



Meeting Minutes

ADA Community Forum 2021 – 2nd Quarter

Date: Thursday, June 10, 2021, 1:00 p.m. – 2:00 p.m.

Location: Virtual Google Meet (13 people in attendance)

Subject: Residents can come learn about a variety completed, ongoing and future improvements throughout the city as well as an update on web accessibility successes and progress.

Accommodations: Sign language interpreters and captioning via Google Meet

Introduction: Rob Hernandez, ADA Manager opened with introductions. Meeting began at 1:00 p.m.

Project updates.

Mike Killebrew, ADA Coordinator, provided updates on projects that are starting to come to fruition after years of evaluations and planning. Among the projects: Garden of the Gods, Helen Hunt Falls, North Cheyenne Canyon, The Westside Community Center, and Pike's Peak Summit. Looking forward to Rockledge Ranch, CAB, Sertich, Police Dept, Municipal Court.

Mike Killebrew, ADA Coordinator:

Garden of the Gods – We are investing a lot of funding in parking lots. The lots have cross slope issues that are being remediated.

Memorial House Beach House – Interior work has all been finished. The parking was challenging because it is essentially a street. We had to get engineering to lower the entire street/parking area. It is now fixed, and we have two very good ramps leading to the beach house. The last thing we just got ordered was the Mobi Matting so wheelchair users can get down the beach to the water.

Helen Hunt Falls – Work is currently underway. We plan to have compliant ADA parking so people can get to the falls, but also a good accessible route up to the viewing area for anyone of any age or ability.



North Cheyenne Canyon – We have been focusing on picnic areas. We are fixing parking and curb ramp around picnic area B. In the news you may have seen that improvements to the parking lot off Gold Camp Road were completed as well.

Westside Community Center – In the east building we fixed four restrooms and all are accessible. We have ordered a sign package and are waiting to install.

Pike's Peak Summit – The opening is scheduled for June 24th. A lot of great work has been done including an accessible museum, accessible parking outside, and access to overlooks. The entire area has been redesigned. The cog railway is a nice option to get up there and see all that has been accomplished.

Rockledge Ranch – This project is coming up in the fall. We are going to fix nearly all the remaining sidewalk issues and add some routes that don't exist. Near the barn we have a blacksmith shop for demonstration that we are going to make accessible. We are also hoping to bring the programs to the people. A lot of times if we cannot provide access to some of these historical locations, we can have our professional presenters record a tour to bring to those who cannot access certain features.

City Administration Building – We are looking at some plans to put in automatic doors as an acceptable alternative to concrete work. We have made some changes to non-compliant doorbells within the CAB. We only have one additional doorbell to change.

Sertich Ice Arena – We have made a lot of improvements outside to concrete. Inside, on the visitor side we have accessible seating, but on the home side we are looking to add some accessible seating. We have four sets of restrooms, so we are making improvements to two of the restrooms to make them accessible along with signage to direct people to them.

CSPD – We are focusing on exterior work. We have about \$60,000 in exterior concrete that is going to occur at a few different locations. The impound lot is now in great shape.

City Hall – We did a lot of work last year, but we are looking to do a few things outdoors in terms of concrete work.

Municipal Court – The ramps have some issues that are difficult to remediate so we are going to go in and totally replace the ramps and handrails which should get done this year.

There has been a lot of prep that has gone into this work. I think everyone is going to start seeing a lot more exciting improvements happen from an ADA perspective.



Rob Hernandez, ADA Manager:

Last quarter we had a slide on effective communication focusing on looping. We have a project at city hall to put in all new looping, and we are looking at adding loops at the airport.

Digital Accessibility Update

ADA Coordinator Kevin McDaniel, provided the updates on web accessibility progress.

Kevin McDaniel, ADA Coordinator:

In 2020, Mayor Suthers signed a proclamation that the city would meet accessibility standards by June 2022.

We set out to complete assessments of all our digital technology. We found out that the city had done some really great work, but we set out to take a project management approach. We identified roles and responsibilities and assigned those roles so each department would be responsible and also established an accessibility prioritization committee.

Assessments have been completed. Remediation has begun. We have published policies and manuals for ADA compliance.

Anyone who creates documents is required to go through some training relevant to their role to ensure ADA compliance with all new digital content that is created. It is very challenging to put quality controls in place for all documents because of the sheer volume. So, in addition to some tighter quality controls, we have decided to provide training through our learning management system.

In around Dec. of 2019, we reached 60% compliance, then progress slowed down because we had addressed the low hanging fruit – the law of diminishing returns. The remaining documents are more difficult and, in most cases, more costly to remediate. So, in the case when we have not remediated a document, we have looked into providing alternative means of accessibility if a citizen requests it. About 8-10% of documents fall into this category.

Most cities and states are trying to solve the problem of accessible bus schedules. The Mountain Metro Transit group has done amazing work this year for us. Sydney Kozel and her team spent time to understand the problem, and the level of detail and



depth that they put into solving this problem was so significant. The benefits for people with a variety of disabilities is going to be very impactful.

To get to where we are has been a huge undertaking by many on this call, our communications team, our accessibility prioritization committee, our stakeholders, and others throughout the city.

We will get to a significant level of compliance by June 2022 date. Right now our compliance for all websites is at 89.9%.

We recognize that we want to get that last 10% at some point because we are not going to be satisfied until we get that last bit. We have adopted the accessibility maturity model which has 10 levels of criteria that shows our organization's commitment to accessibility.

Rob Hernandez, ADA Manager:

I think people look throughout the city on any given day and see sidewalks going in, ramps being put in, and improvements to parks. Parks – we have 149 residential parks, 8 community parks, 8 regional parks, and some of these parks are huge. We have a lot of areas, a lot of improving to do, and we are spending money daily to make improvements. We are going to get there. We have increased our contracts for sign language interpreters, added video phones, improved looping capabilities, so we can improve the lives of our citizens and our employees and make the city of Colorado Springs the greatest place to live.

Questions.

Vickie Pacheco, citizen: We are over the moon with what the city has done for hearing accessibility. I attended the law enforcement community task force meeting and could not follow along with the camera in the room due to placement and would like to see what can be done to improve that.

Rob Hernandez: I would like to call you and get some details so I can better serve you and others who might be having the same issue.

Len Timm, citizen: This was very informative, and this is the first meeting I attended. I intend to be back, and it was great to learn about what you are doing around the city.

Meeting was adjourned at 2:01pm.



Chat Comments:

Kevin McDaniel
12:59 PM

Please take a look at the chat for instructions regarding interpreters. To pin an interpreter to your screen please locate the screen they are located within and select the pin button. We will be pausing every 20 minutes or so to allow for breaks and to switch between interpreters. Our interpreters today are Cheyenne and Brittany.

Kevin McDaniel
1:03 PM

All, captions are also available. Please press the CC (Closed Captioning) icon to activate

Luke Adams - CDHS
1:20 PM

Thanks!!

Jyotsna Khattri (Mountain Metro)
1:45 PM

Yayyyyyyyyy Sydney!!!!

Jason
1:46 PM

Accessible bus schedules is an amazing accomplishment! Thank you!

Michael Killebrew
1:47 PM

Thanks Mountain Metro for doing this. We have had several requests over the years for this - one more box checked!!!

Sydney Kozel
1:48 PM

Thank you! Please try them out, let us know your thoughts!

Robert Hernandez
1:48 PM

Great Job!!

Luke Adams - CDHS
2:01 PM

Thank you!!