



CITY OF SEATTLE

**AMERICANS WITH DISABILITIES ACT TITLE II
SELF-EVALUATION AND TRANSITION PLAN
2026**

This report is available in alternative formats by request.

Contents

FOREWORD	1
EXECUTIVE SUMMARY	2
Program High Priority Items.....	2
Citywide Accessibility Initiative	2
Department Corrective Action Plans	3
Community Engagement.....	3
Built Environment	3
Conclusion	4
PART ONE: INTRODUCTION	5
Americans with Disabilities Act (ADA).....	5
Washington State Nondiscrimination Law and Accessibility Requirements	7
City of Seattle’s Compliance Efforts.....	8
PART TWO: ACCESS TO CITY PROGRAMS	9
Overview: The ADA Self-Evaluation Process	9
Scope of the ADA Self-Evaluation	10
Results and Recommendations.....	11
ADA Program Workgroup Recommendations	17
Overview of Community Engagement	22
Areas for Further Study.....	24
PART THREE: CITYWIDE ACCESSIBILITY INITIATIVE AND DEPARTMENTAL CORRECTIVE ACTION PLANS.	25
Citywide Accessibility Initiative	25
Department Corrective Action Plans	30
PART FOUR: ACCESS TO THE BUILT ENVIRONMENT.....	32
Overview: Developing the Transition Plan.....	32
The Built Environment Compliance Team.....	32
ADA Facility Workgroups.....	33
Facility Assessments.....	34
Barrier Removal Schedule	36
Accessible Facilities and Built Environment Protocol	37

ADA Compliance Review for City Construction Projects.....	37
ADA Compliance for Maintenance Projects.....	38
ADA Compliance Review for Other Projects	39
CONCLUSION	39
List of Acronyms and Abbreviations.....	41
APPENDICES	43
Table: Seattle Center (CEN).....	43
Table: Finance and Administrative Services (FAS)	43
Table: Seattle City Light (SCL).....	44
Table: Seattle Public Library (SPL)	44
Table: Seattle Parks and Recreation (SPR), A through I	45
Table: Seattle Parks and Recreation (SPR), J through Q	46
Table: Seattle Parks and Recreation (SPR), R through Y, with totals	47
Table: Seattle Public Utilities (SPU).....	47

FOREWORD

In 1992 the city of Seattle published its first Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan. Since then, City programs and facilities have grown, City departments have reorganized, technology has advanced and case law regarding ADA implementation has evolved.

This new 2026 Self-Evaluation and Transition Plan and the recommendations made herein reflect the City's ongoing commitment to accessibility. The intention is to identify and resolve the barriers in program and facility access that prevent people with disabilities from participating in services the City of Seattle offers.

This report is organized into four parts:

Part One – Introduction includes a historical perspective outlining requirements of the ADA, Washington state disability laws and city of Seattle disability-related ordinances. It also addresses the City's past compliance efforts.

Part Two – Access to City Programs describes the three elements of the City's self-evaluation process: a formal program survey developed with the help of a consultant; ADA Workgroup recommendations; and substantial public input from the City's community engagement activities. This section explains how the City will use this information to improve access and describes areas that need further evaluation.

Part Three – Citywide Accessibility Initiative and Departmental Corrective Action Plans The initiative provides resources and guidelines for City departments to promote effective and consistent responses to accessibility requests. It also includes a link to summaries of the Departmental ADA Corrective Action Plans.

Part Four – Access to the Built Environment describes how the City evaluated its facilities, identified barriers to access and developed its transition plan. It explains how the City's Barrier Removal Schedule was developed with public input on priorities.

EXECUTIVE SUMMARY

This ADA Self-Evaluation and Transition Plan was prepared as part of the city of Seattle's ongoing commitment to ensure full compliance with Title II of the Americans with Disabilities Act. It is intended to help the City identify programmatic and physical barriers and develop solutions for barrier removal so people with disabilities have an equal opportunity to participate in all the City has to offer the public.

The City is dedicated to advancing civil rights and ending barriers to equity. Home to an estimated 816,600 residents, the City is committed to ADA compliance and offering accessible programs and facilities. From the exceptional events and experiences offered at the Seattle Center or through Seattle Parks and Recreation to P-Patch gardening offered through the Department of Neighborhoods, from citizenship workshops sponsored by the Office of Immigration and Refugee Affairs to paying a Seattle City Light or Seattle Public Utility bill, we recognize people with disabilities have a right to equal access.

This report describes the process by which City programs and facilities were evaluated and presents the findings of those evaluations. It includes how public input and participation helped guide the Self-Evaluation and Transition plan and provides recommendations for ensuring future ADA compliance. Overall, 25 departments and 158 programs were surveyed for program access as part of the Self-Evaluation. On-site reviews of 155 City-owned facilities were conducted as part of the facility assessments.

Program High Priority Items

As part of the self-evaluation process, a consultant assisted with the identification of several "high priority items" within each City department. These high priority items indicated policies or practices likely to result in the exclusion of people with disabilities within 158 City programs. The most common included staff not being trained to recognize and communicate effectively with someone with a disability, programs not providing alternative formats or other auxiliary aids and services for people with hearing or vision disabilities and staff not being trained in how to provide appropriate accommodations. Seven of the top ten high priority items indicated a need for additional ADA training of City personnel. As a result, a plan was developed to address ADA training for employees in different job categories:

- ADA eLearning for all City employees.
- In-person training for City's customer service employees.
- *Making Documents Accessible*, for writers and content producers.
- *ADA Conformance Review*, for construction, facilities and inspection staff; and
- Ongoing ADA Coordinator training.

Citywide Accessibility Initiative

The Citywide Accessibility Initiative was developed after careful consideration of all the findings and recommendations from the program assessments, ADA workgroups and public input. It identifies

common problems that lend themselves to Citywide solutions. Providing a coordinated set of resources and policies for all City departments was determined to be more efficient and effective and would result in a more consistent level of accessibility for people with disabilities.

The Citywide Accessibility Initiative consists of three parts:

- Strengthening the administrative core of ADA compliance by developing accessibility guidance and resources, and by monitoring completion of department corrective action items.
- Providing ADA training for City employees; and
- Recommending corrective actions and resources to be deployed citywide, such as standardized policies and procedures, coordinated access strategies for websites and printed material and access improvements at customer service locations.

Department Corrective Action Plans

City departments have developed Corrective Action Plans (CAPs) addressing the deficiencies identified in their specific departmental high priority item list. A link to the summaries is included in Part Three of this Self-Evaluation and Transition Plan.

Community Engagement

Title II of the ADA requires entities to solicit and incorporate input from people with disabilities in their self-evaluation and transition plan process.

The Citywide ADA Title II Compliance Program participated in seven community engagement events that included over 230 community participants. These events featured a mix of presentations, group discussions and voting formats to gather information about community priorities.

Themes identified included:

- Transportation, parking and housing were top concerns for every group. Many also mentioned employment opportunities and education.
- Families' highest concerns were recreational and educational opportunities for their children with disabilities, along with transitional opportunities (housing, post-secondary education, training etc.) for older teens and young adults. Self-advocates placed a high emphasis on opportunities for growth and independence; and
- Seattle Parks, Seattle Public Library branches, Seattle Center, Seattle City Hall and Seattle Municipal Tower were cited as the most commonly used facilities for all groups.

Built Environment

Another substantive component of developing the Self-Evaluation and Transition Plan was the accessibility review of City-owned buildings frequented by the public and the creation of the City's Barrier Removal Schedule (BRS). The BRS details physical or architectural accessibility barriers in 155 City-owned facilities, with estimated target dates for barrier removal.

To ensure people with disabilities have access to facilities, programs and services, the City's Built Environment Compliance Team (BECT), which includes representatives from all capital departments, developed The Accessible Facilities and Built Environments Protocol ("Protocol"). This Protocol provides a citywide framework for implementing [Executive Order No. 01-2012, Compliance with Accessibility Standards](#), as a public entity defined under Title II of the ADA. It requires all City Departments and Offices that manage, design, construct, alter, maintain or lease City facilities and properties to comply with federal, state and local accessibility requirements.

The Protocol's accessibility considerations are required to be fully integrated into City project planning, design and budget for all new construction and renovation projects. Departments will prioritize, plan, and fund removal of barriers identified in the BRS, and will ensure new barriers are not being created.

Conclusion

This ADA Self-Evaluation and Transition Plan serves as the initial means for communicating the City of Seattle's commitment and approach to improving access to members of the disability community. While it highlights procedures and activities to be undertaken in the coming months and years, it should be noted that the City has already taken several steps to strengthen accessibility, including:

- Appointing ADA Title II Coordinators in 27 public-facing departments.
- Establishing ADA Built Environment Compliance and Program Compliance Teams.
- Engaging community partners and stakeholders.
- Developing ADA eLearning training for City staff.
- Creating in-person training for the City's customer service employees.
- Creating ADA Workgroups.
- Developing a Citywide Accessibility Initiative and Departmental Corrective Action Plans (CAPs).
- Monitoring CAP progress.
- Recommending accommodation language for public information materials.
- Creating a Barrier Removal Schedule (BRS); and
- Developing protocols to ensure compliance in the built environment.

The City is committed to promoting inclusion and the full participation of all who live, work, or visit Seattle. This Self-Evaluation and Transition Plan is one step in the City's ongoing efforts to ensure ADA Title II compliance and equal access.

PART ONE: INTRODUCTION

Americans with Disabilities Act (ADA)

OVERVIEW OF THE ADA

On July 26, 1990, President George H.W. Bush signed the Americans with Disabilities Act into law. The ADA is a wide-ranging civil rights law passed to prohibit discrimination and ensure equal opportunities for individuals with disabilities in state and local government services, public accommodations, commercial buildings, employment, and transportation.

The ADA was based upon the disability civil rights protections outlined in Section 504 of the Rehabilitation Act of 1973, which requires all federally funded programs and services to be accessible to individuals with disabilities. The ADA extended these requirements to businesses serving the public, and to state and local governments.

When addressing accessibility needs and requirements, it is important to note the ADA does not supersede or pre-empt state or local laws that may offer equivalent or greater protections.

Title I of the ADA prohibits employment discrimination and requires most employers, including state and local governments, to provide reasonable accommodations to qualified individuals with a disability for all phases of employment, including recruitment, hiring, benefits, and compensation. Title I regulations are developed and generally enforced by the US Equal Employment Opportunities Commission (EEOC).

Title II of the ADA covers state and local governments, including public schools, colleges and universities, and public transportation. It prohibits discrimination and requires that all public programs, services, and activities be accessible to qualified individuals with disabilities. State and local governments must provide reasonable modifications to their policies and programs and provide appropriate aids and services for effective communication. State and local governments do not have to take action that would fundamentally alter the nature of the service or would result in an undue financial or administrative burden. The US Departments of Justice (DOJ), Transportation (DOT), Education (ED), and other federal agencies develop regulations and enforce Title II.

Effective communication includes accessible websites, and auxiliary aids and services, such as qualified sign language interpreters or materials in Braille or large-print format. Public policies and program eligibility criteria cannot screen out individuals with disabilities, and services must be provided in the most integrated setting possible.

Public facilities built or renovated after 1992 must meet the ADA Standards for Accessible Design. There are specific requirements depending on the date of construction or renovation and the type of facility, such as buildings, dormitories, parks, and recreation areas. Public transit agencies must meet accessibility standards for buses, trains, ferries, and other forms of public transportation.

