

Oregon Department of Transportation



*ODOT Title II
Americans with Disabilities Act
Self-Evaluation Report*

March 2004

This publication will be made available in alternate format upon request:
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Oregon

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March 10, 2004

Mr. Dave Cox
Federal Highway Administration - Oregon Division
530 Center Street NE
Salem, OR 97301

Dear Mr. Cox:

Enclosed for your information and review is the Oregon Department of Transportation (ODOT) **Title II (Americans with Disabilities Act (ADA)) Self-Evaluation Report**. The report is organized into four sections:

- Section 1 – Executive Summary
- Section 2 – Summary of 1993 Title II Self-Evaluation
- Section 3 – Findings of 2003 Title II Self-Evaluation
- Section 4 – Title II ADA Transition Plan

The Department actively sought and received valuable public input from stakeholders and citizens representing various disability communities. We are awaiting receipt of the National Highway Traffic Safety Administration (NHTSA) Title VI (Civil Rights) and ADA Accessibility audit conducted in August 2003.

I can assure you that the Department will take the findings of this report and the NHTSA audit seriously and commit resources to continually improve the accessibility of all Oregonians to the programs, services, and employment opportunities the Department offers.

Mike Marsh, ODOT Deputy Director for Central Services, (503) 986-4399, served as the Self-Evaluation Executive Sponsor. Kevin Alano, Internal EEO/AA/ADA Officer, Human Resources, (503) 986-4135, served as the Self-Evaluation Project Coordinator and authored this report. Both are available should you have questions regarding the report.

Respectfully,

Bruce A. Warner
Director

Enclosure

Cc:

Janine Delaunay, Executive Director, Oregon Disabilities Commission
Michael Marsh, ODOT Deputy Director for Central Services
Blair Johnson, ODOT Chief Human Resource Officer
Marie McHone, ODOT Civil Rights Manager
ODOT Supervising Management
ODOT Historical File (PER 9)

Title II (ADA) Self-Evaluation
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Title II (Americans with Disabilities Act – ADA) Self-Evaluation Report

March 2003 – February 2004

EXECUTIVE SUMMARY

In the November 2001 Section 504 and ADA Plan, ODOT committed to conduct a Title II (Public Accessibility) Self-Evaluation with a report rendered to the Federal Highway Administration by November 2003. The Oregon Division of FHWA granted a three-month extension (February 2004).

In March 2003, Bruce Warner, ODOT Director, approved the plan to conduct a Title II ADA Self-Evaluation of the Department. Director Warner extended an invitation to the Oregon Disabilities Commission soliciting volunteer persons with disabilities (PWD) from various communities to serve as members of the evaluation team. Director Warner also invited ODOT employees with disabilities to serve on the evaluation team. Mike Marsh, Deputy Director for Central Services, served as the Self-Evaluation executive sponsor. Kevin Alano, Internal Civil Rights Officer, served as the Self-Evaluation project coordinator. The project approval documents and plan are listed in Appendix A. The project team was comprised of managers, employees, and external stakeholders representing the broad breadth of ODOT business lines and various disabled communities. The project team members are listed in Appendix B.

The evaluation team used the **ADA Title II Action Guide** (*Adaptive Environments Centers, Inc.*) as its primary resource and applied the standards of the ADA Accessibility Guidelines (ADAAG). The Department wishes to acknowledge and thank the City and County of San Francisco Mayor's Office on Disability for permission to use and revise its ADA Self-Evaluation Survey.

To comply with Title II (ADA), public entities must take the following actions:

1. §35.107(a) Designate a responsible employee
2. §35.106 Provide notice of the protections against discrimination by the Act
3. §35.107(b) Establish a grievance procedure
4. §35.105 Conduct a Self-Evaluation
5. §35.150(d) Develop a Transition Plan

ODOT complies with all five actions and completed its initial Self-Evaluation as required by 28 CFR §35.105 in 1993. The 2003 Self-Evaluation was a voluntary effort by the Department to assess progress made in the past decade and ensure continual compliance to the ADA. The primary areas of focus were (1) Programs & Services, (2) Communications, (3) Facilities, and (4) Employment.

The evaluation used the following methodology to assess and collect information:

- ◆ On-site building / facility evaluations of ODOT, DMV, MCTD offices, & safety rest areas
- ◆ Public Focus Groups on Accessibility to ODOT Programs, Services, & Employment
- ◆ Public Accessibility Survey mailed to 5000 Oregonians
- ◆ Internal Accessibility Survey of ODOT managers
- ◆ Highway facilities evaluations
- ◆ Other sources of information and accessibility related data

Public Building & Facility Access *(detailed analysis provided in Section 3.1)*

Overall, the Department made marked improvement since 1993 enhancing public accessibility to its facilities. The most obvious are comparable percentage gains of compliance in building / facility access per ADAAG:

DMV Field Offices		Rest Areas		ODOT Offices		Ports of Entry	
1993	2003	1993	2003	1993	2003	1993	2003
36.9%	87.2%	36.8%	94.7%	45.7%	84.1%	49.5%	91.3%

Source: ODOT ADA Self Evaluation 2003\Bldg & Facilities Evals Folder (K:\Internal_Civil_Rights)

Generally, shortfalls to attaining 100% compliance usually appear in the areas of public drinking fountains, public telephones, and assistive listening devices. No major deficiencies were noted. For commercially leased facilities, responsibility to correct deficiencies lies with landlords (owners) of those facilities. ODOT retains responsibility to correct deficiencies noted in state-owned facilities. The total estimated cost to correct deficiencies in ODOT owned facilities stands at \$130,600.00.

All ODOT owned and leased buildings / facilities were rated against the same 93-question checklist originally used in 1993. ADA does **not** require that every building be accessible, unless it was built for first occupancy after January 26, 1992.

49 CFR §37 – Transportation Services for Individuals with Disabilities, Appendix A: ADA Accessibility Guidelines for Buildings and Facilities, was not used in the building / facility assessments; however, as these guidelines provide more detailed transportation related designs, it should be applied for all new construction and future alterations.

The ADAAG evaluation of buildings and facilities by divisions is located in Appendix C.

Public Focus Group Sessions *(detailed analysis provided in Section 3.2)*

The Oregon Disabilities Commission was instrumental in assisting in the coordination of sessions statewide. Using the network of independent living centers, five focus group sessions were held in Eugene, Grants Pass, Ontario, Salem, and Roseburg. Portland was unable to host a session within the timeframe of the self-evaluation. A total of 65 citizens representing multiple communities of PWD attended the sessions. Meeting minutes from each focus group are found at Appendix D. The areas most heavily discussed at these sessions were:

- ◆ Public transit
- ◆ Driver and Motor Vehicle Services (DMV)
- ◆ Pedestrian safety and traffic signals
- ◆ Employment

ADA Public Accessibility Survey (detailed analysis provided in **Section 3.3**)

Additional public input was sought through the use of a 42-question survey addressing accessibility to ODOT programs, services, communications, facilities, and employment opportunities. Surveys were randomly mailed to 5000 Oregonians with active DMV disabled parking placards. Results were - 48% (2440) returned with responses, 5.6% returned as insufficient or incorrect addresses, and 0.9% returned because addressees were deceased. Additionally, 500 surveys were distributed by Oregon Disabilities Commission members and Independent Living Center directors to local constituents. Thirty-six (36) surveys, 7.6% response, were returned from that effort.

Based on U.S. Census 2000 data, the following counties were either over represented (+) or under represented (-) in the population of returned responses:

Douglas County	1.47% +	Marion County	1.08% +
Josephine County	0.99% +	Multnomah County	3.70% -
Linn County	0.89% +	Washington County	4.31% -

The following is an overview of the Public Accessibility Survey results:

Demographics:

- ◆ 10.0% were age 50 or younger
- ◆ 66.0% were age 66 or older (*Note: 13% of Oregon's total population is 66+ years*)
- ◆ 91.4% were White (*Caucasian*)
- ◆ 59.7% were female (*50.4% of Oregon's total population is female*)
- ◆ 84.5% have a condition(s) that limits physical activity
- ◆ 55.0% use canes, crutches, or walkers
- ◆ 21.3% use wheelchairs
- ◆ 66.3% were retired
- ◆ \$1,500 is the average monthly income (*25% reported income greater than \$2,500*)

Accessibility to ODOT:

Strong accessibility indicators -

- ◆ 46.6% report having contact with ODOT in last 12-months
- ◆ 91.6% (of the 46.6%) said they had contact with DMV
- ◆ 58.7% rate the quality of their contact as "Very Satisfied"
- ◆ 38.4% rely on newspapers for community news
- ◆ 37.6% rely on television media for information

Weak accessibility indicators -

- ◆ 29.9% said "public notice of meetings not easily available or timely"
- ◆ 24.8% said they "did not know how to request alternative format or auxiliary aids"
- ◆ 3.7% rely on the Internet for news & information (*47.5% have Internet access*)
- ◆ 2.0% requested auxiliary aids to obtain ODOT services
- ◆ 1.8% applied for jobs with ODOT (*Total of 45 respondents with 19 being granted interviews (42.2%) - 2 of 19 granted interviews requested accommodation*)
- ◆ 1% – 4% used TTY (text telephone) or Speech to Speech relay services to communicate with ODOT

The data suggests that the majority of respondents (*“Those who are certified by an authorized health care specialist as having a permanent or temporary disability that limits or impairs their ability to walk are eligible for a Disabled Person Parking Permit”*. – DMV Internet) attained their disability through deteriorating health conditions associated with the aging process.

Public opinion (survey and focus group sessions) indicates strong satisfaction of service provided, especially with DMV services. Responses received also indicate accessibility shortcomings in the advertising and conduct of ODOT sponsored public meetings. Approximately 25% of respondents indicated they did not know how to request alternative formats or auxiliary aids

Internal ODOT Accessibility Survey (detailed analysis provided in **Section 3.4**)

ODOT revised the City of San Francisco’s ADA Self-Evaluation Survey to query the accessibility of programs and services to PWD. One hundred thirty-four (134) ODOT managers and program area managers representing every division and geographic transportation region were asked to respond. Sixty-seven managers (50%) responded.

The most significant strength regarding accessibility is the presence and regular practice of emergency evacuation procedures in the workplace. The majority of managers commented that provisions and identified staff are in place to assist PWD evacuating buildings in emergencies.

Accessibility shortcomings identified were: low percentage of public requests for auxiliary aids and accommodation, communication means used to provide information to the public, and need for staff training on ADA accessibility issues.

Appendix J provides a breakdown of interpretive services provided by the Department via the Oregon Disabilities Commission from 2000 – 2003. DMV is the largest consumer of interpretive services followed by ODOT Bridge and ODOT Records Imaging.

ODOT Employment of Persons with Disabilities (detailed analysis provided in **Section 3.5**)

Since 1997, a significant downward trend (7% to 4%) is evident regarding the retention of employees with disabilities. For an approximate period of three years, 1993-1996, ODOT employees with disabilities represented 7% of the entire workforce. Currently in 2004, the percentage is just below 4%. Since 1994, statistics reveal that of the employees with disabilities leaving ODOT, 39% have resigned, 30% have retired, and 16% transferred to other state agencies.

ODOT WEB Conformance (detailed analysis provided in **Section 3.7**)

ODOT is migrating to the DAS WEB Content Management System, which will bring the Department’s sites into Section 508 compliance. Priority of work is to first bring internet sites into Section 508 compliance (approximately 12 months), then intranet sites (approximately 12-14 months). In March 2003, a query of ODOT external WEB sites on the internet revealed that 29% were ADA compliant, and 0% WEB sites on the intranet were compliant. Of the 20.6% of the public accessibility survey respondents reporting they use the ODOT Internet site, 75.8% expressed satisfaction. Trip Check, Maps and Publications, and DMV were the top three sites accessed by survey respondents. Commissioner Rob Cook, Oregon Disabilities Commission has requested to be part of the ODOT committee working on making Trip Check more accessible to the blind community.

Highway Facilities Evaluation *(detailed analysis provided in Section 3.8)*

ODOT's new construction standards comply with the "continuous passage" requirements for state and local governments, published in the Federal Register as an Interim Final rule, June 20, 1994 (36 CFR Part 1191). Standard drawings for Sidewalk Ramp Details (RD755) and Sidewalk Ramp Placement (RD760) are included in Appendix I. ODOT design and construction policy complies with other ADA public right of way requirements such as sidewalk width, clear zone, materials, surface and slope.

ODOT allocates approximately \$300,000 per biennium for ADA ramp construction for the five transportation regions. Bicycle & Pedestrian funds also assist in ADA ramp construction for both ODOT and local government projects. The ODOT Urban Preservation Design Standards require that ADA ramps shall be added where absent as part of highway construction projects in urban areas. Since 1995, the estimated per ramp construction cost has increased by 67%. Funding supporting construction has remained relatively flat.

Since 1995, the Department has constructed approximately 94% of the identified priority 1 curb ramps at an approximate expenditure of \$3.1 million.

Title II ADA Transition Plan *(Section 4)*

The Transition Plan provides guidance on corrective action to deficiencies or shortcomings noted in the Self-Evaluation. The Transition Plan will span two biennia. The Deputy Director for Central Services will conduct a biennial review of progress in June 2005 and June 2007. ODOT will maintain its Transition Plan for public review.

Summary

In the ten year period following ODOT's initial Title II ADA Self-Evaluation, much work has been done to improve accessibility. However, the results of the 2003 Self-Evaluation reinforce that accessibility concerns and issues require on-going attention both for the general public and attracting and retaining qualified PWD within the workforce. As a minority community, PWD will continue to be the fastest growing segment of the general population and greater accessibility will become the required norm.

The ODOT Executive Team commits to correct deficiencies noted in this report, and to take proactive measures to ensure that accessibility issues are fully integrated and considered in the Department's decision-making processes, customer service systems, and employment opportunities.

Title II (Americans with Disabilities Act – ADA) Self-Evaluation Report

March 2003 –February 2004

SUMMARY OF 1993 SELF-EVALUATION

The ODOT Section 504 / ADA Plan 1997, authored by Bill Hayden (retired), includes the following summary of the February 26, 1993 findings”

“Problems identified were in the area of communication and these have been corrected through improved signing, making publications available in alternative format (large print, audio tape, Braille, etc), notification to the public, and provision for sign language interpreters . . .

A Section 504/ADA Self-Evaluation was completed by the Oregon Public Utilities Commission (PUC) on January 26, 1993. Motor Carrier Transportation programs funded by MCSAP were at that time under the PUC. All problem areas have been corrected.”

The 1992 ODOT Transition Plan was updated in August 1996 to incorporate the following changes:

- ◆ Incorporate former PUC offices and facilities, now known as Motor Carrier Transportation.
- ◆ Add an element covering curb ramp needs for streets and sidewalks under ODOT jurisdiction.
- ◆ Indicate which facilities were in compliance as of August 1996, amount expended and estimated completion date for those out of compliance.

The Department expended approximately \$5.2 million dollars to update ODOT buildings and rest areas to ADAAG standards completing the work in 1998. The Department’s employment practice was corrected by implementing a “reasonable accommodation” policy with documentation requirements for findings of “undue hardship.”

The 1997 plan also expanded upon and provided additional working guidance to the Department on:

- ◆ Communication
- ◆ Access for Public Meeting
- ◆ Emergency Evacuation Procedures
- ◆ Public Right of Way and New Construction
- ◆ Use of Contractors
- ◆ Sub-Recipient Responsibilities

Section
3

Title II (Americans with Disabilities Act – ADA) Self-Evaluation Report

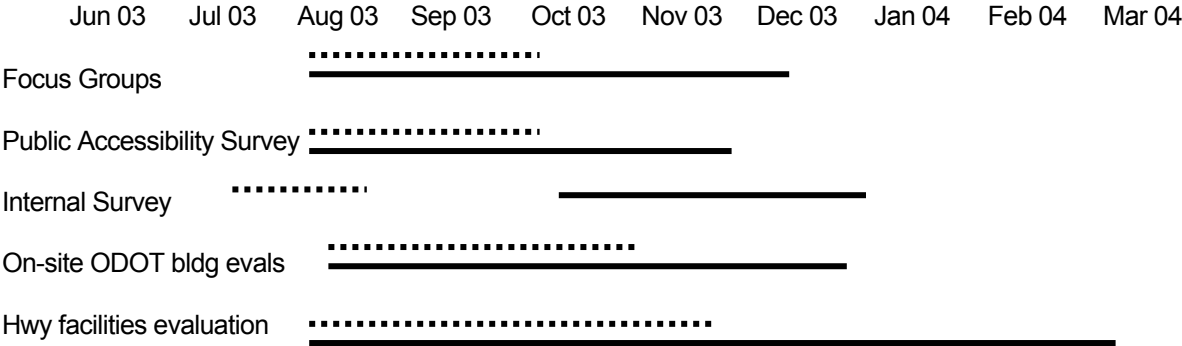
March 2003 – February 2004

FINDINGS OF 2003 SELF-EVALUATION

Background

The basis for this Title II ADA Self-Evaluation is in the ODOT Section 504 – ADA Plan, dated November 2001. The Department underwent this evaluation as a voluntary means to self-check progress made in accessibility to its programs and services, facilities, means of communications, and employment opportunities. The March 2003 decision memorandum to conduct the Self-Evaluation and project plan is listed in Appendix A. The list of members comprising the Self-Evaluation project team comprised of managers and employees representing all Divisions of the Department is listed in Appendix B. On April 29, 2003, the team attended training provided by Denise Spielman and Charles Davis of the Northwest ADA and Information Technology Center, Oregon Health & Science University, entitled: “Title II Americans with Disabilities Act (ADA) Self-Evaluation”

ADA Self-Evaluation information was gathered from the five (5) major sources listed below. The estimated timeline (represented as “.....”) and actual timeline (represented as “——”) to gather the data from each source is depicted below:



Due to the actual timeline, FHWA granted an extension to the original November 2003 deadline.

3.1 Public Building & Facility Access

Appendix C provides the detailed listing of facilities broken down by divisions. The individual ADAAG checklists have been sent to the respective ODOT managers responsible for facility oversight.

As noted in Section 1, Executive Overview, the Department experienced an overall improvement in its compliance to ADAAG standards, from an overall 42% in 1993 to an overall 89% in 2003. The planned remodeling of the Transportation Building in Salem is not included in the following list of estimated costs to correct identified ADAAG deficiencies:

ODOT will apply the following priority criteria when allocating staff and financial resources to correct facility deficiencies:

- ◆ **Priority 1:** Offices and facilities with high volume of public access, e.g., public meeting rooms, safety rest areas and DMV / MCTD field offices
- ◆ **Priority 2:** Offices and facilities having PWD employees with accessibility needs
- ◆ **Priority 3:** Other offices and facilities

3.2 Public Focus Group Sessions Analysis

Janine Delaunay, Executive Director for the Oregon Disabilities Commission and Kevin Alano, ODOT ADA Coordinator jointly requested the eight independent living centers across the state to host a focus group session. Five of the eight centers accepted the invitation. The Portland focus group session was cancelled for September 2003 and was not able to be rescheduled within the timeframe of this report. However, a Salem-based group of PWD was organized to hold a focus group session at the ODOT Human Resource Center in December 2003. The focus group format and minutes from each session are included as Appendix D.

The areas most widely discussed through these sessions were:

- ◆ Public transit
- ◆ Driver and Motor Vehicle Services (DMV)
- ◆ Pedestrian safety and traffic signals
- ◆ Employment

3.2.1 Public Transit

The transit agencies receiving favorable comments were Umpqua Transit (Roseburg) and Lane Transit District (Eugene). Agencies receiving less than favorable comments were Cherriots (Salem-Keizer) and the City of Ontario. Jackson County Transit (Grants Pass) received suggestions on how to improve its ridership of PWD to increase capacity.

3.2.2 Driver and Motor Vehicle Services

DMV received favorable comments in the Ontario and Salem focus group sessions. Suggestions on how to improve awareness of and customer service to PWD were received in Grants Pass, Eugene, and Roseburg. Kirk Brust, DMV South Region Manager, requested assistance from the Grants Pass HASL Independent Abilities Center to provide training on driver assistive devices.

