



Project Civic Access (PCA)

ADA Title II Compliance Reviews

PCA Introduction

- ▶ Goals
- ▶ History
- ▶ Current Program



Goals

- ▶ Cities, towns and counties across the United States will take steps to make their programs, services, facilities, and activities accessible to people with disabilities.
- ▶ More will be able to exercise fundamental rights

History

- ▶ First Project Civic Access (PCA) agreement reached on August 23, 1999
- ▶ Agreement between DOJ and City of Toledo, OH
- ▶ City agreed to remove barriers and relocate activities throughout its government

Current Program

- ▶ Toledo agreement is our model
- ▶ DRS conducts similar reviews throughout the country
- ▶ DRS also developed and provides technical assistance materials to assist communities come into full compliance with Title II requirements

PCA Overview

▶ Site Selection:

- Based on Census 2000 information: Percentage of persons with disabilities in the community
- Racial and Ethnic diversity
- National review
- Complaint generated
- Vary in size and location

PCA Overview

- ▶ Site Selection (con't):
 - Has evolved over time
 - Started with small towns
 - Now larger communities chosen, such as Atlanta, Detroit, Miami, Memphis, etc.

Compliance Review

- ▶ Survey Process
 - Official notification
 - Data request
 - On site review

Settlement Agreements

Details the following information:

- Background
- Jurisdiction
- Actions Taken
- Remedial Action

Settlement Agreements (con't)

Provides guidance in the following areas:

- ADA Coordinator
- Grievance Procedure
- Effective Communication
- 9-1-1
- Law Enforcement & Effective Communication

Settlement Agreements (con't)

- Employment
- Polling Places
- Employment Policies
- Physical Access to Facilities (owned and leased)
- Emergency Management Procedures and Policies

Settlement Agreements (con't)

- Emergency Shelters
- Sidewalks
- Web-based Services
- Physical Changes to Buildings
- Programs for Victims of Domestic Violence

Response to PCA

- ▶ Most government officials have responded favorably and cooperated fully in the Department's reviews
- ▶ This initiative is not intended to develop matters for litigation
- ▶ So far, no entity has been sued under PCA

Resolve– Effective Communication

- ▶ Establish delivery systems and time frames for providing auxiliary aids and alternative formats
- ▶ Installation of assistive listening systems in assembly areas
- ▶ Establish telephone communication procedures and/or resources for citizens with hearing or speech disabilities through TTY's and/or the state's relay service

Resolve – Policies & Procedures

- ▶ Development of policies to include service animals in emergency shelters
- ▶ Protection for female victims of domestic violence who also have intellectual disability

Resolve–Architectural Modifications

- ▶ Physical modification of polling places
- ▶ Physical modification of other government facilities to increase accessibility
 - Accessible Parking
 - Routes into and thru facility
 - Restrooms, drinking fountains, telephones
 - Service counters, concession stands

Common Problems–New Construction and Alterations

- Architects and builders follow only their local building codes
- May not provide the same degree of accessibility to persons with disabilities

Common Problem- Drinking Fountains



Common Problem – Signage



Common Problem – Parking



Common Problems - Route to Building Entrance



Common Problems– Entrance Doors



Common Problems–Found on Routes thru Buildings

- Service counters are too high
- Drinking fountains not usable by wheelchair users or people with back problems.
- Objects protrude into the walkway and are not detectable by blind people using canes.

Service Counter



Problems with Toilet Rooms

- ▶ The door is too narrow, or there is not enough maneuvering space immediately inside or outside the toilet room door for a person using a wheelchair to open and pass through the door.
- ▶ Coat hooks and paper towel, toilet paper, soap, and other dispensers are located so that persons who use wheelchairs cannot reach them.
- ▶ The “accessible” toilet is placed too close or too far from the wall or stall divider.

Toilet Rooms (con't)

- ▶ The toilet flush mechanism is positioned on the wrong side of the toilet so that a person sitting in a wheelchair cannot reach it.
- ▶ Grab bars are missing or too short.
- ▶ The maneuvering space at the “accessible” toilet is too narrow.
- ▶ The sink counter is too high, or there is insufficient knee clearance.
- ▶ The sink has exposed hot water and drain pipes

Toilet Room



Toilet Room



Common Problems – Courtroom



Common Problems with Access to Programs

- ▶ Others assume people with disabilities will not be able or want to participate in civic programs and activities
- ▶ Facilities are built without thinking through the accessibility obstacles that may arise
- ▶ Assumptions held by others may limit employment and volunteer opportunities
- ▶ Accessibility is often overlooked in programs such as voting, emergency planning and sidewalks

Common Problems with Websites

- ▶ Depend exclusively on graphics for content or navigation
- ▶ Do not have information for online visitors to request accessible information or services in an alternate manner
- ▶ Do not have an online posted policy about accessibility of web pages

Common Problems with Communication

- ▶ Information is only available in standard print
- ▶ Public meetings are held without audio amplification or sign language interpreters, real-time transcription services or other auxiliary services.
- ▶ 9-1-1 systems are not equipped to handle TTY calls or equivalent technology is not provided at each call station. Silent calls not queried.

Steps toward Access

- ▶ ADA Coordinators in the know
- ▶ Using local resources and involve people with disabilities in planning, development and management
- ▶ Check out design professionals expertise
- ▶ Encourage your building code officials to submit your building code for review and certification by DOJ

Steps Toward Access

- ▶ From the previous slides, you can well imagine PCA settlement agreements are quite comprehensive.
- ▶ DOJ reached a significant milestone in 2005

PCA 2010

- ▶ The project now includes 176 settlement agreements with 162 localities in all 50 states, the District of Columbia, and Puerto Rico.
- ▶ 20th Anniversary of the ADA
- ▶ Additional reviews are underway

Technical Assistance

Specific Materials:

- ADA Guide for Small Towns
- The ADA and City Government: Common Problems
- Making Community Emergency Preparedness & Response Programs Accessible to People with Disabilities
- Accessibility of State and Local Government Websites to People with Disabilities

Technical Assistance (cont')

Other Resources:

- ▶ Website: www.ada.gov
- ▶ ADA Information Line: 800-514-0301 (V)
800-514-0383 (TTY)

Thank You

- Questions and or Comments (5 Minutes)
- If you require additional information, please contact me:

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