The ADA Standards were updated in 2010, and the requirements have changed several times for some items, such as curb ramps. Government programs, when reviewed in their entirety, must be accessible to people with disabilities. Programs and services that are in facilities that were built before the ADA are reviewed individually to ensure program access.

Title III of the ADA covers public accommodations, including businesses open to the public, health care and other services, and private schools. Subject to limited exceptions, businesses and other places of public accommodation must make reasonable modifications to policies, practices, and procedures to provide access and must also provide services, such as sign language interpreters, Braille documents and accessible websites, to ensure they can communicate effectively with people with disabilities. Buildings, built or renovated after 1992, must meet the ADA Standards for Accessible Design if they are used by the public. For older buildings, barriers must be removed whenever it is readily achievable to do so. The US Department of Justice develops regulations and enforces Title III.

Title IV of the ADA addresses telephone access for people who are deaf, DeafBlind, hard of hearing or who have speech disabilities. Telephone carriers must provide telecommunication relay services (TRS) at no cost to users. The most popular form of TRS is “video relay service” (or VRS), which permits American Sign Language (ASL) users to communicate with hearing individuals. A nationwide TTY (text telephone) Relay Service is also accessible in any state by dialing 711. Federally funded public service announcements must be captioned. Title IV is enforced by the Federal Communications Commission (FCC).

Title V of the ADA contains a variety of provisions relating to the whole of ADA, including its relationship to other laws, state immunity, its impact on insurance providers and benefits, prohibition against retaliation and coercion, illegal use of drugs and attorney’s fees.

ADA TITLE II REQUIREMENTS

Title II of the ADA lays out the following general requirements for state and local governments:

Non-discrimination Requirements

- **Non-discrimination:** May not discriminate against people with disabilities in any program, service or activity of the state or local government.
- **Program access:** Must operate each program so that, when viewed in its entirety, the programs are accessible to and usable by individuals with disabilities.
- **Denial of participation:** May not refuse to let individuals with disabilities participate in a service, program or activity just because of the disability.
- **Reasonable modifications:** Must make reasonable modifications to policies, practices, and procedures that deny equal access, unless doing so would result in a fundamental alteration to the nature of the program.
- **No surcharges:** May not ask a person with a disability to pay extra for accessibility services, such as sign language interpreters or materials in alternate formats. May charge the standard fees for the program or service.

- **Most integrated setting:** Must allow people with disabilities to participate in standard programs and activities unless a separate or different program is necessary to ensure the program is equal and accessible. Even if a specialized program is available, must still allow and provide access for people to participate in the standard program if they want to.
- **Effective communication:** Must ensure communications with applicants, participants and members of the public with disabilities are as effective as communications with others. This may mean providing services, such as sign language interpreters, assistive listening systems, large-print or Braille documents, or accessible websites.

Administrative Requirements

- **ADA Coordinator:** Designate at least one person responsible for coordinating ADA compliance, and provide the person's name, address, and telephone number to the public.
- **Notice of ADA requirements:** Provide a public notice to let people with disabilities know their rights under the ADA.
- **Accommodation requests:** Provide a way to ask for disability accommodations for all public programs, services and activities, and respond to them quickly and appropriately.
- **Grievance procedure:** Establish and publish a formal grievance procedure to resolve complaints quickly and fairly.
- **Self-Evaluation and Transition Plan:** Must review public programs and policies and survey physical facilities to identify barriers to access. The Transition Plan must lay out a schedule for removing physical barriers and should be updated periodically. More detailed requirements for ADA Self-Evaluations and Transition Plans are described below.

2010 ADA STANDARDS FOR ACCESSIBLE DESIGN

The Department of Justice's revised regulations for Titles II and III of the ADA were published in the Federal Register on September 15, 2010. These regulations adopted revised, enforceable accessibility standards called the 2010 ADA Standards for Accessible Design, "2010 Standards." On March 15, 2012, compliance with the 2010 Standards was required for new construction and alterations under Titles II and III. March 15, 2012, is also the compliance date for using the 2010 Standards for program accessibility and barrier removal.

Washington State Nondiscrimination Law and Accessibility Requirements

Washington Law Against Discrimination, [RCW 49.60](#), is comparable to the ADA in protecting individuals with disabilities from discrimination, and is consistent with the federal guidance provided in interpreting the ADA. It protects all people in Washington from unfair and discriminatory practices in employment, real estate transactions, public accommodations, credit and insurance. It requires state contracts to include nondiscrimination clauses and prohibits discriminatory covenants in real estate contracts.

The International Building Code (IBC) is a model building code, developed by the International Code Council (ICC), that includes provisions ensuring that public facilities are accessible to and usable by

people with disabilities. The IBC has been adopted for use as a base code standard by most jurisdictions in the United States. The State of Washington officially adopted the IBC in 2004.

City of Seattle’s Compliance Efforts

It is the City’s policy to provide equal opportunity to all people, free from restrictions because of the presence of any sensory, mental, or physical disability. Individuals with disabilities are a protected class under City employment, public accommodation, housing, and contracting anti-discrimination laws.¹ Protections against unfair contracting practices are unique to Seattle; unfair employment, public accommodation, and housing practices are also prohibited by state and federal law. However, Seattle often offers greater protection because its definition of “disability” is more expansive than state and federal counterparts. Similarly, the broader definition of “service animal” provides greater protection to those with service animals within Seattle (see glossary).

COMMUNITY ENGAGEMENT

The ADA requires meaningful public participation in the ADA transition plan process. The ADA Title II Community Engagement Plan (Plan) provides people with disabilities an opportunity to guide how the City develops its program access plans. In collaboration with community leaders, consultants and Departmental ADA Coordinators, the Plan solicited public input and participation through community events, work groups, meetings and surveys.

DESIGNATION OF AN ADA COORDINATOR

The ADA requires a public entity with 50 or more employees to designate at least one employee to coordinate ADA Title II compliance. The City’s ADA Title II Coordinator provides centralized oversight and coordination of ADA Title II compliance with all City departments.

The city of Seattle’s ADA Title II Coordinator is listed on the [City's main ADA page](#):

City of Seattle ADA Title II Coordinator
Department of Finance and Administrative Services
Email: ADAcordinator@seattle.gov
Phone: 206-684-2489

PUBLIC NOTICE

The city of Seattle notifies people of their rights under the ADA in a variety of ways. Throughout the City’s website, on the bottom banner, is a link titled “ADA Notice” that connects to the City’s main [ADA page](#). This includes information about the ADA and a link to the City’s nondiscrimination statement: [Notice Under the Americans with Disabilities Act](#).

¹ [Seattle Municipal Code](#) Chapters 14.04, 14.06, 14.08, and 14.10, respectively.

ACCOMMODATION REQUESTS

People with disabilities can request accommodations for city of Seattle programs, activities and services in a variety of ways:

- Make the request directly to the public contact for the City event, which should be listed in the flyer, brochure, website, registration form, advertisement, or other information about the event.
- Contact the City's ADA Coordinator directly by email; and
- Use the [accommodation request form on the City website](#).

GRIEVANCE PROCEDURE

People with disabilities who feel they have been discriminated against by the City of Seattle may file a formal ADA complaint by using the grievance procedure. They are encouraged to first discuss the issue with the City's ADA Title II Coordinator to see if the problem can be resolved. Information about the [City of Seattle Grievance Procedure under the ADA](#) can be found on the City's main ADA page.

Complaints should be filed within 60 days of the alleged discrimination. The Grievance Procedure describes how to file a written complaint and explains what information to include and what to expect after it is filed. The ADA page also contains information about filing a charge with the Seattle Office of Civil Rights and about [filing an ADA complaint with the US Department of Justice](#).

Complaints can also be filed with the [Washington State Human Rights Commission](#). Information on complaint processes can be found on the Commission website.

PART TWO: ACCESS TO CITY PROGRAMS

Overview: The ADA Self-Evaluation Process

Overview: The City conducted a comprehensive ADA Title II Self-Evaluation to identify programmatic and physical barriers across 26 departments and 158 programs. The City also convened ADA Workgroups and engaged more than 230 community members across seven events to identify access priorities and guide program and facility recommendations, informing the Citywide Accessibility Initiative, departmental Corrective Action Plans, and the Barrier Removal Schedule. Detailed results and recommendations follow.

According to the [Census Bureau's 2021 American Community Survey](#) (ACS), in 2021 an estimated 6.4% of Seattle's population under age 65, were living with significant disabilities. ACS also reported that older Americans are significantly more likely than younger adults to have a disability. Some 46% of Americans ages 75 and older and 24% of those ages 65 to 74 report having a disability. There is wide agreement among researchers that census data significantly underestimates the number of people with disabilities because it relies on self-reports. While people with disabilities are of all races and live

in all parts of the city, disability rates are higher in areas with higher poverty and higher concentrations of people of color.²

Scope of the ADA Self-Evaluation

Public programs in the following 26 departments were surveyed as part of the 2015 ADA self-evaluation; 25 of the 26 surveys were evaluated by ADA One, while the remaining survey was reviewed by a separate consultant, Accessible Design and Innovative Inclusion (ADII).

ARTS, CULTURE, AND RECREATION:

- Office of Arts and Culture (ARTS)
- Seattle Parks and Recreation (SPR)
- Seattle Center (CEN)
- Seattle Public Library (SPL)

EDUCATION AND HUMAN SERVICES:

- Department of Education and Early Learning (DEEL)
- Human Services Department (HSD)

NEIGHBORHOODS AND DEVELOPMENT:

- Seattle Department of Construction and Inspections (SDCI)
- Office of Economic Development (OED)
- Office of Housing (OH) (*conducted separate self-evaluation*)
- Department of Neighborhoods (DON)
- Office of Planning and Community Development (OPCD)

PUBLIC SAFETY:

- Seattle Fire Department (SFD)
- Seattle Municipal Court (SMC)
- Seattle Police Department (SPD)
- Office of Emergency Management (OEM)

UTILITIES AND TRANSPORTATION:

- Seattle City Light (SCL)
- Seattle Public Utilities (SPU)
- Seattle Department of Transportation (SDOT)

ADMINISTRATION:

- Seattle Office for Civil Rights (SOCR)
- Ethics and Elections Commission (EEC)
- Department of Finance and Administrative Services (FAS)
- Office of City Finance (OCF)
- Office of Immigrant and Refugee Affairs (OIRA)
- Seattle Information Technology (ITD)

² City of Seattle and Seattle Housing Authority 2017 Assessment of Fair Housing, pp. 327 – 343, especially p 331.

- Legislative Department (LEG); and
- Office of Sustainability and Environment (OSE)

There are several reasons why departments were not evaluated. Some do not provide direct services to the public, such as the City Attorney's Office, City Auditor, City Budget Office, and Office of Intergovernmental Relations. The Office of the Inspector General for Public Safety and the Community Assisted Response and Engagement (CARE) departments were established after the evaluation was completed.

Some departments will require more specialized expertise for a thorough assessment, such as the law enforcement activities of the Seattle Police Department. This will be discussed in the *Areas for Further Study* section in Part Two.

Seattle Public Schools are not part of City government and are operated by the Seattle School District. The Seattle Housing Authority is an independent agency and is not part of the Office of Housing. Public transportation was not evaluated, as buses, trains and ferries are operated by King County Metro, Sound Transit, Washington State Ferries, and other agencies.