3.2.3 Pedestrian Safety and Traffic Signals

Four of the sessions yielded comments regarding PWD wheelchair users most at risk at crosswalks. Driver inattentiveness was the prevalent reason cited. Other factors brought out during the sessions included their lower profile, ability to cross at different sloped intersections, and some improperly constructed curb ramp facilities.

Suggestions offered to mitigate the identified factors and improve pedestrian safety included: (1) improved signage specifically warning motorists of a PWD pedestrian, (2) increase the crossing time at traffic signaled controlled intersections, and (3) increase PWD public awareness safety campaigns.

Curb ramp comments were shared with the respective ODOT Transportation Region with jurisdiction. The Oregon Disabilities Commission Access Committee invited ODOT to its January 28, 2004 meeting to listen to committee member concerns regarding recently installed curb ramps. Michael Ronkin, Steve Lindland (both of Technical Services), and Kevin Alano attended. The Access Committee offered helpful suggestions to format the standard curb ramp designs to be more user friendly for construction contractors.

3.2.4 Employment

Eugene Organ, former Executive Director of the Oregon Disabilities Commission, now serving as President of the Lane Independent Living Alliance, noted ODOT's past achievements as an employer of PWD. In **1994** ODOT was awarded the "Large Public Employer of the Year" by the Oregon Disabilities Commission, signed by Governor Roberts; and in **May 1995** received the "President's Committee on Employment of People with Disabilities – Public Sector Non-Federal Employer of the Year."

The Grants Pass, Roseburg, and Salem sessions captured the essence of PWD's attitudes about employment in the following areas –

- *A possible barrier why persons with disabilities don't apply could be a perception of loss of insurance / benefit security, i.e. loss of Medicare if working full time with benefits that don't provide adequate coverage for special health needs.*
- *Another possible barrier is a perception of entry-level jobs that the last hired will be the "first to be let go" in times of budget reductions.*
- *Employers are hesitant to hire persons with disabilities because of reasonable accommodations needs.*
- *For some persons with disabilities, their physical stamina isn't conducive to the standard 40-hour work week, i.e., offer more opportunities with flexible schedules (e.g., half-time, job share, telecommute, etc.*
- *The state's practice and employment of "reasonable accommodation" practices is done in an unfriendly manner.*
- *Portland General Electric has a council of disabled employees and able-bodied management that offers a two-way forum for communication and way to help break down stereotype attitudes.*
- *Persons with hidden disabilities really have difficulty getting jobs.*
- *Discrimination (from employers).*
- *Developmentally disabled individuals are disadvantaged by not having the resources or means to attend college.*
- *Employers really discriminate against people with learning disabilities.*

3.2.5 Focus Group Summary

A consistent trend heard throughout the focus group sessions was the general lack of understanding and knowledge of how to access information about and attend ODOT sponsored public involvement meetings. This finding is consistent with the Public Accessibility Survey (see 3.3.7 below).

Public transit and accessible transportation issues were a dominant theme throughout the state. While many issues were regionally specific, the recurring themes were scheduling and routing of fixed route busses to allow 24x7 PWD access to public and private venues, e.g., weekend classes at community colleges, shopping, entertainment venues, etc.

3.3 ADA Public Accessibility Survey Analysis

Vincent Van Der Hyde, ODOT Transportation Research, (503) 986-3419, assisted in the authoring and analysis of the public survey. A copy of the mailed survey is included as Appendix E. Mr. Van Der Hyde's analysis follows -

It needs to be emphasized that the population from which this survey sample was drawn is unique. The holders of Disabled Parking Permits are not representative either of the general Oregon population nor those who contact ODOT for any of a wide variety of reasons other than obtaining Disabled Parking Permits.

3.3.1 Demographics of the sample

More than half of the respondents were age 71 or greater (Q6). Less than 10% were under the age of 50. Approximately 66% of the respondents were age 66 and above compared with approximately 13% of the total state population. Individuals with Disabled Parking Placards are overwhelmingly elderly.

Respondents were also overwhelmingly White / Caucasian (91.4%) (Question 15).

The respondents were also more likely to be female (59.7%) than the general population (50.4%) (Question 7).

Respondents tended to live only with a spouse or significant other in a two- person household (46.0%), or to live alone (26.7%). Few respondents lived with minor children in the household (5.8%), as would be expected with an elderly population (Question 9). Very few (1.6%) lived with a care provider.

In terms of education, 50.4% had a High School education or less, 27.1% had some college, and 22.6% had completed college, including 16% who completed some graduate work, a graduate or professional degree (Question 11).

Employment status was sought in Question 12. Given the average age of the study population it is not surprising that just over two-thirds of the respondents (66.3%) were retired. In addition, 12.1% were "Not Employed". Only 5.5% were employed full time and 3.3% employed part time.

A final demographic from the survey is the total combined income for all persons in the household during the past month, in Question 14. The average family income was approximately (\$1,500) a month. Less than a quarter of the respondents reported an income of greater than \$2,500 a month.

3.3.2 Disability

Several of the questions in the survey allow for multiple responses. The number of responses may be significantly larger than the number of respondents. This is the case for the first question in the survey:

Question 1-Do you have any of the following long lasting conditions?

The 2,465 respondents provided 5,187 responses, as the question allowed for multiple responses. The greatest numbers of responses, 40.1%, were “A condition that substantially limits one or more physical activities (Such as walking, climbing stairs, reaching, lifting or carrying.).”

Based on the number of respondents, this single category of response indicates that 84.5% (2082/2465) of the individuals who returned a survey had a condition that limited physical activities.

Other indications of physical impairment included 673 respondents (27.3% of respondents) who reported “An impairment that makes it difficult to work at a job or business”, and 624 respondents (25.3% of respondents) who reported “Difficulty going outside the home alone, such as shopping or to the doctor’s.”

The preponderance of physical disabilities among respondents were reflected in the types of assistive equipment they reported using in Question 2, “Do you use any of the following types of assistive equipment?”

Just over 55% of respondents (1367/2465) reported using a cane, crutches or a walker, and 21.3% (526/2465) reported using a wheelchair.

Included in Question 2 were 878 respondents (35.6%) who reported using a medication related to their disability.

Disabilities were also the focus of Question 13, which asked: “Are you retired or unemployed due to a disability?” More than a third of the respondents (35.9%) responded affirmatively, with 9.5% reporting that the disability was job related and 26.4% reporting that the disability was not job related. These data change slightly when reported based only on those who had responded in Question 12 that they were retired or not employed. Under that restraint 41.6% responded that they were retired or unemployed because of a disability, with 11.2% reporting that it was job related and 30.4% reporting that it was not job related.

3.3.3: Transportation Issues and Use

While 60.7% (1498/2465) of respondents reported that they had no difficulties in getting the transportation they needed (Question 3), others reported a wide range of difficulties. These included 307 (12.5%) who responded that they did not want to inconvenience or ask others for help, and a number of responses that indicated a variety of problems in using or obtaining public transportation (30.2% of all responses).

Much of the reason that so many respondents reported that they had no difficulties with transportation may be that a very high number reported that they used a personal motor vehicle regularly.

Question 4 asked How Many Days a Week Do You Drive or Get a Ride in a Personal Motor Vehicle? Very nearly one-quarter (24.5%) reported daily motor vehicle use, with another 47.9% reporting using a motor vehicle between 3 and 6 days a week.

Only 5.8% reported no motor vehicle use, and 18.2% reported only one or two days use a week.

These answers are in line with the results of Question 5, which asked for the three most frequent type of transportation used in the past month.

By far the most popular mode of transportation was the personal motor vehicle, with 61.2% of respondents reporting their most frequent type of transportation as having driven a motor vehicle in the past month. Another 28.2% reported having ridden in a personal motor vehicle as a passenger as their most frequent mode of transport.

When asked for the second most frequent type of transportation, 33.2% responded with "Rode in a personal motor vehicle as a passenger."

The third most frequent type of transportation was Walking, at 14.4%.

Public transportation in any form, as well as alternatives to the personal motor vehicle, played a minor role in respondents' transportation use, even in the Metro area.

3.3.4 Contact With ODOT

Question 16 asked respondents what ODOT services or facilities they had visited or used in the preceding 12 months. One hundred ninety-six did not answer the question, and 1,121 (47.4%) reported that they had not visited or used an ODOT service or facility.

Out of the total number of respondents 1,149, or 46.6%, had contacted ODOT in the past year. Using this figure as a base, 91.6% of the contacts were with the DMV.

The next largest identifiable contact point was ODOT's Maintenance Division, at 2.9%.

Table Q-16 presents these data as the responses from the entire sample, allowing for multiple responses from individuals.

When asked "How satisfied are you with the quality of service or response you received from your contact with ODOT?" (Question 17), 58.7% responded that they were Very Satisfied and 22 % that they were "Somewhat Satisfied". Only 5.3% expressed any degree of dissatisfaction.

Very few individuals who had made use of any of ODOT's services requested any type of auxiliary aid, less than 2% (Question 19). The number of responses to this and Question 20, concerning satisfaction with the quality of response, are too small for meaningful interpretation.

Question 21 probed for issues surrounding accessibility to ODOT's facilities and services. A total of 443 responses were received from the 1,149 individuals who had used those facilities. The largest identifiable issues were overcrowding or inadequate seating (40.9% of responses) and inadequate parking (13.3% of responses).

Only 40 individuals (3.5% of responders) voiced concerns or complaints (Question 22). Of those who did voice a concern, (Question 23) 42.5% (N=17) did so directly to the ODOT employee or manager available to them, while others 35% (N=14) chose to do so through other undefined routes. Very few (total N of 9) chose to report via the Internet, via telephone, through the ADA coordinator or the Oregon Disabilities Commission.

Satisfaction with the results of the response to their concerns were about evenly split between some level of dissatisfaction (27.5%), being neither satisfied nor dissatisfied (22.5%), and some level of satisfaction (30%). Twenty-five percent did not answer Question 24.

3.3.5: Requests for Information

Question 25 asked respondents if they had requested an ODOT publication in the preceding 12 months. Of those who reported having had contact with ODOT in the preceding year, 22 reported requesting an ODOT publication. This is less than 1% of the total sample.

While the total number of responders is small, half were very satisfied with the response they received, and no one reported that they were dissatisfied with the response they received (Question 26).

In terms of the format requested, there were 19 requests for printed documents, 4 additional requests for printed documents in large print, and 3 requests for publications in some unspecified format (Question 27).

3.3.6 Employment with ODOT

A total of 24 individuals, just 1% of the total respondents, said that they had requested an informational interview with ODOT before applying for a job. Of these, half were granted an informational interview and half were not (Question 28).

A somewhat higher number of individuals reported that they had applied for a job with ODOT, a total of 45; of which 19 were granted a job interview and 26 were not (Question 29).

Of those who were granted a job interview, two requested and were granted an accommodation while one reported that a request for accommodation was made but not granted. Sixteen of the 19 did not request accommodation (Question 30).

Question 31, asked those who had received a job interview (N=19), revealed that most (57.9%) did ask for and received feedback about the interview while 42.1% did not request feedback.

A total of 12 of the 19 who received a job interview were either Somewhat or Very Satisfied with the experience, while 2 were Very Dissatisfied and 5 were neutral about their experience (Question 32).

3.3.7 ODOT and Public Meetings

Respondents were asked if they had ever participated as a member of or attended, an ODOT sponsored public meeting in Question 33. Only 63, or 2.6% responded that they had.

Among the types of public meetings attended were - Transportation Safety – 9 attendees (e.g. 55 Alive), Highway Division – 31 attendees (e.g., various public involvement meetings), Transit – 2 attendee, Office of Civil Rights – 1 attendee.

Respondents were also asked (Question 35) to give the reason or reasons for not attending public meetings. A total of 605 responses were received from 543 individuals. The leading identifiable reason for not participating in public meetings was that the "public notice of the meeting was not easily available or timely.", 29.8% of responses. This was followed by 24.8% of the responses who did not know how to request alternate formats or auxiliary aids. Just over 10% reported a "lack of

disabled parking at the public meeting facility”, and 6.8% reported that the “public meeting facility was not accessible”. Another 26.1% mentioned other barriers under the “Other Issue” category.

3.3.8 Communications with ODOT

Of the 2,325 respondents who provided a total of 3,671 responses, two forms of communication dominate the means by which community news reached our respondents. Approximately 38% (38.4%) said that they most often relied on newspapers for community news and information. Just under 38% (37.6%) said that they relied primarily on television for their information (Question 36).

Over the past decade or so, the Internet has developed as a major means of communications. Slightly under half (47.5%) of the respondents reported that their household had access to the Internet (Question 10). Yet, only 3.7% reported (Question 36) relying on the Internet for community news and information.

Respondents were then asked (Question 37) if they used the ODOT Internet site, and, if they did, what topic areas they used most often. By far the majority (79.4%) reported that they did not use the ODOT Internet site. Of the 430 responses, just over 20% used the Trip Check Function and 20% used the Maps and Publications Section. Slightly fewer, 17.9%, used the Drivers and Motor Vehicles (DMV) section of the ODOT Internet site.

A sizable majority were also satisfied with the ODOT Website, 75.8% , and only 6% were dissatisfied (Question 38).

The final questions asked respondents about various methods of communicating with ODOT.

Question 39 asked how satisfied respondents were about correspondence from ODOT via the U.S. Mail. Forty-seven percent of respondents had not received ODOT correspondence via the U.S. Mail. Of those who had, 86.3% were either Somewhat Satisfied or Very Satisfied with the quality of that service.

Question 40 targeted respondents who may have used TTY or TDD to contact an ODOT office. Not surprisingly, 95.2% of respondents did not use that service. More than three-quarters of those who did use the service, 76.3%, were either Somewhat Satisfied or Very Satisfied with it. Only 8.5% of those who used the service were either Somewhat or Very Dissatisfied.

Another service available to those wishing to contact ODOT is called the Speech to Speech Relay Service, or SSRS. Again, the vast majority of respondents either did not use the service or did not answer the question, 98.2%. A total of 44 individuals reported that they had used the service, among whom half were either Somewhat Satisfied or Very Satisfied, and nearly 41% had no firm opinion (Question 41).

Finally, ODOT operates a toll-free telephone line, 1-888-ASK-ODOT. Ninety-six percent of respondents had not used that line. Of the 85 respondents who had used the toll-free phone line 64.7% were either Very or Somewhat Satisfied, 25.9% expressed no specific opinion, and 9.4% were either Somewhat or Very Dissatisfied.

3.4 ADA Internal Accessibility Survey Analysis

One hundred thirty-four (134) supervisors and program managers representing all the divisions were asked to participate in this survey. Sixty-seven (67) responded. The results from the entire survey are available in Appendix F.

As noted in the executive summary, the strength of accessibility lies within emergency evacuation procedures having provisions annotated in facilities and among ODOT crews with employees with special needs. Eighty-four percent (84%) of the respondents indicated that they review the content of job announcements for potential barriers to PWD. Ninety-one percent (91%) state that they conduct pre-interview orientation for panel members, of which 60% state that they review Affirmative Action goals for their unit.

Survey results indicate a low recurrence of public requests received for auxiliary aid, accommodations, or via TTY by most ODOT divisions. This data strongly suggests the potential of a cultural / communication barrier to PWD in contacting the Department given the 24.8% who reported: they *“did not know how to request alternative format or auxiliary aids.”* Other external data received by the ODOT ADA Coordinator indicates that accessibility complaints most often affect DMV. DMV management makes concerted efforts to resolve accessibility complaints promptly. In the course of the Self-Evaluation, corrective action was taken to replace an inoperable TTY telephone within Human Resources.

Fifteen (15) managers indicated receiving and providing accommodations for interview accessibility. Eighty percent (80%) of these accommodations were \$50.00 or less to provide.

Among respondents to the public survey, 79.4% said they did not use the Internet to view ODOT information. Television and newspapers were listed as the top two means for survey participants to receive information. ODOT managers responding to the internal survey reported the top three means of advertisement of their programs / services as (1) Internet, 66%, (2) verbal outreach 64%, and newspapers, 45%. One manager commented, *“Sometimes radio spots and television Posters and Signs.”*

Forty (40) managers, 80% of the total responding, indicated that staff would benefit in the following areas of training:

- | | |
|--|-----|
| ◆ Providing accommodations | 45% |
| ◆ Customer service to people with disabilities | 39% |
| ◆ Legal requirements | 39% |
| ◆ Working with employees with disabilities | 36% |

The number of ODOT employees trained on ADA, disabilities, and accessibility issues listed above represents approximately 5.7% of the total workforce. The southwestern portion of the state is significantly disproportionate in ADA related training received in relation to the rest of the state. Frequency, geographic distribution, and content of training need improvement to increase accessibility awareness throughout the workforce.

3.5 ODOT Employment of Persons with Disabilities

The following table depicts the ADA accommodations provided to ODOT employees for the period July 1, 2002 through June 30, 2003.

Disability	Employees	No-cost accommodations	Accommodation cost	# of New Accommodations
Sensory	4	3	\$346.50	1
Physical	22	19	\$2,550.00	12
Totals:	26	22	\$2,896.50	13

Source: Annual Accommodations Report to FHWA, September 2003

Six of the twelve (50%) of the new accommodations were provided at no cost for physical needs due to recovery from surgery or non-work injuries. Five employees were recipients of accommodations with costs, averaging \$578.30 per employee. Detailed information by employee is confidential in nature.

Since 1997, there has been a significant downward trend of employees with disabilities leaving ODOT indicating shortcomings in retention and recruitment. The following table lists codes indicating reasons cited by employees leaving the Department:

	Totals:	Resigned	Retire	Death	Dismissal	TS Remove	Agency Trns
1994	24	38%	29%	8%	4%	8%	13%
1995	38	29%	34%	3%	5%	0%	29%
1996	43	47%	19%	2%	7%	7%	19%
1997	34	32%	24%	3%	9%	12%	21%
1998	47	40%	34%	0%	9%	4%	13%
1999	41	39%	29%	0%	5%	17%	10%
2000	26	46%	15%	4%	8%	4%	23%
2001	23	35%	57%	0%	4%	0%	4%
2002	23	43%	35%	0%	4%	9%	9%
	299	39%	30%	2%	6%	7%	16%

The following data indicates the employment distribution of salary within the Department with shaded areas indicating below parity:

Annual Salary (in 000's)	Dept parity	Disabled	Severely Disabled	White	Black	Hispanic	Asian/PI	Indian/AN
\$16.0 - \$19.9	1.4%	1.6%	0.0%	1.4%	2.8%	1.2%	1.0%	1.1%
\$20.0 - \$24.9	4.3%	7.3%	7.4%	4.1%	5.6%	7.7%	5.1%	4.4%
\$25.0 - \$32.9	21.7%	14.6%	44.4%	21.5%	19.4%	33.9%	13.3%	18.9%
\$33.0 - \$42.9	33.3%	32.5%	37.0%	33.3%	36.1%	33.3%	16.3%	47.8%
\$43.0 - \$54.9	22.7%	30.9%	7.4%	22.4%	22.2%	16.7%	42.9%	23.3%
\$55.0 - \$69.9	12.4%	8.9%	3.7%	12.9%	5.6%	4.8%	15.3%	1.1%
\$70.0 plus	4.2%	4.1%	0.0%	4.2%	8.3%	2.4%	6.1%	3.3%

Source: EEOC Form 164, June 2003 & KAR3200 (Annual Salary Distribution by Disabled Status) – Dec 2003

Our analysis of the data indicates a need to further eliminate barriers which may exist for employees with severe disabilities and Hispanic employees, specifically in the to mid- to high-level salary ranges. Often referred to as a “glass ceiling,” organizational conditions may pose barriers to individuals who attempt to gain increased status and/or salary within an agency. “Glass ceiling” indicators are based on multiple factors including salary distribution, job applications received from minority candidates (includes PWD), number of interviews granted to qualified minority candidates, and hiring history of qualified minority candidates. An analysis of all these factors should be included in the development of the agency's strategic plan for the attraction, recruitment, and retention of qualified minority candidates.

3.6 ODOT ADA Training

The tables below represent ADA training received by the workforce over a three-year period.

