

## Customer Requests

We will install curb ramps when requested by qualified individuals with disabilities at locations not otherwise scheduled for improvement. The program is not intended to address community concerns other than access for people with disabilities.

We prioritize requests for curb ramps and scopes, designs, and constructs these ramps within one year from the date the request is received, pending available funding and the number of requests received each year.

All curb ramp requests are prioritized in the order that they are received. SDOT is committed to constructing a minimum of 150 curb ramps resulting from customer service requests each year.

### Accessible Pedestrian Signal (APS)

An Accessible Pedestrian Signal is a pedestrian push button that produces an audible signal and vibration to indicate when it is safe to cross the street. Such devices can be helpful to people who are visually or hearing impaired. Requests for APS may only be made at locations where there are existing traffic signals.

### New Technology Evaluations

Let us know if you would like us to explore new technologies that would make our pedestrian facilities more accessible. Contact the SDOT ADA Program by email, call at (206) 684-7623, or complete this ADA Request Form or the Alternative Technology Request Form (in accessible format).

## Contact

To request improvements listed in this brochure:

### SDOT ADA Program

SDOT\_ADAProgram@seattle.gov  
(206) 684-7623

Or complete the **ADA Request Form** or the Alternative Technology Request Form (in accessible format) by visiting the following website:

[www.seattle.gov/transportation/permits-and-services/make-an-ada-request](http://www.seattle.gov/transportation/permits-and-services/make-an-ada-request).

# MAKE AN

# ADA REQUEST



**Seattle**  
Department of  
Transportation

# MAKE AN ADA REQUEST



Our ADA Program is responsible for the planning, design, and implementation of infrastructure improvements requested by the public to enable those living with disabilities equivalent access to Seattle pedestrian facilities. These improvements include:

- curb ramps
- accessible pedestrian signals (APS)
- new technology evaluations

Accessibility improvement requests can be made by individuals living with disabilities or those who directly care for individuals living with disabilities. The program is not intended to address community concerns other than access for people with disabilities. ADA requests are logged and scheduled for improvements in the order in which they are received.

It should be noted that any ADA request made is subject to additional prioritization considerations as determined by SDOT, as well as the availability of funding. Some requests for improvements may be deferred if they are found to be infeasible due to existing infrastructure or other constraints. Requestors will be notified if it is found that a request is a duplicate, it will be covered by future capital projects, or if improvements are not feasible.

## ADA General Information

We strive to make city programs, services, and activities equally accessible to all. Features such as curb ramps, ramps, sidewalks, detectable warnings and street crossings are components of an accessible pedestrian network. The Seattle Department of Transportation (SDOT) prioritizes accessibility improvements to the pedestrian network using the Pedestrian Master Plan and as required by **Title II of the Americans with Disabilities Act (ADA) regulation 28 C.F.R. § 35.150(d)(2)** to provide access to city services and facilities. For general ADA compliance questions within the Seattle public right-of-way, contact the SDOT ADA Program at **206-684-7623**. To request accommodation for a disability to provide you with access to a program, service, and/or activity, contact the **City of Seattle ADA Coordinator at 206-684-2489** or visit the **City of Seattle ADA** webpage.

Also available is the **Seattle Accessible Route Planner**, you can find a link to this map on the City of Seattle ADA webpage. This map is intended to help people plan routes using City of Seattle curb ramps and sidewalks.

## Curb Ramps

Curb ramps are sloped transitions from the sidewalk down to the crosswalk, which facilitate increased accessibility, particularly for those with limited mobility. Curb ramp design and construction includes a ramp with a detectable warning surface, landings, and necessary sidewalk transitions and (minor) utility modifications.