Results and Recommendations

This section describes the results of the self-evaluation, including a summary and excerpts of the ADA One Report and how the City created corrective action plans. It also presents the recommendations from each ADA Workgroup; a detailed summary of the community engagement events and areas where further study is needed.

ADA ONE REPORT: RESULTS OF THE PROGRAM ACCESS SURVEY

The Report "summarizes the results of the review of the City's current policies and of an in-depth assessment of the reported actual practices of 158 programs, against a backdrop of the ADA and best practices. It details findings in several key areas, based on a proprietary rating system. The surveys completed under the consultant showed that the City has in place several policies and procedures intended to facilitate services for people with disabilities. Additionally, they indicate City staff have a strong interest in serving people with disabilities. From this positive starting place, the City has a strong basis for addressing and resolving some of the deficiencies identified through the survey."³

The surveys and recommendations were organized into eleven subject areas:

- 1) Infrastructure: commitment, general practices, and training
- 2) Hearings, meetings, training, classes, tours, field trips, and special events
- 3) Modification of policies, practices, and procedures

³ ADA One, *Report to the City of Seattle: Self-Evaluation of Programs and Activities under Title II of the Americans with Disabilities Act*, p 4.

- 4) Communication and personal interaction
- 5) Emergency procedures
- 6) Outside entities or partners
- 7) Accessibility and maintenance of features
- 8) Applications, registration, and eligibility
- 9) Testing, specialized programs, and advisory groups
- 10) Equipment, furniture, and purchasing
- 11) Transportation

ADA One ranked the survey responses for each program according to how well the program appeared to meet specific features of ADA program access requirements and how clearly program staff were able to explain their responses.

The ADA One Report continues, “the information from the program surveys was combined and analyzed for trends across departments and the City as a whole. Trends emerged by subject area, by department, and by issue ... permitting some general conclusions to be drawn.”

Performance Rankings of City Programs

The City’s overall performance in the eleven subject areas was ranked as “High (highly successful), Medium (moderately successful), and Low (needs significant improvement). Program performance levels were determined by averaging the scores from questions in each subject area.” ADA One acknowledged that “individual department performance or success as to individual issues may differ from the category’s level of success across all programs. For instance, while the aggregate data indicates that the City as a whole has a low degree of compliance in the area of Communication, some individual departments as a whole, such as the Seattle Public Library, the Office of Arts and Culture, and the Seattle Office for Civil Rights, report practices that meet the criteria for a ‘high’ rating. The City’s performance level for each of the eleven categories was:

High

- Infrastructure
- Accessibility and maintenance of features
- Transportation

Medium

- Hearings, meetings, trainings, classes, tours, field trips, and special events
- Modification of policies, practices, and procedures
- Outside entities or partners
- Applications, registration, and eligibility
- Testing, specialized programs for people with disabilities, and advisory groups
- Equipment, furniture, and purchasing

Low

- Communication and personal interaction; and
- Emergency procedures

Excerpts from ADA One

The ADA One Report provides more detail on the program performance rankings:

High

Certain facets of the City's performance in three areas – its infrastructure, accessibility and maintenance of features, and transportation – were rated as "High," or highly successful.

- With respect to the City's infrastructure – its commitment, general practices and training -- the City's management and staff are clearly committed to ADA compliance. The City's ADA Title II Coordinator is knowledgeable and effective.
- Managers generally view the locations of City programs and activities as being offered in accessible locations, and accessible features are regularly checked and maintained.
- Most programs providing transportation as a service or as part of an activity report they ensure accessible transportation is provided, and staff know how to obtain accessible transportation and operate accessible vehicles.

Medium

Most elements of the evaluation were scored "Medium," or moderately successful.

- Modification of Policies, Practices and Procedures:
 - Only about half the programs are aware of requirements about service animals and mobility devices; staff policies and training need to be put in place.
 - While most programs offer assistance and informally make simple modifications as a matter of customer service, programs do not let the public know they can request modifications. Programs need to make ADA-specific additions to their public notices.
 - Some staff and managers are not aware of the City's process for accepting requests for modifications through the website, <http://www.seattle.gov/americans-with-disabilities-act>.
 - Policies need to be in place regarding the provision of equivalent accessible transportation when a program provides transportation.
- Outside entities: The City is responsible for ensuring vendors, contractors, or other entities carrying out City services and activities do so in a way that is consistent with the ADA. However, there is not any specific language in the contracts with these entities to ensure non-discrimination, equal access, or the provision of accommodations. The City rarely monitors these outside parties for this purpose.
- Hearings, meetings, trainings, classes, tours, field trips and special events: Programs generally require hearings, meetings, trainings, classes, tours, field trips and special events to be held in accessible locations that are evaluated with respect to accessibility issues in advance. However, if an individual wants to attend an event that is not accessible, programs do not consistently have policies to relocate to an accessible location. Information is usually not included on public notices about the accessible features of the events, or reasonable modifications, auxiliary aids, or that alternative formats may be available.

- Equipment, furniture and purchasing: Programs generally report computer stations, furniture such as tables and chairs, and equipment do not pose barriers to full participation, although improvement is needed regarding the accessibility of computer software for individuals with vision impairments. Most programs do not make an effort to research current technology or other products that may provide increased accessibility for people with various kinds of disabilities.
- Applications, registration and eligibility: Almost all of the potentially disability-related eligibility requirements appear to be justified in the context of the programs, and the programs will attempt to accommodate disability-related needs. Most programs assist people with disabilities in obtaining required documentation.
- Testing, specialized programs and advisory groups: It appears some of the online tests (including the tests themselves as well as the webpages on which they are found) are not accessible, and reasonable modifications are needed for in-person tests as well as for adaptive equipment at computer stations used for tests. Separate programs designated for people with disabilities appear to be consistent with the ADA and best practices. It appears City staff welcome participation by people with disabilities on advisory groups; however, the City needs to increase its outreach to potential members with disabilities and develop policies for accommodating them.

Low

The City was evaluated as “Low” in the following two areas surveyed, and needs to make significant improvements:

- Communication and personal interaction:
 - The City’s practices with respect to many aspects of providing effective communication suggest individuals with disabilities may be excluded or affected in ways clearly prohibited by the ADA. The City needs to make ADA-specific additions to its public notices.
 - Most staff have not received training about how to recognize an individual with a disability, interact with them, or communicate with them. It is not clear if staff understand the rights of people with disabilities – the rights to access services independently and with the same degree of opportunity as others – or are equipped with the knowledge and procedures to put the legal mandates of the ADA into action. The City needs to train staff periodically in several areas on a regular basis, including the requirements of the ADA and interaction with people with disabilities.
 - Most programs do not have a process for providing forms, applications, or other print documents in alternate formats – such as large print, Braille, or accessible electronic format – for people with vision disabilities, as a matter of course or on request.
 - Only half of the programs reported providing auxiliary aids and services on request by people who are deaf, hard of hearing or have speech disabilities. The City needs to make assistive listening systems available for programs when requested.
 - Staff are not trained to use the telecommunications relay service (TRS).

- There are few if any policies regarding accessibility of online communication.
- Programs may inappropriately charge for auxiliary aids and services or alternative formats and sometimes ask family members to act as interpreters or to otherwise assist people with disabilities.
- Emergency procedures: Departments with written emergency plans report having procedures that take the needs of people with disabilities into account during an evacuation from a building or while sheltering in place. However, almost none have plans for communicating with people with hearing or vision disabilities, nor do they provide auxiliary aids and services for individuals with disabilities during emergency situations or provide evacuation chairs.

High Priority Items

ADA One provided a detailed list of high priority items for each department (followed by the number of programs that fell into this category) were:

1. Staff are not trained to use the telecommunications relay service (115).
2. Staff are not trained in how to recognize and interact with someone with a disability (100).
3. Programs do not offer alternative formats or other auxiliary aids for people with vision disabilities (100).
4. Programs have no policy about accessibility of electronic, online communication (100).
5. Staff has not been told they must permit the use of other power-driven mobility devices (OPDMDs) in some circumstances (96).
6. Staff are not trained regarding the steps to take when interacting or communicating with a person with a disability when they fear danger to themselves or others, or where emergency circumstances do not allow for auxiliary aids (96).
7. Staff are not trained in how to communicate with a person with a speech, hearing, or vision disability (95).
8. Staff have not been told that traditional manually powered mobility devices such as wheelchairs are allowed in any pedestrian area (77).
9. Programs do not provide auxiliary aids and services as necessary or on request for Deaf or hard of hearing people or who have speech disabilities (71).
10. Programs do not relocate an event to an accessible location, given advance notice (68).

ADA ONE REPORT: RECOMMENDATIONS

ADA One solicited suggestions from staff and management across the City to identify: immediate next steps, and short- and long-term priorities to improve accessibility; how the ADA Coordinator could assist in these efforts; and concerns or barriers in making these changes. Staff training, centralized sources of information and guidelines, and improved web accessibility were the top suggestions, and cost and staff time were the top barriers identified. ADA One's final recommendations included six action steps listed below, together with a description of the City's progress on each one:

1. Address the identified [high priority items]

During the course of the consultants' review, we identified a series of practices by some programs that had the potential to exclude individuals with disabilities or were in direct contravention of the requirements of the ADA. The City should first address these alerts in some direct and immediate fashion. For example, the City could send a directive to all departments concerning these issues and provide to each department the list of alerts pertinent to them."

Response: In 2017, the City began conducting a thorough review and validation of all high priority items and used the information to make immediate corrections, develop guidance, and prepare corrective action plans for each department and citywide.

2. Train managers and staff on interaction with people with disabilities

The City should train staff on interacting with individuals with disabilities, which the consultants found to be one of the key areas lacking in attention, and which appears to contribute to shortcomings in meeting the needs of individuals with disabilities. We understand that the City has already begun this process, with training conducted during the last few months. Training should continue on a regular basis.

Response: The City developed a training plan which identified key areas of need, developed an ADA Conformance Review training program, secured a contract to develop a comprehensive eLearning program that will be available to all City employees, and began developing an ADA customer-service training curriculum.

3. Develop centralized policies, procedures, and resources

The City should develop policies in the areas identified by the consultants and outlined below (see section B, below). For example, a process for responding to formal requests for reasonable modifications could address the factors to consider and give examples of what is reasonable. A standard form could serve as a means of recording denials in accordance with the DOJ regulation's requirements for documentation.

Response: ADA Title II Program staff and Department ADA Coordinators have created an internal website with information, resources, and policy guidance on the ADA and accessibility. As more policies are developed, they are added to the site so all City employees are aware of ADA policies and know where to turn for more information or assistance.

4. Train managers and staff about the new policies

To ensure managers and staff understand and appropriately implement the new policies, they should receive training about them, with examples of how they can be applied and a discussion of how to carry them out in the departments. The staff and managers should also be trained about the City's relatively new process for accepting requests for modifications through the website, <http://seattle.gov>, and responding to requests.

Response: The ADA eLearning curriculum includes information on new City policies and resources. ADA Coordinators in each department are engaging staff with discussions about ADA policies and CAPs.

5. Establish, implement, and monitor corrective action plans

Each department for which high priority items were identified should develop a CAP, including specific steps to address the deficiencies identified by the self-evaluation survey and a timeline for doing so. The City should hold the departments accountable for complying with these CAPs.