By Division

	2001	2002	2003
Highway Division	81	11	16
Transportation Development Division			15
DMVS Division	14	8	1
Motor Carrier Transportation Division			2
Central Services Division	40	12	67
Other ODOT Divisions	1		6
<i>Totals:</i>	<i>136</i>	<i>31</i>	<i>107</i>

By Geographic Region

	NW Oregon	Willamette Valley	SW Oregon	Central Oregon	Eastern Oregon
2001	14	82	1	12	27
2002	8	16	0	6	1
2003	6	98	1	1	1
	<i>28</i>	<i>196</i>	<i>2</i>	<i>19</i>	<i>29</i>
Training Distribution	10.2%	71.5%	0.7%	6.9%	10.6%
Workforce Distribution	16.9%	56.5%	8.6%	8.8%	9.2%

Source: ODOT Training Management System (Pathlore), 1999-2003 ADA Training Data.xls, 2/10/04 (K:\Internal_Civil_Rights)

The number of ODOT employees trained on ADA, disabilities, and accessibility issues represents approximately 5.7% of the total workforce. The majority of classes were entitled: “ODOT ADA Compliance” and delivered by ODOT Human Resources. Content of the training focused on organizational ADA responsibilities regarding interviewing and providing accommodations for job applicants and current employees. Training content regarding accessibility and providing customer service to PWD has not been widely presented.

Where training occurs, the southwestern portion of the state is significantly disproportionate in relation to the rest of the state. Frequency, geographic distribution, and content of training need improvement to increase accessibility awareness throughout the workforce.

3.7 ODOT's WEB Conformance

Separate from the Internal Survey, findings on ODOT's WEB Conformance are as follows:

3.7.1 Background:

Title II of the American's With Disabilities Act, Pub. L. 101-336 protects qualified individuals with disabilities from discrimination on the basis of disability in services, programs, or activities of all State and local governments. Accordingly, State web sites are required by federal law to be compliant with the ADA.

According to the US Department of Justice, Civil Rights Division, "State and local governments must ensure effective communication with individuals with disabilities. It is vital to the department to ensure that communications with individuals with hearing, vision, or speech impairments are as effective as communications with others." In addition, the department must provide appropriate auxiliary aids.

"Auxiliary aids" include such services or devices as qualified interpreters, assistive listening headsets, television captioning and decoders, telecommunications devices for deaf persons (TDD's), videotext displays, readers, taped texts, Braille materials, and large print materials.

The Architectural and Transportation Barriers Compliance Board (Access Board), has also established Electronic and Information Technology Accessibility Standards (found at 36 CFR Part 1194 and generally applicable to federal agencies) under the Rehabilitation Act of 1973. These standards are based on access guidelines developed by the Web Accessibility Initiative of the World Wide Web Consortium and can be found at: http://www.section508.gov/final_text.html#Web.

3.7.2 Policy:

Policy #1.9, Navigation and Design: "It is the policy of Oregon State Government (Oregon.gov portal), that agency web sites shall comply with Title II of the American's With Disabilities Act, be consistent in design and navigation with Section 508 of the Rehabilitation Act of 1973, and it's implementing regulations and standards be searchable. Furthermore, agencies are individually responsible for the design and content of their web pages."

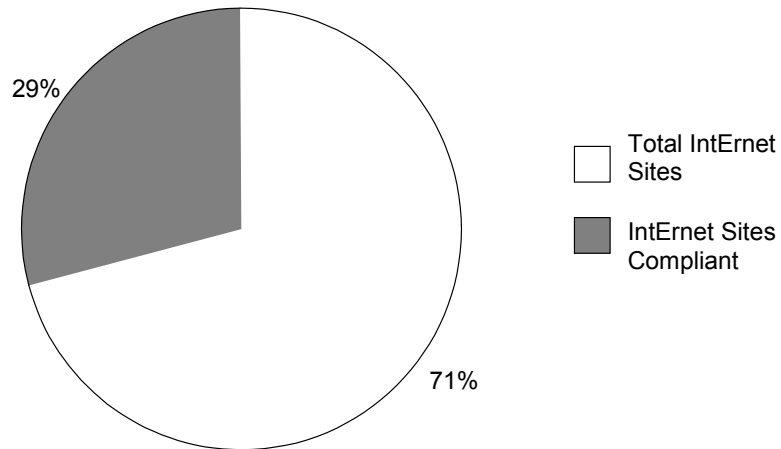
This policy was established by the State of Oregon and was designed to protect individuals with disabilities from discrimination based on disability in the services, programs or activities of all State and Local Governments.

In January 2002, the Office of Civil Rights identified some shortfalls concerning Website accessibility. In March 2003, several of ODOT's websites were reviewed for ADA compliance and were found non-compliant.

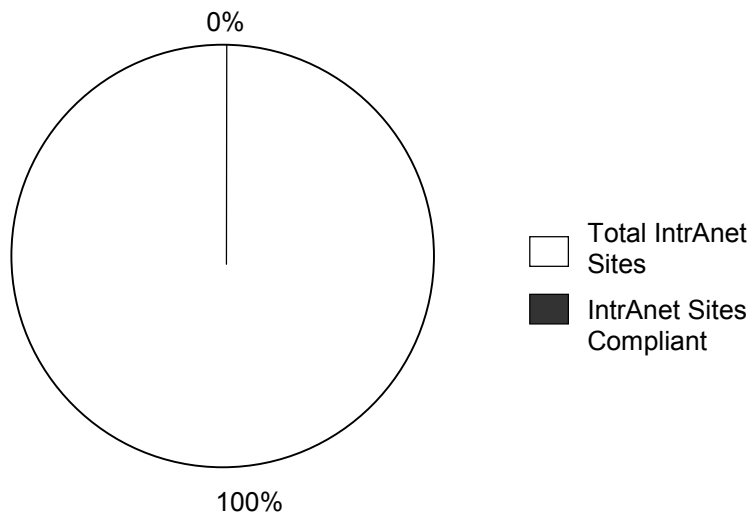
At present, approximately 60% of ODOT's web content, both internet and intranet, has achieved Section 508 compliance. The Oregon Department of Administrative Services is presently in the process of rolling out a statewide Web Content Management System. All Oregon State agencies are required to migrate their static Internet content to the DAS system. The new system will require all pages to be Section 508 compliant. The ODOT E-Government Office is presently drafting the Project

Plan to migrate all ODOT content by May 1, 2005. Once the Internet content is successfully migrated, the E-Government Office will develop a plan to migrate ODOT Intranet content.

**IntErnet Web Conformance as of
March 2003**



**IntrAnet Web Conformance as of
March 2003**



3.8 Highway Facility Evaluation Analysis

3.8.1 Curb Ramp Background

In June 1995, Bill Hayden (retired), ODOT ADA Coordinator, sent a memorandum to District Managers outlining agreements met and processes to identify ADA Curb Ramp Needs on Existing Facilities (Appendix G).

ADA curb ramp installation on ODOT highway facilities started in 1996. The following describes the process for implementing ADA curb ramp requirements on existing ODOT facilities:

- ◆ Identify existing sidewalks under ODOT jurisdiction
- ◆ Identify ADA priority intersections and other sidewalks serving state and local government offices and facilities, other transportation modes, public accommodations, and large employers
- ◆ Survey curb ramp needs at priority locations
- ◆ Compile spread sheets by districts for constructing the above projects
- ◆ Identify available funds and schedule work on a statewide basis

The following five-point scale was developed to assist in the prioritizing of curb ramp construction:

- ◆ **Priority 1:** Schools, public libraries, state & local government offices, hospitals, cemeteries, parks & recreational facilities, and social services (e.g., day care, senior services, etc.)
- ◆ **Priority 2:** Bus stops (local & inter-city), transportation terminals, charter bus services, and airports
- ◆ **Priority 3:** Shopping malls, hotels & motels, restaurants, auditoriums & movie theaters, retail stores, commercial services, museums & art galleries, and churches
- ◆ **Priority 4:** Large employers (over 100 employees)
- ◆ **Priority 5:** All other land uses (e.g., residential, industrial, etc.)

Mr. Hayden's "Curb Ramp Installation" report contained within the Section 504 / ADA Plan – March 1997 stated:

"Curb ramp installation on existing ODOT highways did not begin until 1996. The inventory of needs was completed by September, 1995. Each District surveyed the highways in their area of the state to determine which intersections were not in compliance with ADA standards. Priority was given to sidewalks providing pedestrian access to state and local government offices and facilities, transportation, places of public accommodation and large employers ("priority 1"). All other intersections currently lacking curb ramps were assigned "Priority 2".

"The work is being contracted out as resources permit. Six hundred thousand (\$600,000) was budgeted for the two-year period ending June 30, 1997. Projected budget by Region for subsequent years is shown on the following chart."

ADA CURB RAMP NEEDS ON EXISTING FACILITIES - 1995

Region	Priority 1 Ramps	Priority 2 Ramps	* Total Cost Estimate	FY 95-97 Budgeted	FY 97-99 Budgeted	FY 99-01 Budgeted
1	2,193	160	\$1,300,000	\$132,000	\$132,000	\$348,000
2	775	173	\$500,000	\$216,000	\$216,000	0
3	1,109	340	\$700,000	\$174,000	\$174,000	\$174,000
4	362	97	\$200,000	\$42,000	\$42,000	\$42,000
5	603	398	\$400,000	\$36,000	\$36,000	\$36,000
Total	5,042	1,071	\$3,100,000	\$600,000	\$600,000	\$600,000

* Total cost estimate based on \$600 per ramp and applies to "Priority 1 Ramps" only.

Since 1995, the Office of Statewide Maintenance made two ADA curb ramp inventory efforts. The most recent inventory, February 2004, is summarized below and provides a comparison of progress made since 1995 (see Appendix H for listing by District):

ADA CURB RAMP NEEDS ON EXISTING FACILITIES - 2004

Region	Priority 1 Ramps	Priority 2 Ramps	* Total Cost Estimate *
1	8	146	\$8,000
2	30	2	\$30,000
3	55	132	\$55,000
4	36	30	\$36,000
5	162	2	\$162,000
Total	291	312	\$291,000

* Total cost estimate based on a revised estimate of \$1000 per ramp and applies to "Priority 1 Ramps" only.

For the 2003 Self-Evaluation, transportation districts are in the process of sending their ADA curb ramp updates to the Office of Statewide Maintenance. The per ramp installation planning estimate is revised to \$1000/curb ramp. This limits the districts' ability to install priority 1 curb ramps at the same frequency as the last three biennium.

ADA ramps are constructed or upgraded to current standards as part of highway construction projects in urban areas. The ODOT Pavement Strategy – Urban Preservation Design Standards were approved by the Oregon Transportation Commission in June 2000. These standards require that highway construction projects shall add ADA ramps where absent and that existing ramps will be upgraded to current standards.

3.8.2 Query of Oregon Cities: ADA Retrofit Programs

Michael Ronkin, ODOT Bicycle and Pedestrian Program Manager, sent an e-mail query (December 15, 2003) to public works and transportation agencies asking the following – "If you represent a city that has a highway(s) going through it, and jurisdiction of the sidewalks has been handed to the city, please help us with our survey/inventory of ramps on the state system by answering these questions:"

1. Do you have a ramp retrofit program?
2. If so, do you include the sidewalks on the state highway in your program?

The following responses were received –

Albany

Several highways run through Albany, and I believe that for most of them jurisdiction over sidewalk has been transferred to the City. We don't have a ramp retrofit program for either the highway system or the remainder of the City. Ramps pretty much get brought up to standard when we do an adjoining street project, or disturb an existing ramp with sidewalk/utility work. We do use some of the limited sidewalk infill \$\$ set aside by our Council to upgrade a couple of ramps each year, but the locations are selected pretty much on a complaint/request basis.

Clackamas County

We don't have a retrofit program at this time, but I am discussing the issue with County Counsel regarding our obligations under ADA. As far as any program we would develop, I had not planned on including State facilities in the inventory.

Corvallis

1. Yes we have a ramp retrofit program. However, we may not have it much longer. The program has been identified as a potential program cut although it remains in the budget this year and maybe for next year.
2. Yes and no. We have used the program to retrofit ramps in the downtown area along 99W, but not along other sections of state highway. Since NE 2nd and south 3rd are fairly new these sections have ramps as does Highway 20/34 and north 99W where there are sidewalks. So the exposure seems low.

Salem:

1. We are finishing our retrofit program in the 04-05 fiscal year.
2. Yes we did include the state highway.

Bend

1. We do have an ADA ramp retrofit program in the City of Bend
2. We do not include sidewalks on state highways in our program.

Eugene:

1. Yes we have an on going sidewalk and ramp maintenance program. Within the scope of work we do, retrofitting ramps to conform to ADA standards would be included.
2. Yes

Title II (Americans with Disabilities Act – ADA) Self-Evaluation Report

March 2003 – February 2004

TRANSITION PLAN

ODOT will conduct a multi-phased approach to address identified issues and correct identified deficiencies. This approach will span over two biennia, 2003-2005 and 2005-2007

The Deputy Director for Central Services will conduct progress reviews of this plan in June 2005 and June 2007. The format of those reviews will be at the discretion of the Deputy Director, i.e., in person meeting or written reports, and put into a written record as an official update to this plan. A suggested review format is at enclosure 1.

Facilities:

ODOT will correct the accessibility deficiencies identified within the course of scheduled or “to be scheduled” routine maintenance improvements of state owned property. Deficiencies identified within leased properties will be sent to the respective landlords for corrective action. Accessibility deficiencies identified within state owned property scheduled for major remodeling will be sent to the awarded contractor for retrofitting designs to ADAAG standards.

ODOT will apply the following priority criteria when allocating staff and financial resources to correct facility deficiencies:

- ◆ **Priority 1:** Offices and facilities with high volume of public access, e.g., public meeting rooms, safety rest areas and DMV / MCTD field offices
- ◆ **Priority 2:** Offices and facilities having PWD employees with accessibility needs
- ◆ **Priority 3:** Other offices and facilities

ODOT Highway Division will:

- ◆ Continue its identification of curb ramp needs throughout the state.
- ◆ Balance allocation of ADA curb ramp funds commensurate with other maintenance needs.

Programs & Services:

The ODOT ADA Coordinator will:

- ◆ Develop a Department-wide policy providing guidance and establishing a process to include ADA accessibility in periodic reviews of departmental policies and programs.
- ◆ Establish a process to accommodate requests for alternate formats.
- ◆ Coordinate with ODOT Employee Labor Relations & Human Resource Development to design employee focused ADA, accessibility, and customer service awareness training

Division Administrators will:

- ◆ Ensure their respective programs and services are reviewed for accessibility.
- ◆ Provide ADA training opportunities to subordinate managers and staff.

Communications: The Communications Division Administrator will reassess the effectiveness and accessibility of the Department's communication media. This assessment will include PWD stakeholders.

Employment: ODOT Human Resources, Civil Rights, Diversity Council, and ADA Coordinator will:

- ◆ Partner to develop outreach strategies to attract qualified PWD applicants.
- ◆ Collaborate to develop minority retention and career development strategy inclusive of PWD.

Suggested Biennial Review Format

<u>Topic</u>	<u>Responsibility</u>	<u>Time</u>
Introductions	Deputy Director	10 min
ADA Transition Plan Summary	ODOT ADA Coordinator	10 min
Communications Assessment	Communication Div Administrator	10 min
Facility Accessibility Progress Report	SSB Facilities Manager	10 min
ADA Curb Ramp Progress Report	Office of Maintenance	10 min
Employment Progress Report	Office of Human Resources	10 min
Programs & Services	ODOT ADA Coordinator	15 min
♦ Financial Report on Auxiliary Aids & Alternate Format services provided		
♦ Training Report on ADA related classes delivered		
Next Steps – Action Items – Timeline	Deputy Director	<u>15 min</u>
		Total Time: 90 min

Enclosure 1

Appendix A: ADA Self-Evaluation Plan

March 2003 – February 2004

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ADA Self-Evaluation Project Team Invitation	A – 5
ADA Title II Self-Evaluation – Project Plan	A – 6



Oregon

Department of Transportation
Interoffice Memo

DATE: March 21, 2003

THRU: Rudy Williams, Chief of Human Resources

TO: Mike Marsh, Deputy Director for Central Services

FROM: Kevin Alano, Internal EEO Officer

SUBJECT: ADA Title II Self-Evaluation – **DECISION & APPROVAL**

I respectfully submit the ADA Self-Evaluation project plan and supporting documents for Director Warner's approval and signature. As stated on page 71 of the ODOT Section 504 / ADA Plan Update dated November 2001: "ODOT will undergo another self-evaluation by November 2003."

The project plan includes an estimate of staff, hours, and budget needed to complete the self-evaluation by November 2003. These resources are summarized as followed:

Staff: 16-18 ODOT staff
Work hours: 3,010 (includes hours for 2-3 citizen stakeholders) = 1.4 FTE
Budget: \$86,300 (salary, accommodation costs & mileage for citizen stakeholders)

ODOT divisions will pay for the salary & OPE for their respective project team members. Human Resources will pay for the accommodation and mileage costs for the citizen stakeholders, estimated as \$9,100 over seven months.

Costs to correct structural deficiencies will be included in the final report.

The following documents are for your or Director Warner's approval and signature:

TAB A – ODOT Supervising Management	Bruce Warner: approve * / disapprove
TAB B – Invitation to Oregon Disabilities Commission (time sensitive 3/31/03)	Bruce Warner: approve * / disapprove
TAB C – Invitation to ODOT Disabled Employees (time sensitive 3/31/03)	Bruce Warner: approve * / disapprove
TAB D - ADA Self-Evaluation Project Plan (time sensitive 3/31/03)	Mike Marsh: approve * / disapprove

* (Original approval initials on file)



Oregon

Department of Transportation Interoffice Memo

DATE: March 31, 2003

TO: ODOT Supervising Management

File Code: PER 9

FROM: Bruce Warner, Director *(Original initials on file)*

SUBJECT: Americans with Disabilities Act (ADA) Title II Self-Evaluation – Due:
November 2003

The Department will conduct a Self-Evaluation to ensure its employment practices, services, communications, and facilities meet accessibility criteria per Title II of the ADA and Title 49-Transportation (Code of Federal Regulations). Members of the disabled community will be invited to participate on the Self-Evaluation team.

I am committed to this effort and delegate budget decision authority to Division Administrators and Transportation Region Managers to effect accessibility. I expect all managers to actively participate in the Self-Evaluation and take action to correct deficiencies.

The results of the Self-Evaluation are due to the Federal Highway Administration in November 2003. The Executive Team will be briefed on the progress of the evaluation in July and October 2003.

The Self-Evaluation project plan, project team, and resources will be posted on the ODOT Human Resources intranet site. Please refer to that site for updated information.

Mike Marsh, Deputy Director for Central Services is the executive sponsor for the evaluation. Kevin Alano, (503) 986-4135, is the Self-Evaluation project coordinator.

(TAB A)



Oregon

Theodore R. Kulongoski, Governor

March 31, 2003

Ms. Janine DeLaunay, Executive Director
Oregon Disabilities Commission
1257 Ferry Street
Salem, OR 07301-4278

File Code: PER 9

Dear Ms. DeLaunay:

The Oregon Department of Transportation (ODOT) will undergo a Title II, Americans with Disabilities (ADA) Self-Evaluation from April to October 2003. I am extending an invitation to you and members of the disabled communities to participate as project team members in this important work.

I ask for your assistance to disseminate this invitation to Commission members and the communities they represent. We seek a diverse representation from the mobile, sight, hearing, speech, and learning impaired communities. We seek two to three citizens to participate. The estimated commitment of time per individual is 40 to 50 hours spread over seven months.

ODOT will arrange and pay for accommodations to allow full participation. The Department will also pay for mileage for the project team members.

Our first meeting with the entire project team is April 22, 2003, Tuesday, followed the next week with a 4-hour ADA training session on April 29, 2003.

In order to make accommodation arrangements, I would respectfully request that interested citizens contact Mr. Kevin Alano, ADA Self-Evaluation Project Coordinator, (503) 986-4135 (voice), (503) 986-3846 (fax), (503) 986-3854 (TTY), or kevin.b.alano@odot.state.or.us (e-mail) by **April 7, 2003**.

I appreciate your assistance.

