So then I started sending them a guide and say follow this and do everything midway.

Maybe you could do like 34 or 35. So if things do not hit spot on, everything is okay. Another thing in the lavatories is a sync, they say 34 inches. Let's say somebody wants to put in a drop

sink? We know it is not easy to put a sync -- sink

[Indiscernible]. If you can keep the surface of the sidewalk or ramp area five% or less you do not have to have handrails. So we try to regrade stuff and try to get that slope, the walkway under 5% and that way you do not have to put in a ramp. So contractors know this and they will set it at 5% but the problem is with the finished work. Even the best finisher in the world, if they set the form at 5% there is going to be part of the sidewalk that might be at 5.1 or 5.6 or sometimes at six. So then again you have to been

-- you have to have another conversation about the sidewalk because it is not at 5%. So I am going to put up a guideline as well.

Mike, are these documents on your website?

They are. We have it on the Internet and we had on the website. I can always send them as well.

Next slide. But first do we have any other questions? Next slide, this is OPDM. So once again this is not the full guidance or full forms. These are just clips or pictures that have been implanted in my slide to the left part of the slide shows, half of the front page of the guidance. And the second half of the slide, shows a one-page form. And I am showing about a half of that form. Several times, it has been brought up



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about OPDM guidelines or policies . I will say that we did have something in place when I got here. But the problem was that it was a little long, about 12 pages. And we start looking at the program requirements that we realize, it is not easy to find . There are so many questions about it. There was no notification or any form or anything. So we looked at this and thought we should simplify this. And tighten it down a little bit. To make it very clear that we had something in place that was better. So what OPDM is, one thing it is not is a wheelchair or a typical scooter that somebody might have, they are actually excluded. Many people think OPDM would be for an electric wheelchair. But the electric wheelchairs, and the small scooters, that people typically have, should normally be allowed to go anywhere that the pedestrian can go without any kind of notification or anything at all. But what OPDM is, over time with advancement in technology, and or people's needs, something that might work for one person may not work for another. And the Department of Justice recognize that. So there is a mandate , that government agencies allow people to use some sort of a motorized device to go where people are normally allowed to go. In order to have access. Typically how this plays out, the requested, would be on a trail . But it can in theory apply to other facilities as well. And so we put this together, the guidance. At it is on the website. Under the ADA Lake. Which is on the front page of the city's website. It is three pages. So we went from 12 pages to three. We call it a notification form, we really want to know what people were trying to use. We do not necessarily look or allow everything because we do need to look at considerations are there could be a risk . So we want to know what people are going to use in the facility. So this did take a while but there were a few people in the community in the city, that were getting frustrated. Why did it take a while? First it was that I was busy. There were things that I had to take care of your and also the coordination, for something like this and what it would take? Every department in the city has a program, where there is sort of a process or there was a process in place, so we would look at it. And then we would say, can we change this? What do you think? We literally had to go to almost every department and work with them to improve the processes. And that is what ADA requires us, to constantly look at our infrastructure . It is part of the transition plan, it is not a one-time thing . Just to give you the amount of coordination and the effort undoing anything . To change anything like this, July 2019 , there was a discussion and we were looking at the other process that was in place. And so somebody decided to change this. So then I had to do research. I had to make sure that people were doing research. And then I had to discuss the main entity or the department that was going to be impacted . So we looked at the original guidelines. I needed to discuss with Parks, when we do this, what do you think? So I put together a draft and of course we had another discussion.

And then a few changes were made, there was another discussion.

And more changes needed to occur, and again we had to have a discussion with legal. And last but not least, we had to go back to parks. So that took about one year. Obviously I was not working on this full time, nobody was working on this full time. But it did take a long time to get people together. But anyway, that was accomplished. Kurt or Lyn do you have any questions or comments?



We are good with it and very satisfied with the results. It is going to serve our purposes quite well.

Thank you for that. I am so thankful for everybody who took the time to get this. I cannot accomplish anything by myself. It takes everyone and their efforts.

Thank you, Mike. Do we have any other questions regarding what Mike just presented? We will go ahead and move forward. Another big area that we were working on, was accessibility. That is an extraordinary task, to bring the entire city to get them aligned with accessibility guidelines. We have the ADA coordinator that will explain. The way had Kevin. >>

I apologize, but I am teleworking today and my house is our QB. But looking at the progress. We look at all of our web technology, digital content, July of last year. What we found, we have about 35 external applications. I about a half 1 million pages of digital documents. And 30,000 documents. The cost, to come up with a solution to solve all of the documents being accessible, we had to take a look, a holistic look. And work closely with IT, CIO, and the department to ensure that we had support from the top. I am very proud of what this administration has done so far. March, of this year, it requires that the city adopts the accessible guidelines.

We are excited about it and we are very confident. But there are great things that that order establishes. It established the accessibility [Indiscernible], that were oversee the transition to accessible technology. And this committee, includes

persons with disability, stakeholders throughout the city, so that we can cover everything. Because there is more work to do but we need to have citizens that use assistive technology and people who have disabilities to be part of that. Prioritizing the documents. We [Indiscernible], we have to understand the scope. When you are talking about 30,000 pages, or 1 million pages in applications.