Response: Each department developed an ADA Corrective Action Plan to address all validated high priority items. Department directors signed the CAPs and the ADA Title II Program staff worked with departments to develop implementation and monitoring plans.

6. Conduct additional or further assessments

Due to contract funding limitations and methodology, it was not possible to assess every program in the same depth as the 158 programs assessed or to thoroughly address some areas. The City should consider taking additional steps to close these gaps. For example, it should review the Police Department's law enforcement policies, practices, and procedures (which will probably require an interview-based approach). The City may also want to look more closely at the numerous programs funded by the Department of Education and Early Learning's Early Childhood Education and Assistance Program but carried out by contractors or grantees, as well as those Human Services Department programs that were not individually considered through the survey and the many individual activities offered by the Department of Parks and Recreation.

Response: The Department of Housing (DOH) hired a consultant to assist with a self-evaluation of DOH programs. The evaluation and development of DOH's corrective action plan was completed in 2024. The ADA workgroup on Grants, Contracts, and Purchasing is reviewing how the City uses grantees and contractors to carry out its programs and services and making recommendations to improve the accessibility of outcomes. The *Areas for Further Study* section of this report discusses the need for additional assessments of departments and programs that were not evaluated by the consultant. Police law enforcement, to include the interaction of law enforcement officers with the public, arrestees and witnesses, will be addressed.

ADA Program Workgroup Recommendations

Each of the eight ADA Program workgroups developed general recommendations to improve accessibility in the City. These recommendations are broad and aspirational; the Citywide Accessibility Initiative and Departmental ADA Corrective Action plans describe action steps the City is taking to improve access and implement the recommendations.

EFFECTIVE COMMUNICATIONS WORKGROUP

Purpose: to recommend policies and practices that will improve communication access for people with disabilities.

Overview: Formed in October 2016 and completed its work in February 2018. Members were drawn from seven City departments and included seven community members with a variety of disabilities and expertise in marketing and communications, community outreach, disability studies, and accessible technology. Three workgroup members are Deaf, two are blind and one has a mobility disability. The workgroup reviewed the City's policies and practices on providing materials in alternate formats and providing communications accommodations. Members researched best practices, gathered sample accessibility and communications policies and checklists from other jurisdictions, and created the following resources for citywide use:

- Resource list for effective communication with people with disabilities; and
- Guide to producing materials in alternate formats.

ACCESSIBLE EVENTS AND MEETINGS WORKGROUP

Purpose: to recommend policies and practices to ensure City meetings, performances, public hearings and other events are fully accessible to people with disabilities.

Overview: Formed in October 2016 and completed its work in February 2018. Members from seven City departments and three community members with experience in marketing, event planning, accessible transportation, social services, and accessibility consulting; two members are blind, and one has a mobility disability. The workgroup reviewed the types of meetings and events most commonly open to the public, with attention to facility access and communications accommodations. Members researched best practices, gathered sample accessibility and communications policies and checklists from other jurisdictions, and created the following resources for citywide use:

- Accessible meetings checklist.
- Checklist to evaluate accessibility of potential meeting venues; and
- Recommended language for accessibility statements on meeting and event notices.

Recommendations: The Accessible Events and Meetings Workgroup and the Effective Communications Workgroup developed a single set of recommendations:

- Create a central repository for information about accessibility and communication, such as an InWeb (City intranet) page with resources and links for all employees to include checklists on accessible meetings, communications, producing materials in alternate formats, a list of inspected accessible spaces for City events and other information.
- Consider establishing a contract or purchasing a printer for production of documents in Braille for alternate formats. Departments should use a centralized process or contracted vendor for Braille and tactile graphics production, as internal capacity varies.
- Explore ways to integrate the existing assistive listening systems (FM systems used for language interpretation, as well as for assistive listening) with portable public-address systems for use at City-sponsored meetings and gatherings; and
- Evaluate all City-owned meeting spaces for possible future investments in PA systems and assistive listening technology.

ADA AND DISABILITY AWARENESS TRAINING

Purpose: to develop training that supports ADA compliance throughout the City.

Overview: In August 2017 ADA Coordinators from five City departments consulted with community members with expertise in ADA training. They reviewed the ADA One findings and recommendations from other workgroups to identify basic concepts and resources that would help all employees recognize and interact appropriately with customers and constituents with disabilities. A consultant was hired in early 2018 to develop 10 eLearning modules.

Recommendations: The ADA Training Workgroup made the following recommendations:

- Develop three to 5 short online (later this was changed to 10) basic ADA training modules.
- Develop 1-2 hour in-person ADA training for City staff who interact with the public; and
- Develop shorter ADA presentations that can be delivered to field staff or crews addressing common questions and topics for departments.

DIGITAL ACCESSIBILITY WORKGROUP

Purpose: to ensure digital accessibility is available to people with disabilities when navigating websites, mobile applications or electronic documents available throughout the City.

Overview: In July 2017, the Citywide ADA Title II Compliance Program organized a large panel discussion with outside experts, “A Conversation on Web Access,” attended by more than 70 employees, including senior staff, IT managers and webmasters and ADA Coordinators from many departments. The event provided insights into accessibility issues, information on accessibility standards and provided the opportunity to collaborate on improvements to the City’s numerous websites. Participants developed recommendations focused on key leverage points for ensuring content and applications are accessible and identified resources for an accessible technology resource page on the City’s intranet site. Using these recommendations, the Digital Accessibility Workgroup developed its workplan. In 2025 the Mayor’s Office established an Interdepartmental Team to begin work coordinating on how the City will meet the Department of Justice’s newly enacted [digital accessibility requirements](#). This team has replaced the Digital Accessibility Workgroup.

Recommendations: The participants in the “A Conversation about Web Access” came up with the following recommendations:

Coordination

- Designate a single person within the Seattle Information Technology Department to be an accessibility coordinator for web and other IT issues. This person should be knowledgeable about web accessibility, testing and conformance. The position would provide technical assistance and organizational direction as Seattle makes its website and web content more accessible.

- Assist departments in reviewing their web content for accessibility and develop a cohesive plan for prioritizing and improving access to the most essential services first.

Resources and Training

- Establish a central InWeb (intranet) page with web accessibility resources and guidelines for all staff, with links to accessibility requirements, how-to guides, and resource lists.
- Train staff in making documents accessible – make it available for everyone because all staff create documents and should know the basics.
- Add web accessibility training for Content Management Systems (CMS) users at every level as a separate session after the technical training.

Policy

- Create a policy that content that is not accessible cannot be published online without providing an equivalent alternative.
- Adopt and adhere to an accessibility standard for electronic communication similar to the State of Washington Chief Information Officer's Minimum Accessibility Standard.
- Integrate web accessibility guidelines with media relations and social media policy.
- Develop policy direction on how to prioritize captioning of videos and request budget and other resources to accomplish this.

Procurement

- Define accessibility requirements in Requests for Proposals (RFP) and contracts for technology-related purchases.
- Ensure City staff know how to update or fix problems for vendor-built products; and
- Review existing technology contracts to ensure they are still compliant.

GRANTS, CONTRACTS, AND PURCHASING WORKGROUP

Purpose: Research and analyze contracts, grants, and procurement processes and develop recommendations to improve accessibility of the processes and outcomes.

Overview: The Grants, Contracts, and Purchasing Workgroup (the "Workgroup") began meeting in April 2018, with a workplan that includes developing sample accessibility language for contracts, grants, and procurement processes, guidance on the ADA for contractors and grantees, and changes to monitoring and oversight mechanisms to ensure nondiscrimination obligations are met.

Recommendations: The Workgroup developed the following recommendations:

- Continue working with Public Works staff to identify ways that construction-related contracts can be managed to improve accessibility outcomes. Strategies include:
 - Inform contractors of the need for full ADA compliance, and ensure the City communicates accessibility is a priority.
 - Train City inspectors on ADA standards so they can recognize issues in as-built inspections.
- Convene a working group to review the standard grant and contract language used by many departments and develop recommendations for improving accessibility of the process and outcomes.

- Develop guidelines and resources for grantees and program contractors to clarify the City's expectations on how the grantees provide access to customers/clients/participants with disabilities.
- Create guidelines on monitoring and evaluation to ensure grantees and contractors are meeting access requirements; and
- Develop language for procurement documents, such as Request for Proposals and Invitations to Bid to require responders to demonstrate how they will comply with Title II of the ADA.

ADA EMERGENCY EVACUATION WORKGROUP

Purpose: to develop emergency plans for the evacuation or sheltering in place of people with disabilities during emergencies in a City owned building or a City program or event. The plan should include effective communication of all applicable emergency egress procedures.

Recommendations: The ADA Emergency Evacuation Workgroup identified the following items that need to be addressed in their workplan:

- Work with facility managers in each City building to review the facility's emergency procedures for inclusion of people with disabilities and to identify areas of refuge for immediate needs, safe evacuation methods and/or areas to shelter in place if needed.
- Review emergency communication protocols to ensure individuals with disabilities have timely and accurate notification of emergency conditions in City facilities.
- Coordinate with the City's ADA Title I (employment) program to ensure emergency planning includes known employees with disabilities; and
- Identify City facilities serving high numbers of program participants or customers with disabilities, such as adaptive recreation programs or senior centers, and assist with planning for emergency procedures to accommodate individuals with disabilities.

SUPPORTED EMPLOYMENT ADA WORKGROUP

Purpose: to advance understanding and promote inclusion and accessibility for people with developmental disabilities within the city of Seattle.

Overview: Formed in May 2017 with members of the Supported Employee Program, the workgroup meets monthly. They advise on accessibility issues for people with developmental disabilities, addresses unique safety issues and emergency preparedness in the workplace, and reviews other emerging issues impacting employees with developmental disabilities.

Recommendations: The workgroup has advised several departments on accessibility issues that impact disability community members seeking access to City services and programs. It has also provided input to SDOT on pedestrian access issues and had representation on the Seattle Municipal Tower elevator upgrade project.

COMMUNITY ENGAGEMENT WORKGROUP

Purpose: to provide resources and guidance to assist the City in broadening its connections with the disability community in Seattle.

Overview: Formed in 2016, the group assembled a resource list of community contacts and provided recommendations to enhance disability community outreach. ADA Coordinators and staff from seven City departments were joined by 14 community members with disabilities. Workgroup members volunteered at several of the community engagement events to help collect public input and facilitate group discussions.

Overview of Community Engagement

The Citywide ADA Title II Compliance Program planned and/or participated in seven community engagement events between July 21 and November 4, 2017. A questionnaire was developed to gather information about City programs and facilities people used most often, and to ask about accessibility issues, place of residence and disability status. It was then used at four public events and three City-organized community meetings. Reaching more than 230 community participants, the questionnaire generated a wealth of useful information on accessibility issues in the city of Seattle. Across seven community engagement events, the City gathered input from more than 230 participants with diverse disabilities and backgrounds. Key themes included transportation and parking access, affordable and accessible housing, inclusive recreation and education opportunities, and the need for clearer communication and disability specific information.