Sincerely,

(Original signature on file)

Bruce A. Warner, Director

(TAB B)

-----Original Message-----

From: WARNER Bruce A
Sent: Wednesday, April 02, 2003 11:05 AM
Cc: ALANO Kevin B; HARPER Amber
Subject: ADA Self-Evaluation Project Team Invitation

The Department will undergo an ADA Self-Evaluation to evaluate both its service and accessibility to the public, as well as its employment and accommodation practices. I am inviting citizen representatives from the disabled communities to participate on the Self-Evaluation project team. The evaluation is expected to occur from April - October 2003.

I value your input and as such, I am extending an invitation to our employed disabled community to participate on the project team. One primary and one alternate project team member will be selected by an interview process.

The estimated commitment for the primary project team member is 40 - 50 work hours over seven months.

Should you wish to be considered for the project team, please send the following to Kevin Alano, ADA Self-Evaluation Project Coordinator, by April 11, 2003 (Friday):

- Supervisor's written or e-mail approval
- Voluntary disclosure of disability in the general categories - mobility, sight, hearing, or learning impaired
- Accommodation needed to participate
- Brief description of what interests you about the Self-Evaluation and what skills you bring to the project team

Additional information will be posted on the Human Resources intranet site under "ADA Self-Evaluation."

Thank you in advance for your interest and support of this important work for the Department.

Bruce A. Warner, Director

(TAB C)



Oregon

John A. Kitzhaber, M.D., Governor

Department of Transportation Interoffice Memo

DATE: March 31, 2003

TO: Division Administrators and Transportation Region Managers

FROM: Mike Marsh, Deputy Director for Central Services

File Code: PER 9

SUBJECT: ADA Title II Self-Evaluation – Project Plan

Project Scope: The Department will conduct a Self-Evaluation to ensure its employment practices, programs and services, communications, and facilities meet accessibility criteria per Section 504, Title II of the Americans with Disabilities Act and Title 49-Transportation (Code of Federal Regulations). ODOT completed its initial self-evaluation in 1993. US DOT expects periodic reviews to ensure the Department's compliance to accessibility.

Project Timeline: The results of the Self-Evaluation are due to the Federal Highway Administration (FHWA) in November 2003. The Executive Team will be briefed on the progress of the evaluation in July and October 2003.

Project Budget: Division Administrators and Transportation Region Managers are delegated authority to authorize funding needed to correct noted deficiencies from existing budget. Corrective actions that exceed existing resources will be identified and forecasted in the 2005-2007 budget. Accommodation and mileage costs covering the needs of the participating stakeholders from the disabled community will be funded by Human Resources.

Roles & Responsibilities:

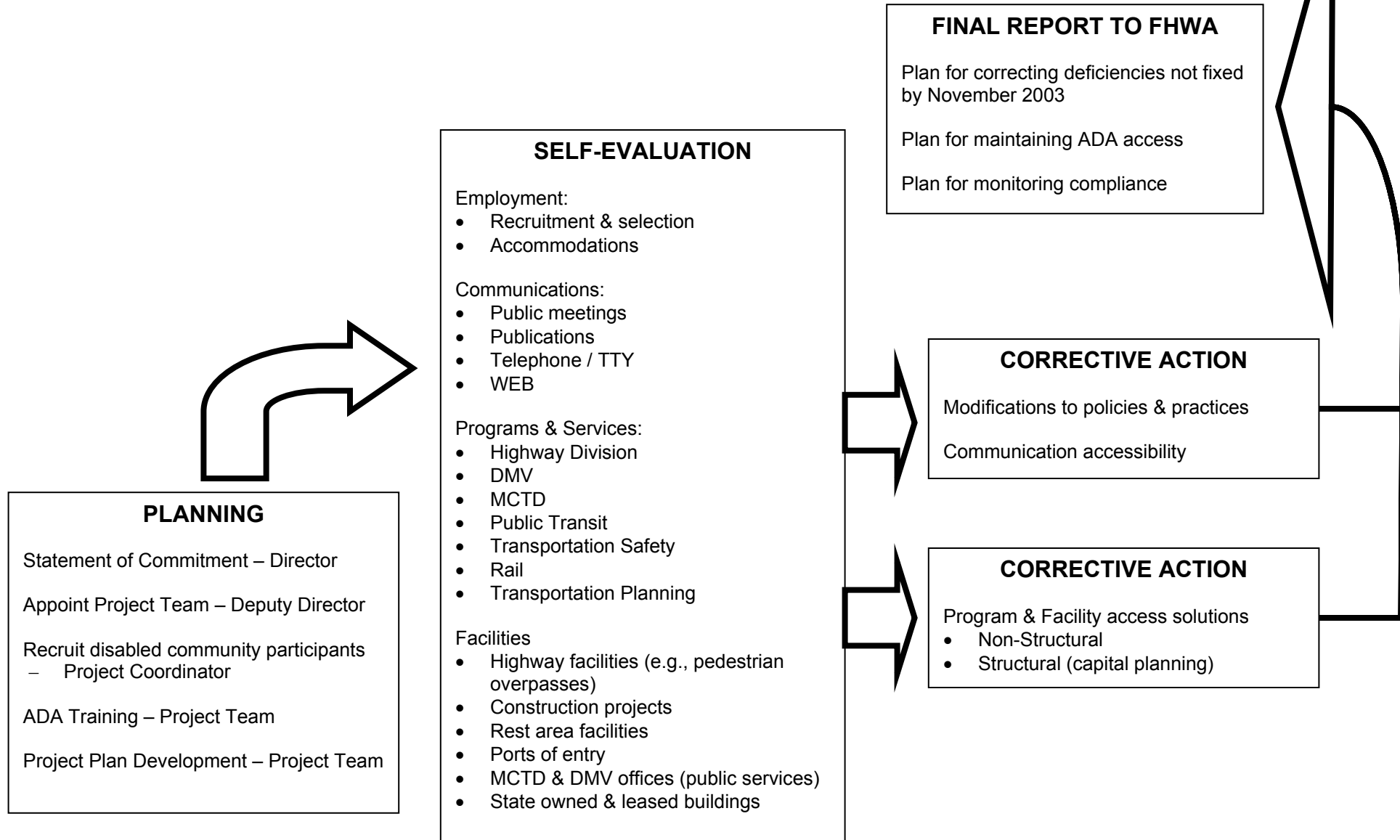
- a. Director / Executive Team – Monitor Self-Evaluation progress, approve final report for submission to FHWA.
- b. Division Administrators and Transportation Region Managers – Appoint individuals to serve on project team by **April 11, 2003** (see enclosure 1). Ensure noted deficiencies are corrected and plans developed to correct deficiencies requiring additional budget and/or time.
- c. Branch and Section Managers – Assist project team with evaluation of employment practices, services, communications and facilities within your area of responsibility.
- d. Project Team – Plan, conduct, and report (orally & written) on the Self-Evaluation.

Enclosures:

- 1 – Project Team
- 2 - Project flowchart
- 3 – [MS Project file](#)
- 4 – ADA Tile II Action Guide (to be distributed at April 15, 2003 meeting)

(TAB D)

Enclosure 2 – ADA Title II Compliance Flowchart



ID	Task Name	Duration	Start	Cost	Work	February	March	April	May	June	July	August	September	October	November	December
						Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	ODOT ADA SELF-EVALUATION-2003	171.19 days?	Thu 3/27/03	\$86,298.74	3,010.75 hrs											
2	PHASE I - PLANNING	29.38 days?	Thu 3/27/03	\$12,273.59	414.3 hrs											
3	Phase I - Team Meetings	18.5 days?	Thu 3/27/03	\$1,894.80	57.9 hrs											
9	Invite disabled participants	11.5 days	Mon 4/07/03	\$1,228.80	38.4 hrs											
12	Subcommittee Plans Developed	16.38 days?	Wed 4/09/03	\$9,148.99	318 hrs											
18	PHASE II - SELF EVALUATION	128.38 days?	Thu 5/01/03	\$68,424.94	2,411.87 hrs											
19	Phase II - Team Meeting	110.38 days	Tue 5/27/03	\$4,738.50	146.55 hrs											
26	Employment	128 days?	Thu 5/01/03	\$5,065.44	185.32 hrs											
29	Communications	128 days?	Thu 5/01/03	\$9,270.90	304.78 hrs											
34	Programs & Services	128 days?	Thu 5/01/03	\$16,588.80	604.4 hrs											
39	Facilities	128 days?	Thu 5/01/03	\$32,761.30	1,180.8 hrs											
46																
47	IN PROGRESS REVIEW - EXEC TM	30 mins	Mon 7/28/03	\$16.00	0.5 hrs											
48	IN PROGRESS REVIEW - EXEC TM	30 mins	Mon 9/29/03	\$16.00	0.5 hrs											
49																
50	PHASE III - CORRECTIVE ACTION &	129 days?	Thu 5/01/03	\$2,376.21	81.6 hrs											
51	Ongoing / on-the-spot correction	129 days?	Thu 5/01/03	\$0.00	0 hrs											
54	Program & Facility access soluti	129 days?	Thu 5/01/03	\$0.00	0 hrs											
57	Identification of long-term correc	8.5 days?	Thu 9/11/03	\$2,376.21	81.6 hrs											
62																
63	REPORT PREPARATION	11 days?	Wed 10/28/03	\$3,129.00	100 hrs											
73																
74	FINAL REPORT	4.19 days	Mon 11/17/03	\$64.00	2 hrs											
75	Exec Summary briefed to Exec Tim	30 mins	Mon 11/17/03	\$16.00	0.5 hrs											
76	Report approved & signed by Direc	5 mins	Mon 11/17/03	\$0.00	0 hrs											
77	Report sent to FHWA-ORR Division	1 hr	Fri 11/21/03	\$32.00	1 hr											
78	Copy of Report sent to ODOT Gen	30 mins	Fri 11/21/03	\$16.00	0.5 hrs											

Project: ADA Self-Eval Nov_2003
Date: Thu 3/20/03

Task: Summary: Rolled Up Progress: Project Summary:

Progress: Rolled Up Task: Split: Group By Summary:

Milestone: Rolled Up Milestone: External Tasks:

Page 1

Appendix B: ADA Self-Evaluation Project Team

March 2003 – February 2004

- a. Executive Sponsor Mike Marsh, Deputy Director (503) 986-4399

- b. Project Coordinator Kevin Alano, EEO/AA/ADA Officer (503) 986-4135
 Amber Harper, EEO/AA/ADA Spec (503) 986-4035

- c. Employment Group Kelly Retzman, HR Recruitment (503) 986-4364

- d. Programs & Services Shelley Bain, TDD (503) 986-4379
 Stacey Berning, Trans Safety Division (503) 986-4146
 Shurell Davis, Public Transit (503) 986-3412
 Michael Ronkin, Bikes & Ped (503) 986-3555
 Ed Scrivner, Motor Carrier (503) 378-6071
 Michael Ward, DMV Field Services (503) 945-5103
 Cal Wheeler, Rail Division (503) 986-4310

- e. Communications Dianne Marsh, Comm Division (503) 986-3437
 Group Vance Snook, ISB – Telephone (503) 986-3225
 Michael Topik, ISB – WEB (503) 378-2809

- f. Facilities Group Bryant Bischof, SSB Facilities (503) 986-5801
 Sherri Frank, Employee Safety (503) 378-8513
 Thomas J Hayter, SSB Facilities (503) 986-5781
 Keith Johnston - Construction (503) 986-3023
 Tom Lauer – Roadway (503) 986-3712

- g. Trans Region Reps 1 – Gayle Horton (503) 731-8250
 2 – Stefan Hamlin (503) 986-2633
 3 – Christina G Weaver (Chris) (541) 957-3524
 4 – Ronald R Snell (541) 388-6064
 5 – Marsha Duncan (541) 963-1325

- h. Stakeholders Gary Boley, Disabilities Commission
 Angel C. Hale, Dept of Human Services
 Otto Heider, Tech Services, ODOT
 Cindy Helvington
 Genie Ott-Mendiola, U.S. Forest Service
 Sandi Warzynski, Support Services, ODOT

Appendix C: Buildings and Facilities

March 2003 – February 2004

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Extract from ADA Title II Action Guide *(Adaptive Environments Centers, Inc.) (Page 123)*

Facility Checklist

“The checklist is based on the ADA Accessibility Guidelines (ADAAG) but is not designed for a comprehensive evaluation of compliance with ADAAG’s complete scoping and technical requirement. New construction and alterations must be in full compliance with the applicable standards in ADAAG or UFAS; however, Title II does not require that existing facilities be retrofitted for full compliance. It does require that programs, when viewed in their entirety, be readily accessible to and usable by people with disabilities.”

The checklist is broken down into four major areas:

Accessible Approach/Entrance – “Once they arrive on the site, people with disabilities should be able to approach the building and enter the building as freely as everyone else. At least one route of travel to the entrance of the facility should be accessible for everyone, including people with disabilities.” (28 questions)

Access to Programs/Services – “Ideally, the layout of the building should allow people with disabilities to obtain materials or services without assistance.” (34 questions)

Usability of Rest Rooms – “When rest rooms are open to the public, they should be accessible to people with disabilities. Closing a rest room that is currently open to the public is not an allowable option.” (18 questions)

Additional Access – “When amenities such as drinking fountains and public telephones are provided to the general public, they should also be accessible to people with disabilities. When oral/aural communication is necessary for program access, the needs of the deaf or hard of hearing individuals must be addressed.” (13 questions)

All ODOT owned and leased buildings / facilities were rated against the same 93-question checklist. The overall percentage of compliance for each facility was ascertained after deducting the number of non-applicable (NA) questions for that individual facility. The Support Service Facility inspectors and their contact numbers are listed for future reference.

49 CFR §37 – Transportation Services for Individuals with Disabilities, Appendix A: ADA Accessibility Guidelines for Buildings and Facilities, was not used in the building / facility assessments; however, as these guidelines provide more detailed transportation related detail, it should be applied for all new construction and future alterations.

ADA does **not** require that every building be accessible, **unless it was built for first occupancy after January 26, 1992.**

ODOT Offices (Salem only)

Estimated Cost: \$17,100

Facility	Accessible Approach / Entry (28 questions)			Access to Programs / Services (34 questions)			Usability of Restrooms (18 questions)			Additional Access (13 questions)			Totals (93 questions)			
	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	
Amtrak Train Station	19	2	7	19	1	14	16	1	1	9	3	1	63	7	23	90.0%
ODOT Materials Lab																0.0%
ODOT Mill Creek	27	1	0	20	2	12	16	0	2	2	1	10	65	4	24	94.2%
ODOT Trans Bldg. (HQ)	21	3	4	25	3	6	16	1	1	6	6	1	68	13	12	84.0%
Bldg. K (E. Salem)	18	3	7	18	2	14	16	2	0	1	2	10	53	9	31	85.5%
Bldg. P (E. Salem)	19	3	6	15	3	16	13	0	5	3	0	10	50	6	37	89.3%
Bldg. X (E. Salem)	7	4	17	16	4	14	17	1	0	0	0	13	40	9	44	81.6%
																74.9%

Support Service Facility Inspectors: D. DeMarco, T. Hayter, M. Fetchall

Driver and Motor Vehicles Services Division – Northwest Region

Facility	Accessible Approach / Entry (28 questions)			Access to Programs / Services (34 questions)			Usability of Restrooms (18 questions)			Additional Access (13 questions)			Totals (93 questions)			
	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	
Albany DMV	17	8	3	16	4	14	13	4	1	7	5	1	53	21	19	71.6%
Corvallis DMV	19	1	8	16	2	16	17	0	1	10	0	3	62	3	28	95.4%
Dallas DMV	16	2	10	20	0	14	15	0	3	8	2	3	59	4	30	93.7%
Lebanon DMV	18	5	5	12	9	13	8	10	0	3	6	4	41	30	22	57.7%
Lincoln City DMV	27	1	0	14	6	14	0	0	18	0	0	13	41	7	45	85.4%
McMinnville DMV	18	0	10	20	0	14	0	0	18	0	0	13	38	0	55	100.0%
Newport DMV	25	3	0	19	1	14	12	6	0	6	4	3	62	14	17	81.6%
North Salem DMV	21	5	2	17	2	15	11	3	4	8	4	1	57	14	22	80.3%
South Salem DMV	19	2	7	16	4	14	0	0	18	0	0	13	35	6	52	85.4%
Stayton DMV	22	3	3	19	1	14	14	2	2	0	0	13	55	6	32	90.2%
Woodburn DMV	18	3	7	18	2	14	15	3	0	5	4	4	56	12	25	82.4%
																88.0%

Support Service Facility Inspectors: D. DeMarco, M. Flechall, J. Goeke, T. Hayter, J. Hoffman

Driver and Motor Vehicles Services Division – Central Region

Facility	Accessible Approach / Entry (28 questions)			Access to Programs / Services (34 questions)			Usability of Restrooms (18 questions)			Additional Access (13 questions)			Totals (93 questions)			
	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	
Bend DMV	17	2	9	18	2	14	15	3	0	7	4	2	57	11	25	83.8%
Canyonville DMV	17	5	6	17	3	14	0	0	18	1	0	12	35	8	50	81.4%
Cottage Grove DMV	18	1	9	19	0	15	0	0	18	6	1	6	43	2	48	95.6%
Eugene DMV (Valley River Mall)	21	0	7	27	1	6	18	0	0	12	0	1	78	1	14	98.7%
Eugene Drive Test Center	20	0	8	20	0	14	18	0	0	10	0	3	68	0	25	100.0%
Junction City DMV	19	0	9	14	0	20	0	0	18	0	0	13	33	0	60	100.0%
LaPine DMV	18	3	7	14	1	19	0	0	18	0	0	13	32	4	57	88.9%
Madras DMV	16	3	9	18	2	14	0	0	18	3	5	5	37	10	46	78.7%
Oakridge DMV	18	0	10	20	0	14	0	0	18	0	0	13	38	0	55	100.0%
Prineville DMV	16	4	8	13	6	15	0	0	18	4	4	5	33	14	46	70.2%
Redmond DMV	16	3	9	17	3	14	0	0	18	0	1	12	33	7	53	82.5%
Roseburg DMV	27	1	0	18	0	16	13	5	0	7	4	2	65	10	18	86.7%
Springfield DMV	17	2	9	19	1	14	10	8	0	6	4	3	52	15	26	77.6%
																86.7%

Support Service Facility Inspectors: R. Cooper, J. Hoffman, A. Teeter

Driver and Motor Vehicles Services Division – South Region

Facility	Accessible Approach / Entry (28 questions)			Access to Programs / Services (34 questions)			Usability of Restrooms (18 questions)			Additional Access (13 questions)			Totals (93 questions)			
	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	
Ashland DMV	21	1	6	17	3	14	12	6	0	3	1	9	53	11	29	82.8%
Brookings DMV	23	5	0	19	3	12	0	0	18	7	1	5	49	9	35	84.5%
Cave Junction DMV	17	7	4	20	0	14	0	0	18	1	0	12	38	7	48	84.4%
Coos Bay DMV	26	2	0	21	1	12	15	3	0	9	2	2	71	8	14	89.9%
Coquille DMV	24	4	0	18	6	10	14	2	2	4	0	9	60	12	21	83.3%
Florence DMV	16	3	9	20	0	14	0	0	18	6	1	6	42	4	47	91.3%
Grants Pass DMV	20	2	6	20	2	12	16	2	0	9	2	2	65	8	20	89.0%
Klamath Falls DMV	26	1	1	20	2	12	17	0	1	3	0	10	66	3	24	95.7%
Lakeview DMV	22	5	1	19	5	10	0	0	18	0	1	12	41	11	41	78.8%
Medford DTC	21	3	4	19	1	14	13	4	1	10	1	2	63	9	21	87.5%
																91.7%

Support Service Facility Inspectors: R. Cooper, J. Hoffman, A. Teeter

Driver and Motor Vehicles Services Division – East Region

Facility	Accessible Approach / Entry (28 questions)			Access to Programs / Services (34 questions)			Usability of Restrooms (18 questions)			Additional Access (13 questions)			Totals (93 questions)			
	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	
Baker City DMV	26	1	1	18	1	15	18	0	0	1	0	12	63	2	28	96.9%
Burns DMV	25	1	2	19	1	14	0	0	18	4	5	4	48	7	38	87.3%
Condon DMV	22	0	6	31	2	1	18	0	0	3	1	9	74	3	16	96.1%
Enterprise DMV	17	2	9	19	1	14	0	0	18	1	0	12	37	3	53	92.5%
Heppner DMV	17	3	8	19	1	14	0	0	18	5	4	4	41	8	44	83.7%
Hermiston DMV	23	0	5	20	0	14	17	1	0	8	3	2	68	4	21	94.4%
John Day DMV	22	1	5	20	0	14	0	0	18	5	4	4	47	5	41	90.4%
LaGrande DMV	27	1	0	20	0	14	15	3	0	4	0	9	66	4	23	94.3%
Milton Freewater DMV	17	2	9	19	1	14	0	0	18	1	0	12	37	3	53	92.5%
Ontario DMV	24	1	3	19	1	14	18	0	0	10	2	1	71	4	18	94.7%
Pendleton DMV	19	0	9	18	2	14	14	3	1	5	4	4	56	9	28	86.2%
																87.1%

