



# Mecklenburg County Americans with Disabilities Act Update

BOCC Budget Public Policy Meeting  
March 27, 2018

# Introduction

To provide a general overview of the County's efforts to improve and maintain ADA accessibility.

## **Update will Include:**

- Law & Legal Requirements
- Recent Improvements
- Self-Evaluation Process
- Next Steps



# National ADA Statistics

- 39.2 million non-institutionalized Americans have one or more disabilities
- 70 percent of all Americans will, at some time in their lives, have a temporary or permanent disability that makes stair climbing impossible
- 8,000 people survive traumatic spinal cord injuries each year
- 11.1 million Americans have serious hearing disabilities
- 7.3 million Americans have visual disabilities
- 20.6 million Americans have limited mobility



# Law & Legal Requirements

## What is ADA?

***The Americans with Disabilities Act (ADA)*** is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public.



# Law & Legal Requirements

## What does the ADA Require?

- Accessible Equipment
- Customer Service
- Emergency Evacuation Procedures
- Accessible Facilities
- Notice Requirements
- Printed Information
- Program Eligibility and Admission
- Public Meetings
- Public Telephones and Communications Devices
- Special Events
- Televised and Audiovisual Public Information
- Training and Staffing
- Transportation Services
- Accessible Websites



## **Title II Requires that State and Local Organizations:**

- Designate an ADA Coordinator
- Provide Notice of ADA Requirements
- Establish Grievance Procedure(s)
- Conduct Self-Evaluation and Create Transition Plan
- Implement Modifications & Monitoring



# Recent Efforts & Improvements

Activity	Completion
Revised ADA Policy Language Changes	• August 2015
Identified ADA Departmental Liaisons	• January 2016
Reviewed department ADA Policies	• March 2016
Created Draft MeckEdu ADA Title II Module	• March 2016
Posted required ADA Notices and Procedures on customer facing website	• April 2016
Contracted with Consultant for Pilot Self Evaluation	• July 2016
Provided training for Departmental Liaisons	• July 2016
Developed content for the ADA website	• August 2016
Working towards completion of Pilot Self-Evaluation	• August 2016 – Present



# Self-Evaluation Process

## **Self – Evaluation Purpose:**

- Identify barriers in programs & activities that prevent persons with disabilities from access (includes evaluation of policies/practices)
- Identify physical barriers within public entity facilities that make structures inaccessible or unusable by individuals with disabilities





# Self-Evaluation Process

## Transition Plan: Purpose

- Set forth steps necessary to remove barriers identified through self-evaluation process
- Describe methods to remove all obstacles
- Specify a schedule and identify person responsible
- Estimate cost(s) and record completion date



# Self-Evaluation Process Phases

Self – Evaluation Phases	Status	Expected Completion
Phase I – Program Review Pilot (7 departments)	In – Progress	May 2018
Phase II – Program Review (remaining departments)	Not Started	April 2019
Phase III – Public Website Accessibility	In – Progress	TBA
Phase IV – Facility Review (pilot selective buildings)	Not Started	October 2018
Phase V – Facility Review for remaining buildings	Not Started	TBA



# Phase I – Program Review Pilot

The Phase I Program Review Pilot examined program, activities and services from the departments listed below:

DEPARTMENT	NUMBER OF PROGRAMS REVIEWED
Child Support Enforcement	5
Community Support Services	9
Department of Social Services	51
Public Health	41
Land Use & Environmental Services Agency	41
Office of the Tax Collector	4
Park & Recreation	405
<b>TOTAL</b>	<b>556</b>



# Phase II – Program Review Additional Departments

The remaining County Departments will replicate the evaluation of all programs, activities and policies:

- Asset and Facility Management
- Board of Elections
- County Assessor's Office
- County Manager's Office
- Criminal Justice Services
- Office of Economic Development
- Finance
- Human Resources
- Information Technology
- County Attorney's Office
- Internal Audit
- Medical Examiner
- Public Information
- Register of Deeds
- MCSO (Sheriff's Office)
- Medic



# Phase III – Public Website Accessibility

The following steps have been completed or are underway to ensure that websites meet ADA standards compliance:

- Created Web Content Editor position to ensure site accessibility
- Updated MeckNC.gov design to improve accessibility
- Hired consultant to assess current County website(s)
  - Assessment will be completed by May 2018
  - Remediation of website compliance issues is ongoing
  - Maintenance will include ADA Compliance training for staff



# Phase IV – Facility Assessment Pilot

- County has more than 360 existing buildings, greenways and parks
- Infrastructure can vary from office space to parks and rec centers

## Methodology

- County will utilize a nationally recognized ADA Assessment tool to review all County spaces
- Staff has participated with similar Library Assessment
- Survey training will be provided by ADA Consultant
- Building staff will assist with preparing for assessment
- Post – Pilot evaluation will examine lessons learned



# Phase V – Facility Assessment Continued

- The “Pilot” will help to inform the continuing facility review process
- Facility review is typically a multi-year process that will be determined by building age and customer usage
- The facility review process will be completed during the summer months and may leverage local university and college students



# Next Steps

## **Program Review:**

- Complete pilot recommendations and deliverables
- Establish full project plan for remaining department reviews

## **Facility Review:**

- Request of approximately \$65,000 for FY19
- Prepare to begin Facility Assessment Pilot – Summer 2018
- Create training for customer service and ADA Awareness