Based on staff capacity, timing and feedback from the Community Engagement Workgroup, the four public events selected were:

- Bite of Seattle
- Regional Little People of America Conference
- Seattle/King County Health Clinic; and
- Washington Chapter of the National Federation of the Blind Conference

Three community meetings were also organized to reach specific demographic groups:

- Open Doors for Multicultural Families Community Meeting
- Community Meeting with People Who Use Mobility Devices; and
- DeafBlind Town Hall Community Meeting

More than 80 percent of the completed questionnaires were from people with disabilities, and many of the nondisabled respondents had family members with disabilities. Results varied from event to event, but some consistent themes emerged, and directly shaped the City's Barrier Removal Schedule and informed program accessibility recommendations

- Transportation (being able to get to events), accessible parking at events, and affordable housing within the City were top concerns for every group; many also mentioned employment opportunities, education, or library services or recreational programs;
- Families' highest concerns were recreational and educational opportunities for their children with disabilities, along with transitional opportunities for older teens and young adults. Self-advocates placed a high emphasis on opportunities for growth; and

- Building entry, restrooms, and access to goods and services as top physical priorities.

NEXT STEPS

The information gathered from the seven community engagement events was immediately useful in identifying specific problem areas, validating or redirecting the City's approach, and helping the ADA Title II Compliance Program set meaningful priorities and goals. There was a wealth of in-depth and nuanced information in participant comments, questionnaire responses and the direct human interactions among City staff, volunteers, and community members. This information can be used for future analysis and may yield fresh insights when new questions or issues arise. Overall, the community engagement program has helped the City better understand specialized needs and specific impacts on people with different disabilities or backgrounds and use the information gathered to be more responsive.

The City has already taken actions based on the results of the community engagement. Some have led to changes or new offerings in City programs, and some of the findings have been incorporated into this Self-Evaluation and Transition Plan:

- Validated community support for the City's proposed plan to identify small and easy-to-fix barriers, group them together and fix them first.
- Confirmed the City's priority on removing barriers in community centers that double as emergency shelters when needed.
- Elevated restroom access to a higher priority than under the City's previous ranking and made it second priority rather than third.
- Designed a community engagement program with more focused and deliberate outreach to diverse communities; and
- Development of staff training on accessibility and the ADA.

The City has:

- Helped families of children with developmental disabilities navigate the Parks and Recreation program registration system.
- Created opportunities for City employees with developmental disabilities to serve as role models for youth in transition programs.
- Enhanced the accessibility of picnic shelters to make them more usable for blind and DeafBlind people; and
- Followed up on specific street and sidewalk barriers mentioned by event participants: the SDOT ADA Program has been more responsive to barrier removal requests, including curb ramp and Accessible Pedestrian Signal (APS) installations, as well as other requests that help improve access to the public right of way.

In addition, the City has committed to building an ongoing relationship with participants in the community engagement events and with the disability community. The City will:

- Continue nurturing relationships with partner organizations, such as Open Doors for Multicultural Families, the DeafBlind Service Center, the Hearing Speech and Deaf Center, the

Lighthouse for the Blind, PROVAIL and other community organizations empowering people with disabilities;

- Work with the Seattle Disability Commission and the Race and Social Justice Network on outreach; and
- Continue to collaborate with the Northwest ADA Center's Community of Practice.

The ADA Title II Compliance Program is committed to building an interactive and ongoing engagement process. Community input was thoroughly reviewed; valuable insights and action items were identified and incorporated into the City's analysis and access planning. Next steps include ensuring follow up and that information is brought back to the community for further input.

Areas for Further Study

The city of Seattle's ADA Self-Evaluation process was comprehensive and detailed, with findings that provide a solid grounding for corrective actions throughout the City, but there are still gaps and areas where more research will yield better results and more effective policy decisions.

SEATTLE POLICE DEPARTMENT

The only Seattle Police Department (SPD) program reviewed for ADA compliance was Community Service Officer Unit. ADA One recognized it did not have the specialized expertise needed to evaluate law enforcement activities. In addition, SPD's policies and practices have changed rapidly in recent years. In response to a 2012 Consent Decree with the US Department of Justice, SPD has worked closely with a community oversight board and has provided officers with extensive training on de-escalation, recognizing unconscious bias, and communicating more effectively with the community. Because the ADA issues encountered in the law enforcement context are significantly different than those encountered in most other City programs, SPD will need to collaborate with law enforcement accessibility specialists to apply the appropriate assessment tools and determine whether corrective actions or additional training may be needed, as well as how citywide accessibility efforts can support SPD.

OTHER DEPARTMENTS

Several City offices having public contact were not evaluated by the ADA One survey. The Office of the Hearing Examiner was not evaluated, nor were the newly formed Community Police Commission and the Office of the Inspector General for Public Safety, which are both involved with law enforcement oversight. The public contact activities of these offices are specialized and may benefit from individual assessments tailored to each office's functions.

EMPLOYMENT

The City did not include employment in this Self-Evaluation and Transition Plan because it was focused on implementation of Title II of the ADA. While Seattle has an award-winning Supported Employment program for employees with developmental disabilities, it has not emphasized recruitment and retention of people with other disabilities. Seattle Department Human Resources (SHR) has a City Leave Programs Advisor role that, in part, provides support to departments to meet compliant ADA

citywide job search processes. Additionally, each department has a designated ADA Title I Coordinator. Procedures also exist for providing reasonable accommodation for employees with disabilities. The City is encouraged to examine current practices and procedures to identify areas that would improve the recruitment and hiring of people with disabilities.

FURTHER STUDY BY ADA WORKGROUPS

Several of the ADA workgroups are continuing their work and have plans for further evaluation and research. The Grants, Contracts and Purchasing Workgroup continues working individually with departments reviewing how third parties carry out their programs and services. The Community Engagement and Emergency Evacuation Workgroups are ongoing and plan to continue working with City departments to assist with outreach and emergency planning.

The PCT and the BECT continue to be actively involved with implementing and monitoring the Corrective Action Plans and the Barrier Removal Schedule. The Citywide Accessibility Initiative is discussed in Part Three of this plan, and the Barrier Removal Schedule is discussed in Part Four – Access to the Built Environment.

PART THREE: CITYWIDE ACCESSIBILITY INITIATIVE AND DEPARTMENTAL CORRECTIVE ACTION PLANS

Citywide Accessibility Initiative

The Citywide Accessibility Initiative was developed in 2018. Considerations from the findings and recommendations of the program assessments, ADA workgroups and public input as well as common problems that lend themselves to Citywide solutions were identified. The Initiative aims to provide a coordinated set of resources and guidelines for City departments to promote effective and consistent responses to accessibility requests.

COLLABORATION EXAMPLES

The City's ADA Title II Compliance Program works closely with departments, advisory bodies, and community partners to expand accessibility in programs, services, and facilities. Recent collaborations have focused on improving physical access, strengthening effective communication practices, and supporting inclusive program design across multiple service areas. Examples include piloting power wheelchair charging access at select City facilities and events, expanding Accessible Pedestrian Signal (APS) installations, and improving customer service counters to support assistive listening, Video Remote Interpreting (VRI) readiness, and other communication auxiliary aids and services. Ongoing coordination with the Seattle Commission for People with Disabilities, the Northwest Universal Design Council, and the City's Supported Employment Program helps ensure that recommendations from lived experience, professional expertise, and cross departmental practice continue to shape accessibility improvements citywide.

MONITORING CORRECTIVE ACTIONS

Each City department has committed to accomplishing the action items listed in its ADA CAP and will develop a workplan for each item. The Citywide ADA Title II Compliance Program will work with the department ADA Coordinators to develop a tracking system to monitor departments' progress and will provide assistance and support as needed.

ADA TRAINING FOR CITY EMPLOYEES

Improving City employees' knowledge about the ADA and ability to serve customers with disabilities is crucial to improving the City's ADA compliance. The Citywide ADA Title II Compliance Program has developed a comprehensive ADA training program, described in more detail below.

CITYWIDE ADA TRAINING

Every department identified ADA training as a pressing need; developing a coordinated training program is a high priority. The Department of Finance and Administrative Services allocated funding in 2018 to develop ADA training for all City employees. The Citywide ADA Title II Compliance Program, working together with the ADA Training Workgroup, developed a training plan that identified training needs for employees in different job categories.

eLearning for all employees: a series of ten short interactive eLearning modules were launched in 2020 ADA training for all employees, covering basic information about the ADA, the City's obligations to provide access and accommodations, how to communicate effectively with people with disabilities, and where to find resources and further assistance. The modules are:

1. Overview of the ADA & Why it Matters
2. Disability Basics
3. Understanding Program Access Requirements
4. Serving Customers with Disabilities
5. Communicating Effectively – Part 1 Communication Strategies
6. Communicating Effectively – Part 2 Auxiliary Aids & Technology
7. Planning Accessible Meetings
8. Service Animals
9. Working with Grants, Contracts and Partners
10. Evaluating City Policies

ADA Customer Service Training: an in-depth two- hour training course for City employees working directly with the public on how to interact effectively with customers and provide more complex accommodations.

Making Documents Accessible Training: training for writers, web content producers and interested staff. This training has been offered in collaboration with Seattle IT Department in celebration of the annual Global Accessibility Awareness Day (GAAD).

ADA & Accessibility Facilities Conformance Review Trainings: training for maintenance crews, project managers, architects and facilities staff in how to measure and install elements to ensure compliance. In 2021, a built environment accessibility consultant provided training on *ADA: Standards and Preventing Barriers in Buildings and Facilities*, and the training was updated in 2023, *Assessing ADA Conformance in City Buildings and Facilities*. This course briefly covers the significance of ADA compliance, and how to measure and install elements to ensure compliance. In 2024, FAS accessibility staff created a 4-part series specific to accessibility requirements in City Parks and associated facilities.

Departmental ADA Title II Coordinator training: ongoing monthly training sessions on a variety of ADA and disability topics, for the first hour of the ADA Coordinators monthly meeting. Combination of in-house and external presenters, covering topics including cultural competence training on understanding cultural diversity and disabilities, and culturally and linguistically responsive practices and service delivery.

ADA RESOURCES SHAREPOINT SITE

A central page launched in 2020 on the City's intranet provides information to all City employees, including basic ADA and policy guidance, along with contact information for the department ADA Coordinators and Citywide ADA Title II Compliance Program. The focus is on providing an easy-to-use reference site with checklists, guidelines, tools, sample accessibility notices and links to further information and training.

- **Accessible meetings and events:** Guidance on how to make public meetings and events fully accessible to people with disabilities, with outreach strategies, tips on planning and budgeting for access, ensuring physical access to the venue, providing effective communication, notifying attendees that accommodations are available and responding to accommodation requests.
- **Standardized language for access notices:** Standard recommended language for event flyers and invitations, with versions appropriate for print, online, and social media invitations in different formats. Samples include clear contact information to make it easy to request disability accommodations.
- **Service animals:** service animals and service animals in training are welcome in areas where members of the public are normally allowed to go. Training materials on service animals and the rights and responsibilities of an animal's handler are available.
- **Mobility devices:** Guidance to clarify that traditional manual and power-driven mobility devices, such as wheelchairs and scooters, are allowed in any pedestrian area, and that other power-driven mobility devices are allowed in some circumstances.

CUSTOMER SERVICE COUNTERS

Customer service counters where City employees directly serve the public are an essential part of many City facilities, including: community center front desks, customer service centers in neighborhoods, permit centers, utility payment centers, and City office reception areas. The City will work with departments to assess their customer service locations and develop an implementation plan for providing appropriate equipment and services; some examples are listed below.