Support Service Facility Inspectors: A. Teeter, B. Timm

Driver and Motor Vehicles Services Division – Sunset Region

Facility	Accessible Approach / Entry (28 questions)			Access to Programs / Services (34 questions)			Usability of Restrooms (18 questions)			Additional Access (13 questions)			Totals (93 questions)			
	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	
Astoria DMV	20	3	5	20	0	14	18	0	0	3	0	10	61	3	29	95.3%
Beaverton DMV	14	5	9	16	4	14	12	5	1	4	3	6	46	17	30	73.0%
Hillsboro DMV	16	1	11	15	1	18	13	4	1	7	3	3	51	9	33	85.0%
Lake Oswego DMV	23	1	4	19	4	11	15	1	2	2	2	9	59	8	26	88.1%
Sherwood DMV	20	1	7	17	2	15	16	1	1	3	1	9	56	5	32	91.8%
St. Helens DMV	19	1	8	18	1	15	13	4	1	9	3	1	59	9	25	86.8%
Sunset DPC	0	0	28	0	0	34	0	0	18	0	0	13	0	0	93	
Tanasbourne DMV	20	2	6	15	1	18	0	0	18	0	0	13	35	3	55	92.1%
Tillamook DMV	20	1	7	16	4	14	16	1	1	0	0	13	52	6	35	89.7%
West Portland DMV	14	5	9	18	2	14	0	0	18	0	0	13	32	7	54	82.1%
																81.7%

Support Service Facility Inspectors: C. Dummer, T. Hayter

Driver and Motor Vehicles Services Division – Mount Hood Region

Facility	Accessible Approach / Entry (28 questions)			Access to Programs / Services (34 questions)			Usability of Restrooms (18 questions)			Additional Access (13 questions)			Totals (93 questions)			
	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	
Clackamas Promenade DMV	0	0	28	0	0	34	0	0	18	0	0	13	0	0	93	
East Portland DTC	19	3	6	13	6	15	11	7	0	6	5	2	49	21	23	70.0%
Gladstone DMV	18	4	6	17	5	12	13	4	1	9	2	2	57	15	21	79.2%
Gresham DMV	22	3	3	14	5	15	13	3	2	3	2	8	52	13	28	80.0%
Hood River DMV	26	2	0	14	3	17	0	0	18	0	0	13	40	5	48	88.9%
Lloyd Center	20	4	4	16	0	18	0	0	18	6	2	5	42	6	45	87.5%
N Portland DMV	17	3	8	17	4	13	16	1	1	6	5	2	56	13	24	81.2%
NE Portland DMV	19	5	4	17	7	10	12	4	2	2	2	9	50	18	25	73.5%
Portland DPC	0	0	28	0	0	34	0	0	18	0	0	13	0	0	93	
Sandy DMV	18	2	8	16	3	15	16	0	2	3	1	9	53	6	34	89.8%
The Dalles DMV	25	3	0	20	4	10	0	0	18	0	1	12	45	8	40	84.9%
																81.6%

Support Service Facility Inspectors: D. DeMarco, C. Dummer, A. Teeter

Motor Carrier Transportation Division

Estimated Cost: \$19,800

Facility	Accessible Approach / Entry (28 questions)			Access to Programs / Services (34 questions)			Usability of Restrooms (18 questions)			Additional Access (13 questions)			Totals (93 questions)			
	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	
Ashland POE Ofc Bldg.	23	0	5	20	0	14	17	1	0	9	1	3	69	2	22	97.2%
Ashland POE	18	0	10	8	1	25	0	0	18	0	0	13	26	1	66	96.3%
Ashland POE Meeting Rm.	24	1	3	20	0	14	18	0	0	0	1	12	62	2	29	96.9%
Cascade Locks POE	20	3	5	15	4	15	13	2	3	5	4	4	53	13	27	80.3%
Farewell Bend POE	0	0	28	0	0	34	0	0	18	0	0	13	0	0	93	
Klamath Fall POE	20	0	8	18	1	15	13	1	4	5	7	1	56	9	28	86.2%
Umatilla POE	21	1	6	18	2	14	18	0	0	6	5	2	63	8	22	88.7%
Woodburn POE	26	1	1	18	2	14	0	0	18	0	0	13	44	3	46	93.6%
																90.8%

Support Service Facility Inspectors: R. Cooper, C. Dummer, B. Timm

Highway Division – Region 1

Estimated Cost: \$20,000

Facility	Accessible Approach / Entry (28 questions)			Access to Programs / Services (34 questions)			Usability of Restrooms (18 questions)			Additional Access (13 questions)			Totals (93 questions)			
	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	%
Baldock Maint Office	16	2	10	14	1	19	0	0	18	0	0	13	30	3	60	90.9%
Barlow QA Lab																0.0%
Barlow School Office	20	1	7	15	2	17	0	0	18	0	0	13	35	3	55	92.1%
Dist 2A Ofc Sylvan	20	3	5	20	5	9	9	7	2	3	0	10	52	15	26	77.6%
Dist 2B Ofc Lawnfield	18	2	8	12	2	20	15	1	2	0	0	13	45	5	43	90.0%
Flanders Building	22	2	4	25	2	7	16	1	1	7	3	3	70	8	15	89.7%
Jantzen Beach Office	19	4	5	15	5	14	0	0	18	0	1	12	34	10	49	77.3%
Milwaukie Maint Office	11	7	10	16	1	17	0	0	18	0	0	13	27	8	58	77.1%
			72.0%			69.2%			59.7%			37.0%				85.0%
Safety Rest Areas																
Baldock SRA NB	27	0	1	20	0	14	18	0	0	10	0	3	75	0	18	100.0%
Baldock SRA SB	27	0	1	20	0	14	18	0	0	10	0	3	75	0	18	100.0%
Govt. Camp SRA	15	3	10	15	2	17	15	2	1	3	0	10	48	7	38	87.3%
Jantzen Beach SRA	20	0	8	9	0	25	15	1	2	6	1	6	50	2	41	96.2%
			96.7%			97.0%			95.7%			96.7%				95.9%

Support Service Facility Inspectors: C. Drummer

Highway Division – Region 2

Estimated Cost: \$37,600

Facility	Accessible Approach / Entry (28 questions)			Access to Programs / Services (34 questions)			Usability of Restrooms (18 questions)			Additional Access (13 questions)			Totals (93 questions)			
	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	
Bldg. A - Reg 2	27	1	0	24	2	8	17	1	0	3	0	10	71	4	18	94.7%
Bldg. B - Reg 2	23	4	1	25	2	7	14	3	1	3	0	9	65	9	18	86.7%
Corvallis MS Ofc Bldg.	23	5	0	17	5	12	16	1	1	3	1	9	59	12	22	83.1%
Dist 1 Office	26	0	2	18	0	16	0	0	18	2	5	6	46	5	42	90.2%
Eugene old MS Ofc Bldg.	17	9	2	19	1	14	17	0	1	3	0	10	56	10	27	84.8%
Gateway Ofc Bldg.	12	10	6	15	4	15	12	6	0	3	6	4	42	26	25	61.8%
Alsea Bay Intep Center	19	6	3	19	1	14	14	4	0	2	2	9	54	13	26	80.6%
			80.8%			90.1%			85.7%			55.9%				83.1%
Safety Rest Areas																
Gettings Cr SRA NB	27	1	0	16	0	18	17	1	0	10	0	3	70	2	21	97.2%
Gettings Cr SRA SB	27	0	1	16	0	18	17	1	0	10	1	2	70	2	21	97.2%
Oak Grove SRA SB - 1	27	0	1	16	0	18	18	0	0	10	0	3	71	0	22	100.0%
Oak Grove SRA SB - 5	26	1	1	15	1	18	17	1	0	10	0	3	68	3	22	95.8%
Oak Grove SRA NB - 6	27	0	1	12	0	22	17	1	0	10	1	2	66	2	25	97.1%
Santiam SRA NB	27	0	1	20	0	14	17	1	0	10	0	3	74	1	18	98.7%
Santiam SRA SB	27	0	1	20	0	14	17	1	0	10	0	3	74	1	18	98.7%
Sunset Springs RA	22	3	3	14	0	20	15	2	1	3	0	10	54	5	34	91.5%
The Maples SRA	26	1	1	20	0	14	15	2	1	3	0	10	64	3	26	95.5%
Tillamook River SRA	11	3	14	7	0	27	10	6	2	3	0	10	31	9	53	77.5%
			96.5%			99.4%			90.9%			97.5%				94.9%

Support Service Facility Inspectors: D. DeMarco, C. Dummer, M. Fletchall

Highway Division – Region 3

Estimated Cost: \$11,300

Facility	Accessible Approach / Entry (28 questions)			Access to Programs / Services (34 questions)			Usability of Restrooms (18 questions)			Additional Access (13 questions)			Totals (93 questions)			%
	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	
Reg 3 - Coos Bay	26	2	0	21	1	12	15	3	0	8	2	3	70	8	15	89.7%
Reg 3 - Roseburg	25	1	2	19	1	14	15	1	2	3	0	10	62	3	28	95.4%
Reg 3 - Shady MS Ofc	14	8	6	6	3	25	1	15	2	0	0	13	21	26	46	44.7%
																76.6%
Safety Rest Areas																
Cabin NB SRA - 1	19	1	8	14	0	20	18	0	0	9	3	1	60	4	29	93.8%
Cabin NB SRA - 2	19	1	8	14	0	20	18	0	0	9	3	1	60	4	29	93.8%
Cabin SB SRA - 1	20	1	7	14	0	20	18	0	0	9	3	1	61	4	28	93.8%
Cabin SB SRA - 2	20	1	7	14	0	20	18	0	0	9	3	1	61	4	28	93.8%
Cow Creek NB SRA	24	0	4	15	0	19	18	0	0	9	3	1	66	3	24	95.7%
Cow Creek SB SRA	24	0	4	15	0	19	18	0	0	9	3	1	66	3	24	95.7%
Manzanita SB SRA new	24	0	4	15	0	19	18	0	0	9	3	1	66	3	24	95.7%
Manzanita SB SRA old	24	0	4	15	0	19	18	0	0	9	3	1	66	3	24	95.7%
Manzanita NB SRA old	24	0	4	15	0	19	18	0	0	9	3	1	66	3	24	95.7%
Marzanita NB SRA new	24	0	4	15	0	19	18	0	0	9	3	1	66	3	24	95.7%
S. Umoqua SB SRA	24	0	4	15	0	19	18	0	0	9	3	1	66	3	24	95.7%
S. Umoqua NB SRA	24	0	4	15	0	19	18	0	0	9	3	1	66	3	24	95.7%
Suncrost SRA new	19	1	8	14	0	20	18	0	0	9	3	1	60	4	29	93.8%
Suncrost SRA old	24	0	4	15	0	19	18	0	0	9	3	1	66	3	24	95.7%
																95.0%

Support Service Facility Inspectors: R. Cooper

Highway Division – Region 4

Estimated Cost: \$12,500

Facility	Accessible Approach / Entry (28 questions)			Access to Programs / Services (34 questions)			Usability of Restrooms (18 questions)			Additional Access (13 questions)			Totals (93 questions)			
	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	
Bend Reg 4 HQ	26	2	0	22	2	10	18	0	0	3	0	10	69	4	20	94.5%
Dist 9 Office																0.0%
Dist 10 Office	21	1	6	18	1	15	15	0	3	0	0	13	54	2	37	96.4%
Dist 11 Office	27	1	0	24	0	10	18	0	0	3	0	10	72	1	20	98.6%
Lakeview Area Office	17	4	7	17	3	14	13	0	5	0	0	13	47	7	39	87.0%
Reg 4 Annex (Wel. Ctr)	21	1	6	28	0	6	18	0	0	3	0	10	70	1	22	98.6%
																79.2%
Safety Rest Areas																
Bandit SRA	10	1	17	13	1	20	6	1	11	0	0	13	29	3	61	90.6%
Brothers SRA	17	1	10	20	0	14	18	0	0	6	5	2	61	6	26	91.0%
Cow Canyon SRA	25	0	3	21	0	13	18	0	0	10	2	1	74	2	17	97.4%
Memaloose SRA EB new	18	0	10	19	0	15	18	0	0	9	3	1	64	3	26	95.5%
Memaloose SRA EB old	25	1	2	24	0	10	17	0	1	3	0	10	69	1	23	98.6%
Memaloose SRA WB new	18	0	10	19	0	15	18	0	0	9	3	1	64	3	26	95.5%
Memaloose SRA WB old	24	2	2	23	1	10	17	0	1	3	1	9	67	4	22	94.4%
Midland SRA	18	0	10	20	0	14	18	0	0	7	5	1	63	5	25	92.6%
																94.5%

Support Service Facility Inspectors: A. Teeter

Highway Division – Region 5

Estimated Cost: \$12,300

Facility	Accessible Approach / Entry (28 questions)			Access to Programs / Services (34 questions)			Usability of Restrooms (18 questions)			Additional Access (13 questions)			Totals (93 questions)			
	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	
Reg 5 HQ	28	0	0	23	1	10	18	0	0	3	0	10	72	1	20	98.6%
Dist 12 - Pendleton	22	1	5	20	0	14	15	1	2	8	3	2	65	5	23	92.9%
Dist 13 - LaGrande	27	1	0	24	0	10	16	2	0	5	0	8	72	3	18	96.0%
Dist 14 - Ontario	0	0	28	0	0	34	0	0	18	0	0	13	0	0	93	
																95.8%
Safety Rest Areas																
Baker Valley EB	22	1	5	20	0	14	18	0	0	7	5	1	67	6	20	91.8%
Baker Valley WB	22	1	5	20	0	14	18	0	0	8	4	1	68	5	20	93.2%
Boardman EB (e)	1	0	27	24	0	10	0	0	18	0	0	13	25	0	68	100.0%
Boardman EB (w)	21	2	5	0	0	34	17	1	0	5	6	2	43	9	41	82.7%
Boardman WB (e)	22	1	5	19	0	15	17	1	0	10	0	3	68	2	23	97.1%
Boardman WB (w)	0	0	28	0	0	34	0	0	18	0	0	13	0	0	93	
Bucanan Springs RA	21	1	6	18	1	15	16	2	0	3	0	10	58	4	31	93.5%
Carter RA	21	1	6	18	1	15	16	2	0	0	1	12	55	5	33	91.7%
Charles Reynolds EB	21	1	6	24	0	10	17	1	0	6	4	3	68	6	19	91.9%
Charles Reynolds WB	21	1	6	24	0	10	17	1	0	7	4	2	69	6	18	92.0%
Deadmans Pass EB	21	1	6	23	0	11	18	0	0	3	0	10	65	1	27	98.5%
Deadmans Pass WB	21	1	6	23	0	11	18	0	0	7	3	3	69	4	20	94.5%
Stanfield EB	21	2	5	22	0	12	17	1	0	9	1	3	69	4	20	94.5%
Stanfield WB	22	1	5	22	0	12	17	1	0	9	1	3	70	3	20	95.9%
Weatherby	24	1	3	21	0	13	18	0	0	3	0	10	66	1	26	98.5%
																94.0%

Support Service Facility Inspectors: B. Timm

Appendix D: Focus Group Sessions

March 2003 – February 2004

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Oregon

Theodore R. Kulongoski, Governor

Department of Transportation

355 Capitol Street NE, Room 119
Salem, OR 97301

(503) 986-4135

July 7, 2003

< Independent Living Centers – State of Oregon >

Dear _____:

This is a joint request from the Oregon Department of Transportation and the Oregon Disabilities Commission. The Department of Transportation is conducting a self-evaluation project under Title II of the Americans with Disabilities Act (ADA). The project evaluates the public's accessibility to the Department's programs and services; facilities and offices; communications; and employment opportunities.

The Department seeks public input and feedback from persons with disabilities. We are asking for your assistance to advertise and organize a small group (8 – 10 participants) session to be held at your center. The enclosure provides subject / topic areas to serve as primers to help facilitate the discussion. The ideal session will run for 90-minutes, but not last more than two hours. Our intent will be to listen to issues, compliments, problems, and concerns.

The Department will fund accommodation costs to ensure people are able to equally participate in the session. The Department will also pay for the cost to provide light refreshments, i.e., water, coffee/tea, and cookies, for the session.

We would like to schedule these sessions throughout Oregon in the August – September timeframe. If you are willing to host a session, please call (503-986-4135) or e-mail Kevin Alano (kevin.b.alano@odot.state.or.us) at your earliest convenience to arrange a date.

Sincerely,

Kevin Alano
Internal Civil Rights Officer
Oregon Department of Transportation

Janine Delauney
Executive Director
Oregon Disabilities Commission

Enclosure

Enclosure

Possible focus-group discussion topics:

- Highway maintenance, construction management
- Rest area maintenance, winter (snowplowing) & emergency operations
- Driver testing & licensing; state identification cards; vehicle registration (DMV)
- Commercial truck safety & taxation (Motor Carrier)
- Railroad crossing safety
- Public transit assistance to local communities
- Transportation safety awareness programs
- Transportation planning
- Employment with the Oregon Department of Transportation

Primer questions:

1. As a person with a disability, are you able to access or receive assistance or service from ODOT?
2. What are the good things you have observed or notice that ODOT has done or is doing now to make it accessible to you?
3. What are the barriers you've encounter when using an ODOT facility or seeking service?
4. What suggestions or ideas would you offer to help make ODOT more accessible to the public?

Welcome & Introductions (name tents) – Facilitator, Recorder, Observer, Participants

Thank you for participating in tonight's focus group. We are representing the Oregon Department of Transportation. We are conducting a Self-Evaluation of the public's access to ODOT programs, services, facilities, and employment practices. This evaluation falls under Title II, Americans with Disabilities Act.

Tonight we will ask for your input on ODOT serves you and your needs. We plan to spend 60-90 minutes with you and respectfully ask that the time be shared so everyone has an opportunity to speak.

*Let me first give an overview of what programs and services ODOT provides (**chart**):*

- Highway maintenance & construction
- Rest areas
- DMV services
- Commercial trucking
- Rail crossing safety
- Public transit
- Transportation Safety
- Snow plowing (winter operations)
- Transportation planning

I would like to ask the group, which of these have you've encountered by a show of hands (record results on chart)

I would also like to ask the group, which of these areas you've encountered problems either receiving service, gaining service or participating in.

(NOTE: Take the area(s) with the majority of combined votes for use and encountered problems and begin there to ask the group for input.)

As a starting point, let's open the floor and talk about: _____

Would someone like to start off and share his or her experience?

(NOTE: LISTEN, CLARIFY, LISTEN. Engage others. LISTEN FOR COMMON TRENDS. Allow for sufficient time for discussion about the other areas of high interest.)

Thank you for that feedback. Let's move onto the next area of _____.

Would someone like to start off and share his or her experience?

(NOTE: Follow the above format for as many areas noted. However, leave 15-20 minutes to ask the group about employment with ODOT, their experiences (if any), their suggestions on advertising job opportunities to communities of PWD)

ASK: *By a show of hands, how many people here use the Internet? How many have used the ODOT WEB site?*

Again, thank you for your time and feedback. Your ideas and suggestions will help ensure accessibility to ODOT programs and services.