If we hired a contractor, we are looking at about \$5 million. I know it sounds a lot, but hiring a consultant to navigate the website, it can be a challenge. And the policy creates, it helps us, kind of pre-our ties our efforts. We are looking at documents, PDF documents, and PDF documents are probably the most common documents that are posted. So strategy number one, to create training for the employees, continuous training that does not stop. We need to also have community-based feedback throughout the city. So the strategy is to identify all documentation types, software application, and have training to ensure that those documents are accessible. And once we accomplish that, we will have all of the documents accessible. We want to spend our efforts, my efforts and anybody else in the department, looking at what we cannot control like software application.



[ Indiscernible- overlapping speakers ]

Does somebody have a question?

>> Many times when people post documents, it is not accessible but that is because of the translating, but anyway we want training regarding what we can control. And this is going to

be cost savings. As I mentioned we started with the assessment of the city's technology. And this is our main method of communicating with people digitally. So we have to look at the system. Like I said it is about 35 applications. And we did this assessment --early on right around the time the mayor's side signed. What we are looking at is challenges, maintenance agreements but we are working through it. But we are ahead of schedule. With the assessment, as we were working through the workflow,

and how the stakeholders would work together, so we started remediating documents. [ Indiscernible background noise ]

I think that the city was being very proactive. But it is not sustainable to continue to post documents without training. And we want to be able to do this in-house. But the cost will reduce over time. We have already submitted remediation tickets. We are working on a tool, to make the documents accessible. Every time a document is posted, our office does allow those documents to be posted. But that is why we want training. Because we do see about 30 documents posted per day. So there are a lot of documents that will have to be monitored. But we want to allow them to post the documents, then we review them for, are they historical? Are they going to be used for longer than one day? And the reason why we did those, ideally everything will be accessible. It takes roughly to remediate a document about 10 pages, excuse me 10 minutes per page. And we are also providing training. I encourage you to take a look at the website. This is a very frequently visited website and it is important that we get it fixed. But we are about 50% through all of the documents. We will identify documents that we missed regarding accessibility errors. We have already identified 400 errors that have been fixed. Those errors, depending on how you look at the errors, this is what we call the Wire Frame on the website. Every time an error is said, it is hit our cross all of those 3000 webpages.

We have prepared

[ indiscernible background noise ]

>> We are updating our procurement. This is the provision for the accessibility requirements. We have developed a template. So where vendors will have to actually show us that they are accessible. And to ensure that the application has been tested. And provided independent test that we can verify. But either way we expect it to be accessible. And then we have to address any accessibility violations that we find that they cannot fix. After this, we have training, the first



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training really is like a keystone training because a lot of people create content for the city. We have seen a significant decline in documents that are posted that are [Indiscernible]. We are working through this as technology is catching up, and it is catching up. But some of that can actually read PDF documents. We developed a guide, for our webpage, content pages, and development. They do have to show that they are accessible. Anything created in-house, will have to adhere to the standards regarding accessibility. We are very excited about the progress. This is going to be a first for the organization, digital. I cannot wait. If you have any questions I will be happy to answer them. >> Yes our content guide was adopted by the PIO. And yes it is very comprehensive training and if anybody would like, I will share it. I have worked in technology, and I have worked with ADA for the last 13 years. Putting together an accessible PDF, and posting or diploma weighing -- or deploying a very accessible website, but anyway we are looking forward to the training. And with our training I will be very happy to share it. We are working through the processes, workflows throughout the city. There are unique PDS that will not meet the criteria because they are unique to each department. But if it is published through one of those applications, we are going to work on how to mitigate any accessibility errors. We are trying to get this down to a manageable level, through training and policies. But these are things that we can resolve. Ultimately we will cover 100% of it. But it is really about making it into the culture. Like I said at the beginning our office is part of the workflow. In a digital par objects, any websites, or any pages that are posted. We want to ensure that we checked all of the accessible boxes off. This is going to work very well for the committee and for the administration. And we really do support everyone for listening. If you have any questions after this, feel free to reach out to us.

Thank you Kevin, I appreciate that.

So that concludes our briefing. I would like to open it up for any questions that people may have. >> I think you guys are doing a great job. And we appreciate that you invited us.

Who was speaking?

Emily. >> Thank you Emily I appreciate your comments and thank you for joining us. >> Jillian, do you have a question?

Are motorized wheelchairs and scooters considered legal?

This is Mike. Technically motorized wheelchairs are out, I really do not consider them a vehicle. >> We are working on new Park rule signage, and would like some clarification, apparently we do not allow motorized vehicles but I do not want to exclude folks who use wheelchairs or scooters from getting around.

Typically we would have to let someone in a wheelchair or a scooter, allow them to go anywhere pedestrians can go. But I will let you

[ indiscernible background noise ] .





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Do we have any other questions? Anyone? >>

Vickie says: This is Vickie - finally got sound...did I miss anything??

[ Event concluded ]