Accessibility signage: Customer service counters should have clear and easily readable signs telling customers that disability accommodations are available and encouraging them to ask for assistance, if needed.

- **Assistive listening systems also referred to as counter loops:** Small portable assistive listening systems have been installed at service counters making it easier for hard of hearing people to communicate with City staff. These systems deliver a clear sound signal directly to the customer's hearing aid or cochlear implant, or to a receiver and headphones that are available at the counter. Counter loops have been installed at the City's Customer Service Centers, Seattle Animal Shelter, Seattle City Hall, and Seattle Center.
- **Remote interpreting and face-to-face communication services:** When in person sign language interpretation is not immediately available, Video Remote Interpreting (VRI), if effective, offers immediate access to sign language interpreting for Deaf customers, using a videophone, dedicated VRI device, or a tablet/laptop with webcam. In compliance with 2.1 Level AA, VRI is currently available at the Seattle Center, the City's Customer Service Centers and City Hall. The City gives primary consideration to the customer preferred method of communication, in-person interpretation will be provided when VRI is not effective. For spoken language, the City can dial a Language Line service to get an interpreter online immediately.
- **Lowered service counters:** A lower counter section provides access for wheelchair users and people of short stature. Most service counters either have a lowered section already or are listed in the Barrier Removal Schedule as an item to be completed.

Citywide Resources

The Citywide ADA Title II Compliance Program continues to emphasize the obligation to communicate as effectively with individuals with disabilities as with those who do not have disabilities and will continue to provide recommendations and resources to make this happen. Each department determines its own timeline to implement the recommendations in its corrective action workplan.

The City has developed resources and guidance documents for the following topics:

- **In-person communication:** Guidance and training on communicating with people with different types of disabilities and resources available to City employees to make communication easier.
- **Auxiliary aids and services:** Resource lists and how-to guides on auxiliary aids and services for effective communication, including information on sign language interpreters, video remote interpreting, real-time captioning and assistive listening systems.
- **Alternative formats:** Guidance on the obligation to provide materials in alternative formats upon request, assist customers with filling out forms, honor customer preferences and select the appropriate format.
- **Standardized language for alternative format notices:** Standard recommended language for printed and online documents stating that the material is available in alternative formats upon request.

- **Telecommunications access:** Guidance and training on recognizing and responding appropriately to telecommunications relay calls, and information on TTY and video relay services.
- **Auxiliary aids and services:** Several departments (DON, FAS, and SPR) have assistant listening devices that can be shared with other departments upon request.

2024 Updates Federal Regulation - Digital Accessibility

In April 2024, the DOJ updated its regulations under Title II of the ADA, requiring state and local governments to make their websites, web content, and mobile apps accessible to people with disabilities. The new rule mandates compliance with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA — a standard Seattle had already set as a goal for City websites. To meet this requirement, the City will audit its existing websites and content, fix any accessibility issues, and establish processes to ensure future compliance. This rule goes into effect on April 24, 2027, however; effective communication has been a requirement of the ADA since it went into effect in 1992.

Citywide Resources

ADA Title II Compliance Program staff will develop and post resources and guidance documents for the following topics:

- **Web accessibility:** Guidance and links to web access resources such as WCAG 2.1 AA, Section 508 requirements and sources of information and training.
- **Accessible documents:** Resources and how-to guides on making PDFs and other documents accessible.
- **Captioning and audio description:** Resources and how-to guides on putting captions, ASL and audio descriptions into videos, including social media posts.
- **Global Accessibility Awareness Day Event Presentations:** Accessible emails, making digital content accessible, Alt Text, document accessibility, and making Word documents accessible.
- **Policy development:** Seattle IT developed policies outlining digital accessibility requirements, for the City including: City Website Policy, Public Web Content Presentation Standard, and Digital Style Guide. Policy reminders are included in all training and communication for departmental web content editors notifying them of their responsibility to ensure inclusive and accessible experiences for people with disabilities.
- **FAS Purchasing and Contracting:** FAS Purchasing and Contracting (PC) staff has developed guidelines for defining accessibility requirements in technology-related purchases and services and evaluating potential products and vendors for conformance with accessibility standards.
- **Web content:** All City departments, working with a Citywide Interdepartmental Team, will perform an initial evaluation of the accessibility of their web content and determine a timeline for more detailed review or remediation. Where accessibility issues are discovered, departments will work with the team to develop short-term solutions or redirection notices to provide customers with disabilities access to the relevant information, programs, or services.

EMERGENCY PROCEDURES

General Notes

Emergency Management: As part of its vulnerable population planning, the Office of Emergency Management coordinates with the Seattle Fire, Police, Parks and Recreation, Human Services Departments, King County Emergency Management and regional and national organizations to improve the City's overall disaster response, including preparation and access for people with disabilities.

Citywide Resources

Departments, with support from Office of Emergency Management and the ADA Title II Compliance Program staff, will develop and post resources and guidance documents for the following topics:

- **Facility emergency plans:** Guidance on including people with disabilities in emergency planning, safe evacuation or sheltering in place, providing access, and communicating effectively during an emergency.
- **Develop recommendations:** The ADA Emergency Evacuation workgroup will develop recommendations on improving emergency planning for people with disabilities while on City premises or during City programs. The recommendations will include participation and input from people with disabilities.

CONTRACTORS

ADA Title II Compliance Program staff has informed departments of the importance of inclusion and clarified that contractors, vendors, grantees, tenants, partners, or other outside entities carrying out City programs or receiving City funding have the same obligations to provide equal access to people with disabilities. Some City departments have extensive grant programs, contracted services, tenants, or partnerships with other public or private entities.

Citywide Resources

The Grants, Contracts, and Purchasing ADA Workgroup is providing guidance to City departments on the following topics:

- **ADA obligations of outside entities:** Guidance for City employees on the accessibility obligations for any City programs using grantees, contractors, vendors, or other outside entities.
- **Contracting and procurement guidance:** Suggestions for developing accessibility requirements for new grants or contracts.

Assessment and policy development: The Grants, Contracts, and Purchasing ADA Workgroup is assessing the different types of grants, contracts, and partnerships used in City departments, and will develop sample accessibility language.

Department Corrective Action Plans

A description of each City department and the programs reviewed for ADA compliance, followed by a summary of the department's ADA CAP can be found in the [Departmental ADA Corrective Action Plan](#)

[Summaries](#). The CAPs were developed after the detailed review and confirmation of high priority items identified in the ADA One consultant report on program access. The summaries only highlight corrective actions or plans unique to the department and are organized into six topic areas:

PROGRAM ACCESS AND POLICIES

- Corrective actions regarding general policies and procedures, customer service, or access to City programs, services, and activities. Includes a policy handbook, if the department has one, and training plans for employees and, when applicable, for contractors and grantees.

COMMUNICATION

- Corrective actions regarding effective communication, materials in alternative formats, such as Braille or large print; and auxiliary aids and services, such as assistive listening systems, sign language interpreting services, or screen-reader software. Includes other devices, services, or practices that enable people with disabilities to have access to information or to be able to interact with other people.

WEB AND CAPTIONING

- Corrective actions regarding websites, online materials, video or DVD captioning and audio description, documents in accessible electronic format, telecommunications technology, and other IT or technology-related subjects.

EMERGENCY PROCEDURES

- Corrective actions regarding emergency management for City facilities, programs, and services, which could include sheltering in place or evacuation. Includes City planning and collaboration with regional and national partners to improve outcomes for people with disabilities in major disasters or mass casualty events.

CONTRACTORS

- Corrective actions regarding contractors, grantees, vendors, tenants, partners, or other third-party entities the City may work with to carry out City functions. Includes contract clauses, monitoring and evaluation, and other facets of the relationship between the City, the third party, and the public.

FACILITIES AND EQUIPMENT

- Corrective actions regarding maintenance of accessible features of the built environment or equipment, such as furniture or public computers, to ensure access to department programs and services.

PART FOUR: ACCESS TO THE BUILT ENVIRONMENT

Overview: Developing the Transition Plan

Part Four explains how the City evaluated access to aspects of the built environment – City buildings, parks, public spaces and pedestrian areas – and developed the ADA Transition Plan to describe physical access barriers and create a timeline for how they will be removed. This process was directed by the BECT at the same time the ADA Self-Evaluation of City programs, services, and activities was being conducted. The four components of this process included:

1. Rigorous on-site assessments of City facilities conducted by consultants and combined with previous assessments to create the Citywide Barrier Removal Schedule.
2. Seattle Parks and Recreation developed their own assessment and transition plan for SPR facilities while Seattle Department of Transportation developed a transition plan specific to curb ramps.
3. ADA Facility Workgroups were formed to take on specific tasks related to the assessments, data analysis and prioritization of barriers.
4. An extensive community engagement process gathered public input from a diverse and representative group of people with disabilities to guide the development of the City's barrier removal priorities.

The result of this process is the Transition Plan and the creation of the Barrier Removal Schedule (BRS) which contains details of physical barriers in the 155 facilities assessed. The City's next step was to assign target dates to all the items in the BRS, under the barrier removal priorities.

To ensure future construction and renovation is accessible and ADA compliant, the City developed an Accessible Facilities and Built Environments Protocol to codify the City's accessibility requirements. Training has been completed for project planning, design, and inspections staff to implement the protocol.

The Built Environment Compliance Team

The purpose of the City of Seattle Built Environment Compliance Team (BECT), formerly the Facility Compliance Team (FCT), is to ensure city of Seattle facilities and properties – both owned and leased – comply with the ADA Standards for Accessible Design and state and local accessibility requirements.

The BECT includes representatives from the City's seven capital Departments: Department of Finance and Administrative Services (FAS), Seattle Parks and Recreation (SPR), Department of Transportation (SDOT), Seattle Center (CEN), Seattle City Light (SCL), Seattle Public Library (SPL), and Seattle Public Utilities (SPU), a representative from the City Budget Office and City Attorney's Office, FAS Purchase and Contracting Division, the Citywide ADA Title II Compliance Program and named departments' operations and maintenance divisions.

The BECT is responsible for:

- Managing the Barrier Removal Schedule
- Communicating the latest accessibility compliance requirements with Department leadership to implement necessary adjustments
- Proposing, evaluating, and adopting changes to ADA compliance review procedures
- Vetting complex ADA compliance implementation issues; and
- Providing input to the City’s ADA Self-Evaluation and Transition Plan processes

One of the BECT’s key contributions in developing the Transition Plan was to review the existing “Built Environments Policy” (City of Seattle Executive Order 01-2012) and identify implementation issues. The BECT then developed the new Accessible Facilities and Built Environments Protocol, and designed a Conformance Review process to ensure compliance. ADA Conformance Review training and supporting resource materials were delivered to City reviewers, project managers and construction staff to enable them to document ADA conformance for City construction projects. This is expected to eliminate barriers in new construction and renovation by avoiding common errors and improving full conformance with accessibility standards.

ADA Facility Workgroups

CITYWIDE TRANSITION PLAN WORKGROUP

Purpose: to initiate a process for writing the City’s ADA Transition Plan.

Formed in 2016 with representatives from five departments⁴, this workgroup identified community engagement needs for developing the transition plan, and assisted with determining a prioritization strategy for the SDOT and Citywide transition plans.

SEATTLE PARKS AND RECREATION ADA WORKGROUP

Purpose: to develop an ADA Transition plan addressing Seattle Parks and Recreation facilities.