Oregon

Department of Transportation Interoffice Memo

DATE: August 27, 2003

THRU: Rudy Williams, Chief of Human Resources
Mike Marsh, Deputy Director for Central Services

TO: ODOT Executive Team

File Code: PER 9

FROM: Kevin Alano, Internal Civil Rights Officer

SUBJECT: Ontario, OR: ADA Focus Group Session

1. The Eastern Oregon Center for Independent Living (EOCIL) hosted an ADA Self-Evaluation focus group on behalf of ODOT, August 26, 2003, 9:00 am – 10:15 am, at the Ontario Public Library. Kevin Alano, ADA Project Coordinator; Ruth Heaton, DMV East Region Manager; Laura Dellinger, DMV Ontario Office Manager; and Marsha Duncan, Region 5 Business Manager represented ODOT. Eleven members from the public and three EOCIL staff attended the session.
2. The following table depicts what ODOT programs / services most often used and in which areas participants initially expressed accessibility issues:

Program / Service	Participants receiving service / using program	Participants w/ Issues
Highway maintenance & construction	8	0
Rest areas	11	0
DMV services	7	0
Commercial trucking	1	0
Rail crossing safety	3	1
Public transit	10	8
Transportation Safety	0	0
Snow plowing (winter operations)	1	0
Transportation planning	0	0

3. The open discussion portion of the session focused on four areas: public transportation, bicycles & pedestrians, traffic control design; and rail cross safety. DMV services were generally characterized as good to very good.
 - a. Public Transportation – As background, the city of Ontario ceased operations of its transit system in April / May 2003 citing insufficient funding. The city sought a private entity to take over the system. Comments are paraphrased and summarized below –
 - *City bus isn't running anymore. Malheur County system is so pricey and spendy. \$4.00 per trip.*
 - *Other alternative was taxi and it was \$5.00 one way in town*
 - *Rates were reasonable before. Bus passes were good for a couple of hours making it convenient for shopping.*

- *(We) Need a system to go outside the city limits. City indicated the ridership was low. Data showed 1000 or more using the system per month. Informal survey indicated that riders were willing to pay up to \$1.50 per trip.*
- *Salary, due to union representation, was given as a reason the city couldn't afford the system.*
- *Affordable and accessible transportation for the senior and disabled citizens in Ontario is inadequate.*

b. Bicycles & Pedestrians - Comments are paraphrased and summarized below –

- *Bike safety, a lot of consumers use and would like to use more bike lanes. There isn't an apparent bike safety campaign that happens in Ontario.*
- *Has ODOT ever considered routing bike / pedestrian / alternative transportation (i.e., electric golf carts) traffic away from the main traffic routes? If this was the case, more people might feel safer and use these alternative routes more often. (Note: Kevin Alano and Marsha Duncan responded to the commentator that most "parallel" routes he refers to are not ODOT owned.)*
- *Some of the curb cuts in the city have a 1-2 inch lip to the street pavement causing problems for people using wheelchairs.*
- *Sidewalk pavement along the railroad underpass (Idaho Ave) is not level. I tripped twice.*
- *No curb cuts at City Hall, felt this was not acceptable.*
- *There was some discussion on safety education campaigns for the beginning of school, and the participants seemed eager for more safety education campaigns such as rail crossings, bike safety and pedestrian safety*

c. Traffic Control Design – Comments are paraphrased and summarized below –

- *The traffic median on Idaho, south of I 84, creates dangerous U-turn situations for traffic and pedestrians.*
- *Signage going westbound on Idaho toward I 84 is not adequate.*

d. Rail Crossing Safety – Comments are paraphrased and summarized below –

- *The rail crossing at 5th Ave, south of the train station has safety problems. The timing of the crossing arms is slow; they fall in place just seconds before a train approaches. The triple set of main track and two sets of secondary track are hard to traverse for persons in wheelchairs or bicycles. There aren't adjoining sidewalks on either side of the crossing.*

4. From the discussion, it became apparent that the majority of the participants were not aware of the public involvement meetings ODOT conducts. ODOT panel members referred the group to the ODOT home page. Other communication suggestions from the group included flyers, radio spots, and informing the Independent Living Centers of upcoming meetings.
5. This report, along with other focus group reports, will be summarized in the November 2003 ADA Self-Evaluation Report.

cc.

Kirt Toombs, Eastern Oregon Center for Independent Living



Oregon

Department of Transportation Interoffice Memo

DATE: September 12, 2003

THRU: Mike Marsh, Deputy Director for Central Services

TO: ODOT Executive Team

File Code: PER 9

FROM: Kevin Alano, Internal Civil Rights Officer

SUBJECT: Eugene, OR: ADA Focus Group Session

1. Eugene Organ, President of the Lane Independent Living Alliance hosted an ADA Self-Evaluation focus group on behalf of ODOT, September 10, 2003, 5:00 pm – 7:30 pm, at the Atrium Building. Kevin Alano, ADA Project Coordinator; Wayne Earnshaw, DMV Central Region Manager; and Stefan Hamlin, Region 2 Business Manager represented ODOT. Fifteen members from the public attended the session. Eight were wheelchair users. Kathy Jenness from the Lane Transit District also attended. Commissioners Daryl Ackerman and Rob Cook from the Oregon Disabilities Commission were also in attendance.
2. The open discussion portion of the session is organized into four categories: ADA curb cuts & other features, pedestrian safety & traffic signals; DMV; and individual comments.
 - a. ADA Curb Cuts & other features –Comments are paraphrased and summarized below –
 - *What type of public process is used when planning curb cut installations? (Explained that the annual maintenance budget to retrofit curb cuts is approximately \$300,000 for the entire state. Also explained that other funds, e.g. Bike/Ped, are used to construct curb cuts.)*
 - *There are curb cuts along city sidewalks on Highway 101 that are not constructed well.*
 - *Has ODOT ever considered contracting with local entities like independent living centers to actually do surveys of curb cuts? (Suggestion was offered as assistance to ease the workload of ODOT crews.)*
 - *The question was asked if a contact person at ODOT would be able to explain where and what funds are available for cities for curb cut construction and/or improvement.*
 - *Are bike/pedestrian funds the ones the Congress cut? (Answered no, that the state's bike/pedestrian funds are dedicated funds)*
 - *(We) understand that ODOT is going to mandate the diamond pattern for truncated domes, which pose safety and comfort problems for people using wheelchairs. (Explained that truncated domes will be built on new projects.)*
 - *Found examples of non-standard, e.g., 21 x 24 instead of the standard 24 x 24, truncated domes in some locations.*
 - *For proposed and future RFPs on detectable warnings, is ODOT going to present its case to the Oregon Disabilities Commission? There seems to be some sort of conflict between what's been designed and the newly adopted standards.*
 - *Need some sort of mechanism for subcontractors to identify deficiencies to ODOT project managers. Contractors are not able to deviate from the design to allow for better accessibility. Know of some cases where payment has been withheld from subcontractors for not building to standard when the design was in error.*

- *On Highway 58 and Pleasant Hill, why didn't ODOT consider building pedestrian overpasses? In general, why does ODOT not use pedestrian overpasses more? Other examples cited along Highway 101 at Highway 126 and Santa Clara at West 11th. (Stefan Hamlin brought this question back to Region 2 to respond.)*
 - *Are bike routes and pedestrian sidewalks being planned for in the bridgework ODOT is undertaking? (Explained that yes, for new bridge structure explaining that bridges include raised features such as on/off ramp, overpasses of highways, etc.)*
 - *Suggestion was made to train ODOT maintenance staff on how to inspect / evaluate current highway facilities for ADA compliance.*
- b. Pedestrian Safety & Traffic Signals- Comments are paraphrased and summarized below –
- *Consideration must be taken in when programming traffic signals to account for the slope as well as the length (from curb to curb) for people using wheelchairs. For upward slopes, wheelchair users will take more time to navigate through a crosswalk.*
 - *At pedestrian crossings along the Beltway, it is dangerous for persons in wheelchairs to cross because of their lower profile, not being seen by drivers, and inattentive/rude drivers. Is there a possibility of having extra signage that indicates when a disabled person is using the crosswalk?*
 - *The general public isn't aware, for example, at West 11th and Highway 99, where the pedestrian signals are programmed for a person to cross halfway which poses risk to those who try and cross the entire street.*
 - *What effort is ODOT making regarding education of Mexican commercial truck drivers to be aware of disabled pedestrians?*
 - *More public awareness campaigns are needed. Could ODOT perform public service announcements to remind the public of pedestrian safety awareness?*
- c. DMV - Comments are paraphrased and summarized below –
- *DMV disabled placards – comments were made that abuse in the issuance of placards is fairly bad. Doctors who sign off on medical certification just because someone is 65 years or older. One individual commented that disabled placards were being auctioned on E-Bay as novelty items. Suggestion was made to make the temporary placard a different color from the standard blue.*
 - *What resources are available for persons not able to read the Drivers' Manual? (Wayne Earnshaw explained the availability of oral and audio tests. He said DMV staff is trained to be aware of customers who have special needs.)*
- d. Individual comments – Comments are paraphrased and summarized below –
- *Trip Check (Commissioner Rob Cook). Would like to be involved in the process to improve accessibility of the site. There are problems with Bobby Approved websites in that it is text based and only allows for yes/no decisions. As soon as a new version comes out it is outdated by new technology. (Note: Glen Hammer, ATIS manager, will honor Commissioner Cook's request and involve him in the process.)*
 - *Commissioner Daryl Ackerman offered the Oregon Disabilities Commission as a resource to request technical ADA training for ODOT highway staff. (Note: Currently ODOT does not have an ADA technical training program.)*
 - *ODOT should consider its selection process of public involvement meeting locations. For persons with disabilities who rely heavily on public transit, site selection should be adjacent or close to bus stops / train stations and time considerations should be made based on the arrival / departure schedule.*

- *Rest area – for restrooms, the wider design standard is better suited for persons in wheelchairs, or even better the availability of unisex restrooms. Some restrooms are so narrow that they do not allow a side transfer from the wheelchair.*
 - *Drivers with disabilities, are there ODOT roadside assistance providers available to assist with car problems? A suggestion was made that ODOT possibly partner with local agencies or private volunteers to provide roadside assistance. (Stefan Hamlin explained that Region 2 has 8 incident responders covering nine counties who assist local emergency responders. He went on to explain that depending on the situation, i.e., if a disabled vehicle is blocking traffic lanes on the state highway system, ODOT responders will normally assist, but may not necessarily check every vehicle stopped on the shoulder on the highway.)*
 - *Eugene Organ asked if a listing of ODOT advisory committees could be shared to help with outreach to persons with disabilities.*
 - *Eugene also recognized and stated his appreciation for this opportunity to provide input on behalf of persons with disabilities. He also recognized ODOT's past achievements as an employer of persons with disabilities. (Notes: (1) In **1994** ODOT was awarded the "Large Public Employer of the Year" by the Oregon Disabilities Commission, signed by Governor Roberts; and in **May 1995** received the "President's Committee on Employment of People with Disabilities – Public Sector Non-Federal Employer of the Year." (2) Since 1995, ODOT's percentage of employees with disabilities has decline from 7.1% to 3.9%.)*
3. From the discussion, it became apparent that the majority of the participants were not aware of the public involvement meetings ODOT conducts. ODOT panel members referred the group to the Internet site.
 4. This report, along with other focus group reports, will be summarized in the November 2003 ADA Self-Evaluation Report.

cc.

Eugene Organ, President Lane Independent Living Alliance



Oregon

Department of Transportation Interoffice Memo

DATE: October 2, 2003

THRU: Mike Marsh, Deputy Director for Central Services

TO: ODOT Executive Team

File Code: PER 9

FROM: Kevin Alano, Internal Civil Rights Officer

SUBJECT: Grants Pass, OR: ADA Focus Group Session

1. Tina Sayre, HASL Independent Abilities Center, hosted an ADA Self-Evaluation focus group on behalf of ODOT, September 23, 2003, 10:30 am – 12:00 pm. Kevin Alano, ADA Project Coordinator and Kirk Brust, DMV South Region Manager; represented ODOT. Don Gray, Transit and Housing Manager, Josephine County represented the public transit system for the Grants Pass area. Five members from the public attended the session. All were wheelchair users.
2. The open discussion portion of the session is organized into five categories: public transit, DMV, employment, pedestrian safety & traffic signals; and individual comments.
 - a. Public Transit – Comments from Don Gray regarding the Grants Pass transit system and responses are paraphrased and summarized below –
 - *Demand has increased over the last three years with more seniors moving into the county. The disabled community is under served by approximately \$350,000.00. Funding is not keeping up with demand and the system is falling behind.*
 - *All (fixed route) busses are wheelchair accessible. If 10% of the dial-up customers could access public transit, more capacity would be available to others.*

(Following summarized comments respond to Mr. Gray's)

- *Door to door is easier given weather considerations.*
- *Folks have gotten spoiled with door to door.*
- *(I) use door to door service to continue to work.*
- *Bus facilities aren't ADA compliant, door to door is more favorable.*
- *HASL provides additional door to door service with 48-hour advance notice (recorder heard that Josephine Transit provides door to door (dial a ride) with 5-day notice).*
- *Personal security is an issue with fixed route bus stops, i.e., a person in a wheelchair is perceived as an "easy" target for crime. Additional shelters at bus stops with routine police patrols might increase use of fixed route transit*
- *Transit schedule not conducive for after "business hours" activities, e.g., weekend & after hours classes at community college.*

b. DMV - Comments are paraphrased and summarized below –

- *(A first time driver recalls drive exam experience) – My experience with the drive examiner was good. He (examiner) expressed curiosity about my vehicle’s hand controls. The counter employee was somewhat disrespectful referring to my wheelchair saying: “Were you in that thing?” and “Can you use your arms?”*
- *The cost for assistive devices ranges from \$500 - \$600 plus labor to outfit a car.*
- *Heard that disabled drivers are actually more attentive (than able-bodied drivers)*
- *DMV disabled placards – wish that the valid period wasn’t as long.*
- *Concern was raised on who actually uses the placards (enforcement).*
- *Suggested use of bar coding the placard to assist law enforcement determine validity with scanning technology.*
- *Posting of date of birth and driver’s license number is a privacy issue. **(Note: date of birth is not recorded onto the placard)***
- *More placards are being issued than disabled parking is available. Go beyond the minimum (i.e., when planning parking spaces). Persons with disabilities are living longer (and will increase in population faster than any other minority group).*
- *Ratio of on street disabled parking not necessarily to ADA standard.*
- *Disabled placards are sold on the market.*
- *Pull ticket for the “take a number” is out of reach for customers using wheelchairs.*
- *What’s the process on eye tests and drive routes? Are adaptations made to the situation at DMV?*

(Kirk Brust, DMV, responses to comments)

- *DMV staff could benefit from additional training on vehicles with assistive devices such as hand controls. Would appreciate help from HASL to arrange some education sessions to DMV staff on assistive devices.*
- *Alternate means are available to administer eye tests and to take pictures for ID cards and licenses.*

c. Employment –Comments are paraphrased and summarized below –

- *A possible barrier why persons with disabilities don’t apply could be a perception of loss of insurance / benefit security, i.e. lost of Medicare if working full time with benefits that don’t provide adequate coverage for special health needs.*
- *Another possible barrier is a perception of entry-level jobs that the last hired will be the “first to be let go” in times of budget reductions.*
- *Employers are hesitant to hire persons with disabilities because of reasonable accommodations needs.*
- *For some persons with disabilities, their physical stamina isn’t conducive to the standard 40-hour work week, i.e., offer more opportunities with flexible schedules (e.g., half-time, job share, telecommute, etc).*

d. Pedestrian Safety & Traffic Signals- Comments are paraphrased and summarized below –

- *Safety at crosswalks, the older the crosswalk, the less compliant, e.g. existing guard rails make it difficult for persons in wheelchairs to reach the accentuators.*
- *Consideration should be taken during testing of concrete used at curb cuts for expansion and contraction.*
- *(It’s) hard to meet all needs (i.e., curb cuts). Tactile warnings are not consistent.*

e. Individual comments - Comments are paraphrased and summarized below –

- *Kiosks at rest areas need to be re-evaluated for accessibility. Vending machines placed on blocks are out of reach for wheelchair users to put money into the slots.*
- *Considerations need to be made when planning workzones (long term) that they provide accessible (pedestrian) routes.*

3. This report, along with other focus group reports, will be summarized in the November 2003 ADA Self-Evaluation Report.

cc.

Tina Sayre, HASL Independent Abilities Center



Oregon

Department of Transportation Interoffice Memo

DATE: October 2, 2003

THRU: Mike Marsh, Deputy Director for Central Services

TO: ODOT Executive Team

File Code: PER 9

FROM: Kevin Alano, Internal Civil Rights Officer

SUBJECT: Roseburg, OR: ADA Focus Group Session

1. Levona Ding, Independent Living Specialist, Umpqua Valley disAbilities Network (UVDN), hosted an ADA Self-Evaluation focus group on behalf of ODOT, September 24, 2003, 1:00 pm – 2:30 pm. Kevin Alano, ADA Project Coordinator, Christina Weaver, Region 3 Business Manager, and Wayne Earnshaw, DMV Central Region Manager; represented ODOT. Twenty members from the public and three UVDN staff attended the session. Various communities of disabilities were represented.
2. The open discussion portion of the session is organized into five categories: rest areas, public transit, DMV, employment, and pedestrian safety & traffic signals.
 - a. Rest Areas - Comments are paraphrased and summarized below –
 - *Generally the disabled restrooms are good, but consideration should be made to make the stalls wider than the minimum standards (due to increased sizing of motorized wheelchairs, scooters, etc.)*
 - *Some disabled toilet stalls don't allow for sufficient room to close the door for privacy.*
 - *Some ADA toilets are too low.*
 - *The toilet paper dispenser at the Sutherlin rest stop is difficult to pull down.*
 - b. Public Transit – Comments are paraphrased and summarized below –
 - *Kudos to the Roseburg transit system. Persons with disabilities benefit from this system.*
 - *Issue is taken with Greyhound. The company doesn't maintain its equipment adequately. Persons with disabilities are afraid to use the Portland Greyhound station.*
 - c. DMV - Comments are paraphrased and summarized below –
 - *Comment was made regarding the perceived frustration with DMV staff dealing with an individual with speech impairment. "If they (DMV) would take the time to listen, they would be able to understand what is being said."*
 - *What is the law regarding strapping / securing a wheelchair in a vehicle? (Wayne committed to responding to the person with the question.)*
 - *For wheelchair users at the Roseburg DMV office, there isn't space to park wheelchair customers out of the walkway traffic.*

- *The front desk sometimes causes a bottleneck for wheelchair users.*
- *The installed power door at the office is a plus.*
- *Disability awareness goes a long way to help ease feelings of frustration and embarrassment for both customers and DMV staff.*
- *DMV is sometimes too slow in processing ID cards.*
- *Question asked about limiting time on disabled parking placards.*

(Wayne Earnshaw, DMV, response to comments)

- *DMV staffing has remained flat with the state's budget constraints. More DMV services are becoming available via the Internet to provide additional service to customers. We are encouraging people to use the Internet as much as possible, but also welcome in-person visits.*
- *DMV disabled parking placards are tied to a person's driver's license or ID card. When a person renews either, the process to renew a placard is usually done at the same time.*

d. Employment –Comments are paraphrased and summarized below –

- *Persons with hidden disabilities really have difficulty getting jobs.*
- *Discrimination (from employers).*
- *Developmentally disabled are disadvantaged not having the money to attend college.*
- *Employers really discriminate against people with learning disabilities.*
- *(A person holding a flagger certification card expressed frustration in not being able to find work locally.)*
- ***(ODOT staff provided resources to the group to find employment opportunities – local employment office, ODOT Internet, and DMV offices.)***

e. Pedestrian Safety & Traffic Signals- Comments are paraphrased and summarized below –

- *Pedestrian signals are too short, e.g., on Harvard.*
- *In Sutherlin, there is a dangerous intersection on Central where drivers aren't watching for pedestrians in wheelchairs.*
- *Drivers don't pay attention to visually impaired pedestrians.*
- *Audible crosswalk signals would be very helpful.*
- *The **rail crossing** at Harvard and Oak is not wheelchair accessible and the pavement is sharp that sometimes causes wheelchair tires to pop.*
- *Kudos (to ODOT) for the work at the new intersection at Exit 126.*

3. This report, along with other focus group reports, will be summarized in the November 2003 ADA Self-Evaluation Report.

cc.