The team of SPR staff met in 2016 to review and update the 2011 SPR Accessibility Compliance Plan and develop a transition plan specific to SPR facilities. The workgroup conducted additional facility assessments and prioritized accessibility improvements based on DOJ guidance on barrier removal, a geographic and programmatic distribution of facilities, and a Citywide public involvement process.

SEATTLE DEPARTMENT OF TRANSPORTATION ADA COMMITTEE

Purpose: to draft policies, procedures, and guidance on ADA and accessibility-related topics as well as assisted in delivering this information to committee member teams and divisions. The Committee met regularly to discuss and agree upon a united departmental approach on ADA compliance and best practices for providing accessibility in the public right-of-way.

BARRIER REMOVAL SCHEDULE IMPLEMENTATION WORKGROUP

Purpose: to create a process for developing and implementing the Barrier Removal Schedule.

⁴ Department of Education and Early Learning, Department of Neighborhoods, Department of Finance and Administrative Services, Department of Transportation, and Department of Parks and Recreation.

Formed in 2017, this ongoing group, with members from FAS, SDOT, and SPR, analyzed the facility access data and developed the format for the Barrier Removal Schedule. It identified a need for more comprehensive guidance for new City construction and renovation projects and developed the Built Environment Protocol.

Facility Assessments

DEPARTMENT OF JUSTICE

In 2007, the Department of Justice reviewed over 160 locations within 65 facilities for ADA compliance. These facilities had to comply with the ADA's new construction or alterations requirements because construction or facility alterations were completed after January 26, 1992. Five departments had facilities reviewed: CEN, SPR, FAS, SDOT, and SPL.

The DOJ audit identified numerous elements it asserted did not meet ADA standards. In 2011, the City dedicated capital funds and staff to address the deficiencies cited in the audit. The purpose of this funding was to correct the elements the City accepted as noncompliant from the DOJ review. The City then created a plan to proactively improve its accessibility.

After addressing a sizeable portion of the identified access issues, the City assessed facilities not yet reviewed. The intention was to conduct accessibility reviews of City-owned buildings frequented by the public and to produce a detailed assessment listing outstanding facility access issues. This assessment would then be incorporated into the City's Barrier Removal Schedule.

Two City Departments, SPR and SDOT were not included in these assessments, which were completed in 2017. However, because they were deemed a high priority, 10 SPR Community Centers that serve as emergency shelters were evaluated. SPR began a separate, department-specific ADA facilities assessment in 2017, described below. SDOT facilities in the pedestrian right of way are governed by separate accessibility standards, SDOT pursued and secured funding under a separate budget process.

CONSULTANT ASSESSMENTS

In 2015, the City hired a consultant, Meeting the Challenge (MTC), with strong expertise in performing ADA compliance analyses of facilities and sites. MTC has assisted many municipalities in developing Barrier Removal Schedules and Transition Plans with a focus on identifying accessibility barriers in publicly-owned facilities.

Beginning in 2016, MTC conducted multiple on-site assessments for ADA compliance in city of Seattle buildings used by the public. The result was the creation of an ADA Transition Plan Database (TPD). This database serves as the foundation of the City's Barrier Removal Schedule (BRS), a living document updated throughout the barrier removal process to show the City's progress on its overall mitigation schedule. It maintains the data and analysis of all barriers identified by MTC.

In 2017, under the “Access Scoping Project,” SPR contracted with MTC to assess an additional 45 facilities, not included in the 2016 reviews. A separate report and TPD was created by MTC and all findings have been incorporated into the Citywide Barrier Removal Schedule.

MEETING THE CHALLENGE REPORT

[Link to the the first 5 sections](#) of the MTC ADA Facilities Survey, Summary Report, describes the process by which the TPD was developed. The methodology, and an overview of the data and findings, are addressed. It includes an introduction, transition plan requirements, facility and consultant assessments and safe harbor.

NEXT STEPS: MITIGATION PLANS

MTC completed the identification of physical barriers in city of Seattle facilities used for public programs.

Mitigation Difficulty

The MTC report encouraged the use of mitigation categories when planning barrier removal. The table below shows the number of barriers identified in each of three mitigation categories:

Seattle Department: CEN, FAS, SPR, SCL, SPL, SPU

Mitigation Difficulty:

1-Highest difficulty

2-Moderate difficulty

3-Lowest difficulty

Seattle Department	Mitigation Difficulty 1-High	Mitigation Difficulty 2-Moderate	Mitigation Difficulty 3-Low	Totals
CEN	180	154	582	916
FAS	478	647	2,330	3,455
SPR Community Centers	176	136	900	1,212
SPR	1,472	851	2,748	5,071*
SCL	14	20	73	107
SPL	168	222	984	1,374
SPU	10	10	67	87
ALL	2,498	2,040	7,684	12,222

* This number includes about 200 barriers that were listed multiple times (duplicates).

Operations/Maintenance/Critical ADA Response

Sixty-three percent of the MTC findings are in the low mitigation category, barrier removal work which generally can be performed by departmental operations and maintenance crews. Departmental staff from Operations and Maintenance met to discuss these issues:

- Protocols for how departments will interface with the Barrier Removal Schedule
- Addressing the Low Mitigation items in the Barrier Removal Schedule
- Determine how to address and respond to “critical” or “urgent” ADA requests; and
- Identify key personnel for each department to assist with responses

Barrier Removal Schedule

The City’s Barrier Removal Schedule is organized by categories including City Departments, Facility, and Elements that are further broken down into the details below.

- **Exterior Accessible Routes**
 - Walkways
 - Ramps, landings handrails
 - Protruding objects, vertical clearance
- **Interior Accessible Routes**
 - Doors, hardware, maneuvering space
 - Floor surfaces, changes in level, slopes
 - Visual and audible fire alarms
 - Protruding objects, vertical clearance
 - Stairs, elevators vertical circulation
- **Restrooms and Plumbing**
 - Toilet compartments
 - Toilet fixtures
 - Sink fixtures
 - Showers
 - Drinking fountains

Departments have identified responsible parties for managing the barrier removal process, made plans and have allocated resources to address Low Mitigation items. They also developed timelines for integrating the Moderate and High Mitigation items into future operational or capital plans. Target dates are the final category listed in the BRS.

The BRS is a living document meant to be updated as barriers are removed or as information is added about previously unidentified barriers. City departments’ timelines for barrier removal have been updated and recorded in the BRS. While it will take years to implement all the changes, the steady progress visible in the BRS reflects the City’s commitment to accessibility and ADA compliance.

Accessible Facilities and Built Environment Protocol

Achieving ADA compliance requires early engagement in projects to ensure all elements affected by accessibility requirements are addressed from the start. The City developed protocols and requirements to demonstrate progress as the Barrier Removal Schedule was implemented. This included developing a conformance review process to ensure barrier removal meets ADA standards.

The Accessible Facilities and Built Environments Protocol:

1. Establishes an internal system for reviews of City projects;
2. Provides direction to City departments and offices on the priority and interpretation of accessibility requirements within the context of the overall project; and
3. Articulates the plan for maintaining and improving access of City facilities and built environments.

ADA Compliance Review for City Construction Projects

These procedures outline the accessibility compliance review process for a typical City construction project; actual frequency of submittals and subject matter expert (SME) responses will vary depending on the complexity of the accessible elements in the project. At several stages of a construction project, ADA compliance review entails some or all:

FEASIBILITY AND PRE-DESIGN (TOUCH 1)

Early in the life of a construction project, City departments shall meet with a SME to establish whether the proposed project will construct or alter any facility element subject to ADA or other accessibility standards. The SME shall document the ADA scope determination for the project record. If it determines the project contains ADA scope, the project will continue to the later review phases. If the SME determines the project does not include an ADA scope, the decision will be documented, and no further action will be required. If the project scope changes, the accountable City department will notify the SME for further ADA review.

PRELIMINARY REVIEW (TOUCH 2)

In early design or equivalent project phase, a project representative shall submit a design package to a SME for accessibility review and comment. The department project representative shall respond to the SME's initial comments documenting resolution of any compliance items at the next review step.

BUILDING PERMIT DOCUMENTS (TOUCH 3)

For City projects that require building permits from the City of Seattle, the SME shall complete the accessibility portion of permit review for SDCI. The protocols for the Purchasing and Contracting (PC) accessibility reviews of City projects during building permit application were jointly established by SDCI and PC. That review will be for compliance with the most stringent accessibility requirements as mandated by federal, state, and local laws and building codes. These reviews are conducted as an integrated part of SDCI's building permit process, and

adhere to the typical review schedule expected for permit applications. PC will either approve projects or require corrections, or in very limited instances, no review is required if the project does not involve accessible components.

For City projects that require permits from jurisdictions outside of the city of Seattle, responsible City departments shall obtain the permits from the appropriate authority and work with the SME to ensure that the project complies with ADA requirements. Because the SME will be providing feedback and correction requests outside of the permitting process for these projects, close cooperation and early planning with the executing City department are especially encouraged.

All projects that require building permits shall complete a permit documents review with PC.

PURCHASING AND CONTRACTING SPEC REVIEW (TOUCH 4)

For City Public Works projects that require bids or proposals from outside contractors, another round of reviews shall be performed by the SME to confirm compliance with accessibility standards and readiness for bidding, in a process known as Department Circulation. Projects shall not advance into the bidding stage until the SME approves them.

ACCESSIBILITY REQUIREMENTS CONFORMANCE REVIEWS (TOUCH 5)

Conformance reviews are conducted to ensure the project complies with accessibility requirements consistent with the contract, drawings and accompanying specifications. On-site reviews are required at points during project construction and at close-out to document the ADA elements were addressed appropriately. Accessibility conformance reviews may be carried out by staff in the responsible Department, by PC as available, or by a third-party entity appointed by the responsible department. Conformance review documentation shall be submitted to PC and become part of the project record.

DOCUMENTATION (TOUCH 6)

Starting in 2018 each project that bids through the public works process will have to identify a qualified individual to perform ADA Conformance Reviews. The designated reviewer, will verify the built improvement conforms to ADA consistent with the contract, drawings and specifications, and will sign off on verification documentation. The ADA conformance documentation will be added to the project records and to the Barrier Removal Schedule of the City's Transition Plan, if applicable.

ADA Compliance for Maintenance Projects

Recognizing many elements of accessible facilities and built environments are routinely managed by maintenance/operations staff, City departments and offices shall participate in trainings to ensure staff keep current with the latest accessibility requirements, applicable standards, product trends, and will conduct conformance reviews on maintenance projects.

Departments and offices responsible for bulk equipment purchases that are permanently installed (such as drinking water fountains) shall review product specifications and installation instructions with PC to ensure the purchase conforms to the appropriate accessibility requirements.

ADA Compliance Review for Other Projects

Other City-sponsored and/or City-operated projects that alter the physical environment may be subject to ADA compliance. The categories of projects that may require ADA Compliance Review include, but are not limited to:

FUNDING PROGRAMS

The City operates programs that distribute funding for built projects open to the public that may be owned by the City or are on City-owned or-leased property. Departments and offices that operate such funding programs shall work with PC and/or the ADA Title II Program to determine review procedures.

LEASED FACILITIES

City departments and offices that lease property to or from external organizations shall work with the City Attorney's Office (CAO) to review lease terms and discuss the City's obligations, if any, under Title II of the ADA and other accessibility requirements.

CUSTOMER SERVICE REQUESTS

The ADA Title II Program anticipates receiving customer service requests for improvements to City facilities and the built environment. Such requests will be reviewed for addition to the Barrier Removal Schedule and incorporated into the City departments' planning and accountability efforts. The BECT has also established a Critical Response procedure for customer service requests that are time-critical or urgent, and will work with the affected department on how to respond to a critical response request.

CITYWIDE PLANNING

Early planning to address accessibility concerns is cost-effective and has maximum positive impact on the City's commitment to provide access to facilities, programs, and services to people with disabilities. City Departments and Offices developing planning documents that guide City actions in the built environment, such as Neighborhood Plans or Master Redevelopment Plans, are encouraged to seek input on accessibility issues.

CONCLUSION

The City is committed to promoting inclusion and the full participation of all who live, work, or visit Seattle. Physical and programmatic barriers to accessibility are being addressed and people with disabilities are engaged in the process. Future steps to ensure equal access have been identified based

on the results of the City's Self-Evaluation, Citywide Accessibility Initiative and Department Corrective Action Plans, and the Barrier Removal Schedule.

Departments have implemented their Corrective Action Plans and continue to participate in projects related to the Citywide Accessibility Initiative. Departments have prioritized the removal of identified architectural barriers with target dates listed in the BRS. The City will continue to identify and find ways to remove barriers to access.

This ADA Title II Self-Evaluation and Transition Plan communicates the City of Seattle's commitment and approach to improving access to members of the disability community. While it highlights procedures and activities to be undertaken in the coming months and years, it also details the comprehensive steps the City has already taken to strengthen accessibility.

This Self-Evaluation and Transition Plan is one step in the City's ongoing efforts to ensure ADA Title II compliance and equal access.

List of Acronyms and Abbreviations

ACRONYMS

ADA- Americans with Disabilities Act
ALS - Assistive Listening System
ASL - American Sign Language
BECT - Built Environment Compliance Team
BRS - Barrier Removal Schedule
CAP - Corrective Action Plan
CART - Communication Access Realtime Transcription (captioning)
IBC - International Building Code
ICC - International Code Council
MTC - Meeting the Challenge, Inc (facility assessment consultant)
OPDMD - Other Power-Driven Mobility Device
PCT - Program Compliance Team
RCW - Revised Code of Washington (Washington state laws)
SME - Subject Matter Expert
TPD - Transition Plan Database
TRS - Telecommunications Relay Service
TTY - Text Telephone
VRI - Video Remote Interpreting
VRS - Video Relay Service
WCAG - Web Content Accessibility Guidelines

FEDERAL AGENCY ABBREVIATIONS

DOJ - Department of Justice
EEOC - Equal Employment Opportunities Commission
FCC - Federal Communications Commission

CITY DEPARTMENT ABBREVIATIONS

ARTS - Office of Arts and Culture
CBO - City Budget Office
CEN - Seattle Center
PC - City Purchasing and Contracting Division (in FAS)
DEEL - Department of Education and Early Learning
DON - Department of Neighborhoods
EEC - Ethics and Elections Commission
FAS - Department of Finance and Administrative Services
HSD - Human Services Department
ITD - Seattle Information Technology
LEG - Legislative Department

OCF – Office of City Finance
OED - Office of Economic Development
OEM - Office of Emergency Management
OH - Office of Housing
OIRA - Office of Immigrant and Refugee Affairs
OLS - Office of Labor Standards
OPCD - Office of Planning and Community Development
OSE - Office of Sustainability and Environment
SCL - Seattle City Light
SDCI - Seattle Department of Construction and Inspections
SDOT - Seattle Department of Transportation
SHR - Seattle Department of Human Resources
SFD - Seattle Fire Department
SMC - Seattle Municipal Court
SOCR - Seattle Office for Civil Rights
SPD - Seattle Police Department
SPL - Seattle Public Library
SPR - Seattle Parks and Recreation
SPU - Seattle Public Utilities

APPENDICES

Table: Seattle Center (CEN)

Facility	Total	Target Dates (In Years)
5th Ave Garage	7	2026-2029
1st Ave Garage	1	2026-2029
Armory	146	2026-2029
Chihuly Glass and Garden	6	2028
Exhibition Hall	28	2026-2029
Fischer Pavilion & Lawn	44	2026-2029
KCTS - 9	1	2028
KEXP	2	2026-2029
Marion Oliver McCall Hall	44	2026-2029
Mercer Garage	7	2026-2029
MoPoP	1	2026-2029
Next 50 Pavilion	10	2026-2029
Pacific Science Center	4	2028
Seattle Center Walkway	5	2026-2029
Seattle Children's Theater	9	2028
Seattle Repertory Theater	2	2026-2029
SIFF	7	2028
Space Needle	3	2028
The Vera Project	2	2026-2029
Total	329	

Table: Finance and Administrative Services (FAS)

Facility	Total	Target Dates (In Years)
Animal Shelter	63	2026-2029
City Hall	313	2026-2029
Neighborhood Centers	52	2026-2029
SeaPark Garage	4	2026-2029
Seattle Justice Center	352	2026-2029
Seattle Municipal Tower	231	2026-2029
SFD Stations - all stations	951	2026-2029
SPD Facilities - all facilities	479	2026-2029
FAS Warehouse	28	2026-2029
Total	2,473	

Table: Seattle City Light (SCL)

Facility	Total	Target Dates (In Years)
North Service Center	15	2026-2029
South Service Center	10	2027-2029
Total	25	

Table: Seattle Public Library (SPL)

Facility	Total	Target Dates (In Years)
Ballard Branch	26	2026-2029
Beacon Hill Branch	21	2026-2029
Broadview Branch	17	2026-2029
Capitol Hill Branch	33	2026 -2028
Central Library	232	2028-2030
Columbia Branch	35	2026-2028
Delridge Branch	20	2026-2029
Douglass Truth Branch	35	2027-2029
Fremont Branch	26	2028-2030
Greenwood Branch	29	2026-2029
High Point Branch	42	2026-2028
ID/Chinatown Branch	16	2026-2028
Lake City Branch	5	2026-2029
Madrona Branch	12	2026-2029
Magnolia Branch	32	2028-2030
Montlake Branch	4	2026-2029
New Holly Branch	44	2026-2028
Northeast Branch	17	2026-2028
Northgate Branch	35	2027-2029
Queen Anne Branch	47	2028-2030
Rainier Beach Branch	15	2026-2029
South Park Branch	9	2026-2029
Southwest Branch	41	2027-2029
University Branch	47	2026-2028
Wallingford Branch	5	2027-2029
West Seattle Branch	25	2029-2031
Total	870	

Table: Seattle Parks and Recreation (SPR), A through I

Facility	Total	Target Dates (In Years)
Alki Playground	6	2029-2031
Ballard Community Center	39	2027-2030
Ballard Pool	96	2026-2030
Beacon Hill Playground	15	2029-2030
Bitter Lake Comm Center	48	2027-2029
Bryant Neighborhood Playground	4	2029-2031
Cal Anderson Park	61	2026-2027
Carkeek Park	14	2026-2029
Cascade Playground	39	2026-2029
Colman Pool	92	2026-2029
Cowen Park	6	2026-2029
Dahl Playfield	71	2026-2029
Delridge Comm Center	5	2026-2029
Discovery Park	228	2026-2030
E.C. Hughes Playground	14	2028-2030
Ella Bailey Park	17	2026-2029
Ernest Park	1	2030-2032
Evans Pool	39	2030-2032
Fauntleroy Park	1	2026-2028
Garfield Comm Center	1	2026-2028
Gasworks Park	1	2026-2028
Genesee Park & Playfield	13	2026-2029
Genesee Playfield	134	2026-2029
Green Lake Comm Center	58	2029-2031
Green Lake Park	4	2027-2029
Green Lake Crafts Center	19	2029-2031
Greenwood Park	35	2026-2029
Greg Davis Park	14	2028-2030
Hiawatha Comm Center	19	2026-2028
Highland Park	4	2026-2029
Hitt's Hill Park	2	2026-2028
Homer Harris Park	9	2026-2029
Horiuchi Park	1	2026-2029
Interbay Athletic Complex	13	2026-2029
International Children's Park	18	2029-2031
I.D. China Town Comm Center	6	2026-2029

Table: Seattle Parks and Recreation (SPR), J through Q

Facility	Total	Target Dates (In Years)
Jefferson Comm Center	18	2026-2029
Jefferson Park	96	2030-2032
John C. Little Park	56	2027-2029
Jose Rizal Park	21	2026-2030
Judkins Park & Playfield	30	2026-2029
Kinnear Park	5	2029-2031
Kubota Gardens	69	2026-2029
Laurelhurst Comm Center	11	2026-2035
Lincoln Park	30	2028-2030
Loyal Heights Comm & Playfield	289	2026-2029
Madison Park	18	2029-2031
Madison Pool	91	2026-2029
Magnolia Comm Center	90	2026-2029
Magnolia Playground	45	2026-2029
Magnuson Comm Center	40	2026-2030
Magnuson Park	806	2026-2031
Maple Leaf Comm Center & P-Patch	1	2030-2032
Maplewood Playfield	16	2026-2029
Matthews Beach Park	16	2026-2029
Meadowbrook Park	18	2030-2032
Meadowbrook Pool	132	2026-2029
Medgar Evers Pool	7	2026-2029
Me-Kwa-Mooks Park	2	2029-2031
Meridian Playground	12	2029-2031
Miller Comm Center & Annex	6	2026-2031
Miller Playfield	37	2026-2031
Montlake Comm Center	16	2026-2029
Mounger Pool	60	2026-2029
Mount Baker Park	25	2026-2029
Northacres Park	89	2026-2029
Oxbow Park	2	2026-2029
Pigeon Point Park	1	2029-2031
Powell Barnett Park	17	2029-2031
Pratt Park	7	2027-2029
Queen Anne Comm Center	166	2026-2029
Queen Anne Pool	125	2026-2029

Table: Seattle Parks and Recreation (SPR), R through Y, with totals

Facility	Total	Target Dates (In Years)
Rainier Beach Comm Center	64	2026-2029
Rainier Comm Center	3	2026-2029
Rainier Playfield	31	2026-2029
Ravenna Park	7	2029-2030
Ravenna-Eckstein Comm Center	3	2026-2029
Ravenna-Eckstein Park	1	2030-2032
Riverview Playfield	65	2026-2029
Rogers Playground	64	2026-2029
Ross Playground	28	2028-2030
Seacrest Park	44	2026-2030
Seward Park	233	2026-2029
Solstice Park	3	2026-2029
South Park Comm Center	94	2026-2029
Southwest Comm Center	32	2026-2029
University Playground	5	2026-2029
Van Asselt Comm Center	10	2026-2029
View Ridge Playfield	8	2026-2029
Volunteer Park	42	2026-2029
Wallingford Playfield	9	2026-2029
Washington Park Arboretum	40	2026-2029
Washington Park Playfield	14	2026-2029
West Seattle Stadium	97	2026-2029
Westcrest Park	68	2026-2029
Woodland Park	333	2026-2029
Yesler Comm Center	39	2026-2029
Total	4,954	

Table: Seattle Public Utilities (SPU)

Facility	Total	Target Dates (In Years)
North Transfer Station	1	2027-2029
South Transfer Station	4	2027-2029
Total	5	