Scott Cohan, UVDN

Levona Ding, Independent Living Specialist, UVDN



Oregon

Department of Transportation Interoffice Memo

DATE: December 19, 2003

THRU: Mike Marsh, Deputy Director for Central Services

TO: ODOT Executive Team

File Code: PER 9

FROM: Kevin Alano, Internal Civil Rights Officer

SUBJECT: Salem, OR: ADA Focus Group Session

1. An ADA Self-Evaluation focus group was hosted by ODOT, December 19, 2003, 6:30 pm – 8:15 pm at the ODOT Human Resource Center. Eight individuals represented various disabled communities. Mike Marsh, ADA Project Sponsor; Kevin Alano, ADA Project Coordinator; Marie McHone, Civil Rights Manager; and Michael Ward, DMV Field Services Manager; represented ODOT.
2. The open discussion portion of the session is organized into five categories: public transit, DMV, employment, rail crossing safety, and individual comments.

a. Public Transit —

- *“Wheels” expect you to be ready to go when they show up sometimes an hour earlier than the scheduled pick up time. (From a wheelchair user)*
- *Because of my need to arrive at work at a certain time, I will use my scooter except from November to March.*
- *Salem transit is dreadful, routing is not conducive to neighborhood travel, e.g., West Salem routes feeding into downtown but not servicing travel needs within West Salem.*
- *Frustration from parents of blind students about the poor customer service given to recognize the needs of students using transit. Drivers not attuned to how to assist students or blind patrons in general in getting on and getting off at their stops.*
- *Do not trust the lifts equipped on the older busses to adequately support my motorized wheelchair. Newer busses offer better access with the low front entry. Don't regularly use Salem transit due to timing of schedules and uncertainty of getting an older or newer bus.*
- *Linn County has 100% accessibility.*
- *Lincoln City there is a lack of seats on the transit county system.*
- *Trip Link (w/ 48-hour prior notice) provides good service to the disabled community.*

(Mike Marsh informed the group that the fees collected from Oregon ID cards are now designated to transit funding.)

b. DMV - Comments are paraphrased and summarized below –

- *DMV services have improved over the years. The employees' attitudes toward people with disabilities have also greatly improved.*

- *The Silverton DMV (North Salem DMV) is better organized with its reception desk directing people according to their need.*
 - *Concur with the other speaker, the (DMV) system works better.*
- c. Employment –Comments are paraphrased and summarized below –
- *The state’s practice and employment of “reasonable accommodation” practices is done in an unfriendly barrier.*
 - *Portland General Electric has a council of disabled employees and able-bodied management that offers a two-way forum for communication and way to help break down stereotype attitudes.*
- d. Rail Crossing Safety- Comments are paraphrased and summarized below –
- *Crossing the rails at State Street is a major improvement eliminating the potential for wheelchair wheels to get stuck.*
 - *Is there a priority for improving rail crossings? **(Mike Marsh responded – Yes, there is a plan done about every 5-years that discusses crossings but priorities are addressed within funding which is currently being evaluated, Claudia Howells is the Manager of the Rail Division.)***
 - *Having testimony from wheelchair users benefiting from these improvements would probably help convince legislators to fund needed safety upgrades.*
- e. Individual comments - Comments are paraphrased and summarized below –
- *Rest area accessible bathrooms need to be reassessed, e.g., although bathroom stalls meet minimum dimension standards, some widths don’t allow me to reach the grab bars easily.*
 - *Should consider more companion access bathrooms.*
 - *Is the new ODOT 511 TTY accessible? **(Kevin Alano responded that he did not know and will follow up.)***
 - *Disabled state workers have used accessible vehicles from the DAS motor pool.*
 - *Barriers for people with disabilities to services are largely attitudinal. Training on how to communicate with people with disabilities would help reduce the barriers, such as the DHS Windmills program.*
 - *Break it (communication) down so everyone can understand, especially for people with disabilities.*
 - *Does ODOT have a process to request alternative format? (ODOT does not have a centralized process. Individual divisions / offices process requests as they are received. Assistance may be obtained from the ODOT ADA Coordinator.)*
3. This report, along with other focus group reports, will be summarized in the final ADA Self-Evaluation Report.

Appendix E: Public Accessibility Survey

March 2003 – February 2004

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Oregon

Theodore R. Kulongoski, Governor

Department of Transportation
Office of the Director
355 Capitol Street NE
Salem, OR 97301-3871
Telephone (503) 986-3289

September 26, 2003

[FIRSTNAME] [LASTNAME]
[ADDRESS1]
[ADDRESS2]
[CITY], [STATE] [ZIPCODE]

File Code: PER 9

Dear [FIRSTNAME]:

I am writing to ask for your help to evaluate the public's accessibility to the programs, services, facilities, and employment opportunities of the Oregon Department of Transportation. As Director of the Department, I am personally committed to ensure equal access for all Oregonians, and would greatly appreciate your candid feedback.

You have received the enclosed survey because you have been issued an Oregon Disabled Parking Permit by the DMV (Driver and Motor Vehicle Services) Division of the Department.

My goal is to provide a high level of service to all users of the Oregon Transportation System. I am especially concerned that a high level of service be available to all Oregonians with disabilities.

Your answers are completely confidential and will be released only as summaries where no individual's answers can be identified. When you return your completed survey, your name will be deleted from the mailing list and never connected to your answers in any way. This survey is voluntary.

If you have any questions or should need this survey in alternate format, please call (503) 986-4135, TTY (503) 986-3854, or e-mail Kevin.B.Alano@odot.state.or.us, or write us at the address above.

Please accept my sincere thanks for helping us with this important study.

Sincerely,

(Original signature on file)

Bruce A. Warner
Director

Oregon Department of Transportation

Americans with Disabilities Act

Accessibility Survey

2003



Please return your completed questionnaire in the enclosed stamped envelope to:

**Oregon Department of Transportation
Internal Civil Rights, Room 119
355 Capitol Street NE
Salem, Oregon 97301-3871**

The Oregon Department of Transportation is conducting this survey to evaluate the public's accessibility to ODOT's programs, services, facilities, and employment opportunities.

Your answers and comments will help us to identify strengths and shortcomings in the Oregon Department of Transportation's efforts to ensure accessibility to facilities and programs.

Please take the time to give us your opinions. As an Oregon citizen with a disability your ideas and needs are important to us.

If you need this survey in an alternate format, please contact Kevin Alano either by telephone at (VOICE) 1-503-986-4135 or (TTY) 1-503-986-3854 or by E-mail at Kevin.B.Alano@odot.state.or.us.

You are also welcome to voluntarily provide your name and other information if you have a question and wish to be contacted directly. There is space for this information on the last page of this survey.

All responses to this survey will be treated as strictly confidential. No individual responses will be identifiable in the published survey results.

The Oregon Department of Transportation's (ODOT) mission is to provide a safe, efficient transportation system for all Oregonians.

Transportation affects everyone.

Oregon's transportation system enhances our social and economic prosperity.

Q1. Do you have any of the following long lasting conditions? (Please circle all that apply)

1. Blindness or severe vision impairment
2. Deafness or severe hearing impairment
3. A condition that substantially limits one or more physical activities
(Such as walking, climbing stairs, reaching, lifting or carrying.)
4. A developmental disability or impairment
5. An impairment in learning, remembering or concentrating
6. Difficulty dressing, bathing, or getting around in your home
7. Difficulty going outside the home alone, such as shopping or to the doctor's
8. An immune system deficiency or disorder
9. A severe speech impairment
10. An impairment that makes it difficult to work at a job or business
11. A mental, psychological or psychiatric impairment
12. Other, please specify _____

Q2. Do you use any of the following types of assistive equipment? (Please circle all that apply.)

1. Manual wheelchair
2. Electric scooter or wheelchair
3. Cane, crutches or walker
4. Leg, arm or back brace
5. Prosthetic device (like an artificial arm, hand, leg or foot)
6. Automotive adaptive aid (like hand controls)
7. Public transportation aid (like a wheelchair lift or kneeling bus)
8. Hearing aid (including adaptive telephone)
9. Magnifiers or high-powered glasses
10. Supplemental oxygen
11. Medication related to your disability
12. "Seeing-Eye" or other service animal
13. Specially adapted or modified personal van or car
14. Other, please specify _____

**Q3. What kinds of difficulties do you have in getting the transportation you need?
(Please circle all that apply to you)**

1. None, no problems
2. I don't have access to a car
3. There is only limited public transportation in my community
4. There is only limited taxi service in my community
5. The buses don't run on time or when I need them
6. Bus stops are too far away from where I live
7. The available transportation does not accommodate special equipment, like a walker, wheelchair, etc.
8. My disability makes transportation hard to use
9. Transportation is too expensive
10. I don't like to inconvenience or ask others for help.
11. There is no one I can depend on for transportation
12. There is too much crime for me to use transportation safely
13. Other (Please specify _____)

Q4. How many days a week do you drive or get a ride in a personal motor vehicle like a car or truck?
(Please circle the number of days a week)

0 1 2 3 4 5 6 7

Q5. When you traveled in the past month, what were the THREE most frequent types of transportation that you used? Please mark the most frequent with a (1), the second most frequent with a (2) and the third most frequent with a (3) to the left below.

- 1. Drove a personal motor vehicle such as a car, minivan, truck or SUV?
- 2. Rode in a personal motor vehicle as a passenger? (including carpools)
- 3. Rode on a public bus such as a transit bus or city bus?
- 4. Use curb-to-curb public transportation, such as dial-a-ride?
- 5. Rode on specialized transportation services for the disabled?
- 6. Rode on a private or chartered bus?
- 7. Rode on a light-rail or commuter train, such as Portland's MAX, AMTRAK?
- 8. Took a taxicab?
- 9. Used an electric wheelchair, scooter, cart or other motorized transportation?
- 10. Used a non-motorized wheelchair or scooter?
- 11. Walked, including the use of a cane or walker?
- 12. I did not leave my home in the past month.
- 13. Used any other type of transportation? (Please specify _____)

Q6. In what year were you born?

__ __ __ __ Year of birth.

Q7. Are you male or female? (Please circle the number of your response.)

1. Male 2. Female

Q8. In which Oregon county do you live? (Please circle the number of the county in which you live.)

- | | | | | |
|--------------|----------------|---------------|---------------|----------------|
| 1. Baker | 8. Curry | 15. Jackson | 22. Linn | 29. Tillamook |
| 2. Benton | 9. Deschutes | 16. Jefferson | 23. Malheur | 30. Umatilla |
| 3. Clackamas | 10. Douglas | 17. Josephine | 24. Marion | 31. Union |
| 4. Clatsop | 11. Gilliam | 18. Klamath | 25. Morrow | 32. Wallowa |
| 5. Columbia | 12. Grant | 19. Lake | 26. Multnomah | 33. Wasco |
| 6. Coos | 13. Harney | 20. Lane | 27. Polk | 34. Washington |
| 7. Crook | 14. Hood River | 21. Lincoln | 28. Sherman | 35. Wheeler |
| | | | | 36. Yamhill |

Q9. Do you... (Please circle the number of your response.)

- 1. Live alone?
- 2. Live with minor children (single parent)?
- 3. Live only with your spouse or significant other?
- 4. Live with spouse or significant other and minor children?
- 5. Live with your adult children?
- 6. Live with one or more parents or guardian?
- 7. Live with a care provider?
- 8. Live with other persons (not related to you)?
- 9. Some other living arrangement. (Please specify _____)

Q10. Does your household have access to the Internet? (Please circle the number of your response)

1. Yes
2. No
- 3.

Q11. What is the highest level of education you have completed? (Please circle the number of your response.)

1. No formal education
2. Some grade school
3. Completed grade school
4. Some High School
5. Completed High School or GED
6. Completed some college or a Two Year Associate in Arts degree
7. Completed College
8. Some graduate work
9. A Graduate or Professional Degree

Q12. What is your current employment status? Please circle one number.

1. Retired Please go to question Q13
2. Employed full time. (30 or more hours per week) Please go to question Q14
3. Employed part time (Less than 30 hours per week) Please go to question Q14
4. Not employed Please go to question Q13
5. Student Please go to question Q14
6. Other (Please specify _____)

Q13. Are you retired or unemployed due to a disability? (Please circle the number of your response)

1. Yes, and the disability was job related.
2. Yes, and the disability was NOT job related.
3. No

Q14. What was the approximate total combined income for all persons in your household during the past month, including income from jobs, Social Security, retirement income, public assistance, and all other sources?
Enter only dollars, not cents.

— — — —

Q15. Of which one of the following groups do you consider yourself to be a member. Please circle only one number.

1. Caucasian, White
2. African American, Black
3. Asian
4. American Indian, Alaskan Native
5. Native Hawaiian or other Pacific Islander
6. Multiracial
7. Hispanic/Latino or Spanish
8. Other (Please specify _____)

Q16. Which of the following Oregon Department of Transportation (ODOT) or DMV services or facilities have you visited or used in the past TWELVE MONTHS? (Please circle all that apply.)

1. I have not contacted any Oregon Department of Transportation (ODOT) facilities or services in the past twelve months.

If you have not contacted or used any ODOT service, office or facility in the past twelve months please go to question Q25.

2. Citizens' Representative in the ODOT Director's Office
3. HR Recruitment, concerning employment opportunities
4. Public Affairs
5. Driver and Motor Vehicle Services (DMV), for driver license, vehicle registration or accident information.
6. Motor Carrier Transportation
7. Public Transit Division
8. Rail Division
9. Maintenance (concerning rest stops or safety rest areas)
10. Traffic Signal Services (about traffic signals or pedestrian crossing areas)
11. Transportation Safety (concerning safety programs, including bicycle safety)
12. Any other ODOT service, office or facility. (Please specify _____)

Q17. How satisfied are you with the quality of service or response you received from your contacts with the Oregon Department of Transportation (ODOT)? (Please circle a number)

Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
5	4	3	2	1

Q18. Please use the space below if you would like to comment on your experience in using ODOT's services, offices or facilities.

Q19. Did you request an auxiliary aid when making use of any of ODOT's services? (Please circle all that apply.)

1. No, I did not request any auxiliary aid
2. Yes, I requested a sign-language interpreter
3. Yes, I requested an assistive listening device
4. Yes, I requested real-time captioning
5. Yes, I requested a reader
6. Yes, I requested a call-in or speakerphone capability
7. Yes, I requested a translator (including help for cerebral palsy)
8. Yes, I requested another auxiliary aid. Please specify _____

Q20. How satisfied are you with the quality of the response you received from your request for an auxiliary aid? (Please circle a number)

Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
5	4	3	2	1

Q21. When you visited an Oregon Department of Transportation (ODOT) office or facility did you experience any of the following problems? Circle all that apply.

1. Did not experience any problem
2. Overcrowding or inadequate seating
3. No curb cut/ramp for entry
4. Poor water drainage
5. Elevator or escalator broken or difficult to use
6. Lighting inadequate
7. Obstacles, protrusions that posed a danger
8. Trash or debris
9. Aisle width limited
10. Personal safety a concern
11. Restroom facilities inadequate
12. Schedule or appointment not kept on time
13. Sidewalks or paths missing or inadequate
14. Problems with pedestrian surfaces, such as cracking or potholes
15. Parking inadequate
16. Any other problem, please specify _____

Q22. Have you had the need to voice concerns or complaints regarding accessibility to ODOT's facilities or services?

1. Yes Go to question Q23
2. No, have had no concerns or complaints. Go to question Q25

Q23. If yes to the above question, how did you voice your concern or complaint about ODOT?

1. Directly to the immediate ODOT employee or manager available
2. Through the Internet at ASK ODOT
3. By telephone at 1-888-ASK-ODOT
4. Through the ODOT ADA Coordinator in Salem
5. Through the Oregon Disabilities Commission or affiliate
6. Some other method, please specify _____

Q24. How satisfied are you with the quality of the response you received concerning your concern or complaint? (Please circle a number)

Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
5	4	3	2	1

Q25. Have you requested any Oregon Department of Transportation (ODOT) publication in the past 12 months, such as a drivers manual, vehicle registration form, published report or accident reporting form?

1. **Yes** If yes, go to Question Q26.
2. **No** If no, go to Question Q28.

Q26. If Yes to the above question, how would you rate the quality of ODOT's response to your publication request? (Please circle a number)

Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
5	4	3	2	1

Q27. In what format did you request the ODOT publication? Circle all that apply.

1. **Standard printed document**
2. **Audio tape**
3. **Large written print**
4. **Braille**
5. **Computer disk**
6. **Website or Internet**
7. **E-mail**
8. **Other (Please specify _____)**

If you have ever applied for information about employment with ODOT, or applied for a job with the Oregon Department of Transportation please complete the following section. If not, please go to question Q33

Q28. Have you ever requested an informational interview with an ODOT manager before applying for a job with ODOT? (An informational interview is an informal meeting with an employer for the purposes of learning about a job prior to an actual job interview.)

1. **Yes, and I was granted an interview.**
2. **Yes, and I was not granted an interview.**
3. **No**

Q29. Have you ever applied for a job with the Oregon Department of Transportation (ODOT)?

1. **Yes, and I was granted a job interview.** If you had an interview, go to Q30.
2. **Yes, and I was not granted a job interview.** If you circled 2, go to Q33.
3. **No** If you circled 3, go to Q33.

Q30. If you were granted a job interview, did you request an accommodation for the interview?

1. **No, I did not request an accommodation for the job interview.**
2. **Yes, and I was granted the accommodation.**
3. **Yes, and I was not granted the accommodation.**

Q31. Did you request feedback about your interview?

1. Yes, I received feedback from the hiring manager or an interview panel member.
2. Yes, but I did not receive feedback from the hiring manager or an interview panel member.
3. No, I did not request feedback about the interview.

Q32. How would you rate your overall experience with the interview?

Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
5	4	3	2	1

Q33. Have you ever participated as a member of, or attended, an ODOT sponsored public meeting?

1. **Yes** If Yes, please go to the next question, Q34.
2. **No** If No, please go to question Q35.
3. **Do not recall** If you do not recall, please go to question Q35.

Q34. If you answered 'Yes' to the question above, Q33, please write in the name(s) of the public meeting or meetings you have attended.

Q35. If you have not been able to participate due to accessibility issues, please circle ALL that are a barrier to your participation:

1. Public meeting facility was not accessible
2. Lack of disabled parking at the public meeting facility
3. Public notice of the meeting was not easily available or timely
4. ODOT is non-responsive to alternate format requests
5. ODOT is non-responsive to auxiliary aid requests
6. I do not know how to request alternate formats or auxiliary aids
7. Other accessibility issue, please specify _____

Q36. What means of communication do you MOST OFTEN rely on for community news and information? Please circle the ONE you use most often.

1. Verbal outreach
2. Brochures
3. Flyers or notices in the community, such as bulletin boards or information kiosks
4. Newspapers
5. Internet
6. Television
7. Radio

Q37. If you use the Oregon Department of Transportation (ODOT) Internet site, please check the topic areas you use most often. Please check all that apply.

1. I do not use the ODOT Internet site. Please go to question Q39
2. Community Involvement
3. Contracting
4. Drivers and Motor Vehicles (DMV)
5. Facts and Figures
6. Maps and Publications
7. News
8. Partner Services (City, County, MPO, Business Services, Driver Education, Law Enforcement)
9. Public Transit
10. Rail, Trucking and Freight
11. Transportation Safety
12. Travel Options
13. Trip Check (traffic camera system)
14. Visiting Oregon
15. Other (Please specify _____)

Q38. If you use the ODOT Website, how satisfied are you with the ODOT Website?

Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	I do not use the ODOT Website
5	4	3	2	1	0

Q39. If you have received correspondence via the U.S. Mail from the Oregon Department of Transportation, including Driver and Motor Vehicle Services (DMV) in the past year, how would you rate the overall readability of that correspondence? Please circle one number.

Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	I have not received correspondence
5	4	3	2	1	0

Q40. If you have used TTY/TDD to call an ODOT office in the past year, how would you rate the quality of that service? Please circle one number.

Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	I do not use TTY
5	4	3	2	1	0

Q41. If you have used the Speech to Speech Relay Service to communicate with ODOT in the past year, how would you rate the quality of that service? Please circle one number.

Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	I have not use the SSR
5	4	3	2	1	0

Q42. If you have used the 1-888-ASK-ODOT (1-888-275-6368) toll free line to communicate with ODOT in the past year, how would you rate the quality of that service? Please circle one number.

Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	I have not use the 888-ASK-ODOT
5	4	3	2	1	0

If you have a question for the Oregon Department of Transportation (ODOT), and want someone to contact you, please fill in your name, address and/or e-mail address or telephone number below. Please give us some idea of what your question is.

Your Name _____

Your Address _____

Your E-mail address _____

Your question or comments _____

If you would like to speak with someone at ODOT about this survey, please call

Kevin Alano at (503) 986-4135.

Thank you very much for taking the time to fill out this survey!

To request this questionnaire in an alternate format please call (503) 986-4135. For assistance for the hearing impaired, please call (TTY) (503) 986-3854

Please return your completed questionnaire in the enclosed stamped envelope to:

Oregon Department of Transportation
Internal Civil Rights, Room 119
355 Capitol St. NE
Salem, Oregon 97301-3871

Appendix F: Internal Accessibility Survey

March 2003 – February 2004

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ODOT Internal ADA Accessibility Survey

November 26, 2003

-----Original Message-----

From: Susan Mizner [mailto:Susan.Mizner@sfgov.org]
Sent: Monday, May 05, 2003 11:23 AM
To: ALANO Kevin B
Cc: HESTING Joseph; NELSON Lori R
Subject: Re: ADA Title II Self-Evaluation

Dear Mr. Alano,

You are more than welcome to use the San Francisco ADA Self-Evaluation Survey. Thank you for preemptively agreeing to the conditions for the use! You have saved me some typing.

I am pleased to hear of your work, and look forward to hearing about any feedback you get on the survey.

Thank you for contacting me.

Sincerely,

Susan Mizner
Acting Director
Mayor's Office on Disability
401 Van Ness, Suite 300
San Francisco, CA 94102
ph: 554-6789
TTY: 554-6799
fax: 554-6159

From: Kevin.B.ALANO@odot.state.or.us
To: susan.mizner@sfgov.org
cc: Joseph.Hesting@state.or.us, Lori.R.Nelson@state.or.us
05/05/2003 09:02 AM
Subject: ADA Title II Self-Evaluation

Dear Ms. Mizner,

Mr. Joe Hesting and Ms. Lori Nelson from the Oregon Department of Human Services were kind enough to share the City and County of San Francisco ADA Self-Evaluation Survey with me. I understand that you granted permission to Mr. Hesting to use the survey with acknowledgement to the San Francisco Mayor's Office on Disability's copyright.

My department is also conducting a self-evaluation and I also seek permission to use the CCSF ADA Self-Evaluation. Should you grant this permission, I would ensure that:

- Your office will receive an e-mail notifying you that the Oregon Department of Transportation (ODOT) is using the survey.
- The ODOT survey with any modifications from the original will include acknowledgement of the CCSF copyright, and a copy will be sent to your office.

Our ADA Self-Evaluation project team includes citizen representation from disabled communities and well as internal employees with disabilities. I am developing an external survey seeking feedback from a wider group of the

ODOT Internal ADA Accessibility Survey

November 26, 2003

disabled public to assist in the evaluation of the department's programs and services.

Thank you in advance for your consideration.

Respectfully,

Kevin Alano
Internal EEO/AA/ADA Officer - Human Resources
Oregon Department of Transportation
355 Capitol Street NE, Room 119
Salem, OR 97301-3871

ODOT Internal ADA Accessibility Survey

November 26, 2003

This survey was modified from its original format with permission from:
 CCSF Mayor's Office on Disability
 401 Van Ness Avenue, Room 300, San Francisco, CA, 94102
 P: (415) 554-6789 TTY: (415) 554-6799 F: (415) 554-6159 E: MOD@ci.sf.ca.us

Developed by Logan Hopper Associates, in conjunction with CCSF Mayor's Office Disability, 4/01.
 Copyright City and County of San Francisco, Mayor's Office on Disability.

1. Please select your Division & unit from the following list: (67 people responded.)

<u>Division</u>	<u># Responding</u>	<u>% of Total Responding</u>
Public Transit Division	3	4%
Rail Division	2	3%
Transportation Safety Division	1	1%
Highway Division - HQ	0	0%
Highway Division - Tech Services	4	6%
Highway Division - Statewide Maintenance	1	1%
Highway Division - Project Delivery	0	0%
Highway Division - Region 1	8	12%
Highway Division - Region 2	5	7%
Highway Division - Region 3	4	6%
Highway Division - Region 4	8	12%
Highway Division - Region 5	2	3%
DMV - Field Services HQ	2	3%
DMV - Program Services	1	1%
DMV - Customer Service	1	1%
DMV - Information Tech Services *	0	0%
DMV - Processing Services	2	3%
MCTD - HQ	0	0%
MCTD - Salem Motor Carrier Services	1	1%
MCTD - Field Motor Carrier - HQ	1	1%
MCTD - Invest, Safety, Fed Programs	0	0%
MCTD - Motor Carrier Audits Section	0	0%
Transportation Development - HQ	0	0%
Transportation Development - Planning	2	3%
Transportation Development - Policy	2	3%
Transportation Development - Trans Data	2	3%
Central Services Div - Civil Rights	1	1%
Central Services Div - Human Resources	2	3%
Central Services Div - Financial Services	3	4%
Central Services Div - Information Systems	4	6%
Central Services Div - Support Services	3	4%
Central Services Div - Internal Audits	1	1%
Communications Division	0	0%
Office of the Director (ODOT)	1	1%

Note: * DMV IT was reorganized under DMV Program Services.

ODOT Internal ADA Accessibility Survey

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2. How do you inform members of the public about your program? (Check all that apply.)

	<u>Count</u>	<u>% of Total Responding</u>
Verbal outreach	43	64%
Brochure	24	36%
Flyer/notice in community	18	27%
Advertisement in newspaper, bulletin, etc.	30	45%
Website	44	66%
Do not advertise	15	22%

2.1 – If you advertise in another way not mentioned above, please list it here: (Nine (9) individual comments)

Theatre slides

Scheduled meetings with various representatives of the industry.

Call local newspaper reporter when I want information to get out to the community.

We send out occasional mailings

Career Fairs, County Fairs, Parades, theatre slides, billboards, Parent/Teacher organizations, civic groups.

The extent of public information concerning DMV/Field Services is to inform the public of field office locations, services provided and days & hours of operation. Other program areas within DMV may use all, some or other public outreach efforts.

NOTE: This survey is completed for only for the Oregon Passenger Rail Program, and not the ODOT Rail Division. Other advertising activities include Trade Shows, Displays, Marketing Meetings and Calls on Participating Agencies.

Participate in various safety, county and state fairs to promote crossing and other railroad safety related matters.

Program participants use employer/employee information. Sometimes radio spots and television Posters and Signs

3. Does your program use an automated phone menu system to access staff and/or information on services (i.e., push 1 for... push 2 for...)?

	<u>Count</u>	<u>% of Total Responding</u>
Yes	9	13%
No	58	87%

4. If yes, does the system offer a simple (1-step) way for a caller to bypass the menu and speak directly with a program representative?

	<u>Count</u>	<u>% of Total Responding</u>
Yes	7	78%
No	2	22%

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5. If your program/office has a TTY/TDD (text telephone for communicating w/ persons deaf or hard of hearing), please check all that apply:

	<u>Count</u>	<u>% of Total Responding</u>
No TTY/TDD (skip to Q7)	47	70%
TTY/TDD is available 24 x 7 w/ answering machine	3	4%
TTY/TDD is available during business hours, M-F	4	6%
TTY/TDD is available to public for outgoing calls	2	3%
Staff is trained on use of TTY/TDD	4	6%
On average, 1-5 calls/month are received	4	6%
On average, 6-10 calls/month are received	0	0%
On average, 11-20 calls/month are received	0	0%
On average, 20+ calls/month are received	0	0%

6. Where is the TTY/TDD number listed?

	<u>Count</u>	<u>% of Total Responding</u>
Brochure or other distributed written material	5	7%
Recorded message	1	1%
Public phone directory	4	6%
Website	3	4%
Unsure	9	13%

7. Is your staff trained in how to use the Speech to Speech Relay Service (1-877-735-7525) (translation service for communicating with people with speech disability)?

	<u>Count</u>	<u>% of Total Responding</u>
Yes	4	6%
No	63	94%

8. Does your program notify the public about whether your facility(ies) is/are architecturally accessible (e.g., whether or not it is accessible to people in wheelchairs, whether or not there are obstructions that would hinder people who are blind)?

	<u>Count</u>	<u>% of Total Responding</u>
Yes	23	34%
No	44	66%

9. If yes, please indicate the methods you use to communicate this information: (Check all that apply.)

	<u>Count</u>	<u>% of Total Responding</u>
Verbal outreach	14	21%
Posted notice outside facility	12	18%
Brochure	5	7%
Flyer, notice in community	5	7%
Advertisement in newspaper, bulletin, etc	12	18%
Website	4	6%

ODOT Internal ADA Accessibility Survey

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9.1 Other, please name: (Four (4) individual comments)

Meeting announcements

DMV/Customer Services Group is responsible for TTY/TTD services to the public. Field Services strives to ensure that all field offices are fully handicapped accessible. Therefore, there is no need to inform the public of architectural barriers.

Trade Shows, Displays, Marketing Meetings, etc.

Our locally funded programs are required through grant agreement to be fully accessible per the ADA requirements for public transportation providers.

10. Does your program include exhibits and/or displays (e.g., photographs, diagrams, designs, models, etc.) to provide information to the public?

	<u>Count</u>	<u>% of Total Responding</u>
Yes	31	46%
No	36	54%

11. If yes, what format is information in the exhibit/display provided (check all that apply)?

	<u>Count</u>	<u>% of Total Responding</u>
Written	27	40%
Large written print	13	19%
Audio	2	3%
Graphic/Pictorial	29	43%

11.1 Other, please name: (Five (5) individual comments)

Differing materials are presented in differing ways. Not all materials are in the same set of formats.

Bridge drawing and schematics, historical pictures of bridges

All (DMV) field offices have information counters where forms, brochures, posters and the various driver manuals are displayed. We believe that all information counters are fully handicapped accessible.

We have used video and PowerPoint presentations in appropriate situations.

VMS (variable message signs) HAR (highway advisory radios)

12. Does your program hold public meetings, demonstrations, public education, hearings or other events?

	<u>Count</u>	<u>% of Total Responding</u>
Yes	34	51%
No	33	49%

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13. Does your program notify the public about whether or not the locations of public meetings, hearings or other events are architecturally accessible?

	<u>Count</u>	<u>% of Total Responding</u>
Yes	25	61%
No	16	39%

14. If yes, please indicate the methods you use to communicate this information: (Check all that apply.)

	<u>Count</u>	<u>% of Total Responding</u>
Verbal outreach	11	16%
Written meeting notice	20	30%
Posted notice outside facility	8	12%
Advertisement in newspaper, bulletin, etc.	17	25%
Website	7	10%

14.1 Other, please name: (Two (2) individual comments)

We do not ever hold meetings in inaccessible locations.

Field Services is not responsible for public hearings, hearings or public outreach. Those events, if any, would be the responsibility of some other DMV program area.

15. Please mark all applicable alternative formats and/or auxiliary aids your program has used to make public meetings, demonstrations, public education, hearings or other events accessible to people with disabilities:

	<u>Count</u>	<u>% of Total Responding</u>
Audio tape	4	6%
Large print	9	13%
Braille	2	3%
Computer disk	7	10%
Website	18	27%
E-mail	16	24%
Sign language interpreters	2	3%
Assistive listening devices	1	1%
Real-time captioning	0	0%
Readers	2	3%
Call-in/speakerphone capability	5	7%
Assistants (e.g., translating for a person with cerebral palsy)	5	7%
None	14	21%

15.1 Other, please name: (Four (4) individual responses)

We provide whatever is requested. At different times, we have used differing methods of assistance. We have also provided accessible vehicles to enable TAC (PTAC and RTAP) members to get to meetings, and have obtained accessible lodging as required. We also have rented a very large magnifying device for the low-sighted individuals.

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We have offered interpreters, other assistance, but have not been requested to provide...

Again, public hearings, public meetings, etc. would be the responsibility of some other DMV/program area and not the responsibility of Field Services.

All services provided by this program are accessible. Amtrak is the main provider of service for this program.

16. How is staff (including incident responders, dispatchers, maintenance workers, receptionists, transportation service representatives, service staff, etc.) informed about how to handle requests for accommodation? (Check all that apply.)

	<u>Count</u>	<u>% of Total Responding</u>
Word-of-Mouth/Experience	57	85%
Employee Handbook	16	24%
Other documented procedure	11	16%
Training	21	31%

16.1 Other, please name: (Three (3) individual responses)

This is an area that needs help - the last time I was asked for a Braille translation of ODOT materials, ODOT human resource did not know of accommodations. The translation service that Disabilities Commission told us about was priced at about \$80 for the work. ODOT contracts required us to enter into a Personal Service Contract for this \$80 purchase and it took almost 6 weeks. I hope that accommodation services are both more readily available and easier logistically.

Most requests for accommodation that Field Services responds to are for accommodations regarding taking the knowledge test. Knowledge tests have been translated into 5 other languages. Audio versions are available as well as an employee conducted oral test.

We are in the business of funding transportation for people with disabilities, much of the program literature and training covers this topic.

17. Approximately how frequently does your program receive accommodation requests to modify policies, procedures or practices?

	<u>Count</u>	<u>% of Total Responding</u>
Never	40	60%
1 – 10 x per year	21	31%
11 – 25 x per year	1	1%
25 – 50 x per year	1	1%
More than 50 x per year	0	0%

18. Do staff members who make decisions on ADA complaints and/or grievances receive training in the requirements of federal and state disability rights laws?

	<u>Count</u>	<u>% of Total Responding</u>
Yes	33	49%
No	34	51%

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19. How frequently is this training provided?

	<u>Count</u>	<u>% of Total Responding</u>
At orientation	8	29%
Semi-annually	0	0%
Annually	15	54%
Bi-annually	5	18%

19.1 Other, please name: (Ten (10) individual responses)

At the Bi-Annual Attorney General Training conference.

Q. 18 is N/A. We have no staff members who make decisions on ADA complaints/ grievances.

This training is not provided by ODOT - it is provided by Federal Transit Administration at irregular intervals. The purpose of the training is to understand and manage the ADA requirements for Public Transportation.

Also, training is received as needed and as new information is developed - we share best practices verbally during staff meetings.

DMV/Field Services has no employees who make decisions on ADA complaints and/or grievances. DMV/Field Services looks to ODOT HR and ODOT Civil Rights to provide guidance and direction concerning ADA complaints.

My direct staff does not typically make the decisions, they are made at a higher level.

None of my staff make decisions on ADA complaints or grievances, but I know HQ does.

Working with the program. Note: I am the only full time ODOT staff member involved with this project.

Training provided at Division staff meetings

Professional staff read current materials and attend federal conferences where ADA issues are discussed.

20. Does the building or site that houses your program have emergency evacuation procedures?

	<u>Count</u>	<u>% of Total Responding</u>
Yes	65	97%
No	2	3%

21. If yes, please briefly describe these procedures: (Forty-eight (48) individual comments)

There are written procedures distributed to each employee regarding building evacuation

Transportation Building Emergency Plan

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Signs in each office to direct you where to go in the event of an emergency and exit signs in the hallways.

Employees are required to report to assigned locations in the outdoor parking lots.

T- Building guidelines (operated by ODOT T- Building Safety Committee, not unique to our program)

Posted evacuation routes, review annually in safety meeting, yearly earthquake drill

There are evacuation diagrams in the facility showing individuals how to exit and where to stage. Evacuation is from one of several exits and the staging area is to the south of the facility.

New building constructed in 2003, all state of the art fire alarm system. Staff trained for fire, earthquake etc. how to clear building etc.

All employees are trained in emergency evacuation in the event of a disaster. We also have an emergency phone tree that managers are required to keep at home in the event they must activate it.

Evacuation maps are posted in each work area and in each employee's handbook. Drills are performed to familiarize employees with proper procedures.

Our building has safety coordinators who maintain a plan and do periodic drills that include all staff.

We have evacuation coordinators and an evacuation plan posted in the work area. Evacuation drills are also performed.

Earthquake and Fire Drills and Designated Meeting location.

Floor plans w/safe zones noted are posted throughout hallways; support staff trained on bldg. evacuation; drills run annually coinciding w/state earthquake drill.

Emergency evacuation procedures are posted throughout the building to show where the closest exit is in case of an emergency.

Emergency routes are posted in each room. Emergency evacuation drills are performed.

Exit using closest exit to unit. All staff use the same exit. There is a monitor that checks to see that all folks are out. Staff track their locations outside building on an in-out board, to ease this task. Our one mobility impaired employee who would need to use the elevator will need to use the stair climber device, which we have not been trained to use.

Very detailed, in what to do and how.

We have site coordinators, section coordinators, which are staff trained to assist people with disabilities exit the building in cases of an emergency. Also, they are trained to sweep all areas of the building to get all staff out of the building.

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Building safety committee, visual and audible alarms, evacutrac device for stairways

Procedures include annual fire drills, posted evac routes, annual earthquake evac drills, and other emergency situations such as loss of power.

We have an emergency evacuation plan that informs employees what to do in each type of emergency and where to go. We also have evacuation maps posted throughout the building.

Evacuation route plans, trained evac. coordinators, safety/building committee.

Exit the building at the nearest labeled exit as noted on the Evacuation Map when appropriate. Meet at the east landscape island in the north parking lot.

Evacuation handbook describes various evacuation procedures depending upon type of incident from fire, earthquake, to armed intruder etc. Each procedure outlines steps to take for evacuation, where to meet, and other actions as appropriate for the situation.

Bldg. safety committee plans and executes 4 misc. emergency drills per year.

Employees are informed of the emerg. evac. plan and practice evac 2-3 times per year. Evacuation Coordinators sweep the entire bldg. behind the evacuees, then report to a Site Evac Coordinator after the evacuation to report whether the bldg. is clear, or if not, where employees are still in the bldg. This information is provided to the emergency responder (fire dept). Visitors are escorted out by whomever they are visiting.

Teams have been developed for emergency responses.

Has a stretcher device to move a disabled person down the stairs and out of the building.

Designated evacuation routes and devices to assist those with physical disabilities to negotiate stairways.

Evacuation maps are posted in prominent places and drills for fire/earthquake are held periodically.

Escape routes are posted in each room

We have a plan for evacuation and people in charge of assuring it is performed correctly and account for everyone. We have practiced this several times.

Posted on boards in the building

Assigned staff direct others out of the building Some staff are trained to use the EVACUTRACK chair to assist disabled individuals out of building There is a designated mtg. spot indicated by a colored umbrella

Diagram of escape route posted in each room. agreed on safe meeting spot outside building.

Designated evacuation coordinators ensure building is clear and report to command post.

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Posted evacuation diagram

Frequent drills. Building safety and barrier inspections.

We have a gathering place when the alarm rings. We have evacuation coordinators to coordinate the event.

Emergency evacuation is posted throughout the building and reviewed annually with staff. At least one evacuation drill is conducted each year.

There are written procedures that direct staff how to respond to various emergencies. Drills are held 3-4 times a year to re-enforce the procedures. We have Evacuation assistants that help to evacuate any injured and/or disabled staff.

A site plan exists with designated evacuation coordinators, outside meeting locations, and periodic drills.

Alarm system with sound and flashing lights. Have wheelchair assistance on non-main floor levels, and areas of refuge on those floors. Have responding team training to assist those needing help to evacuate, search all areas before evacuation complete.

Majority of my staff occupy the Revenue Bldg. and we have a cooperative agreement on evacuation/procedures and exercise them at least once a year.

Signs posted in each room.

Our unit emergency coordinator maintains manual containing emergency evacuation procedures.

Procedures are written, included in division materials provided to new employees, discussed periodically at management team and staff meetings, and posted at selected locations within the building.

22. Do these evacuation procedures include specific provisions for evacuating people with disabilities (employees & public)?

	<u>Count</u>	<u>% of Total Responding</u>
Yes	42	63%
No	25	37%

23. If yes, please describe these provisions: (Thirty (30) individual comments)

Depending on the mobility of the individual, evacuation coordinators are trained to either assure the individual has assistance in evacuating the building, or if not mobile, to identify their location for trained first responders to evacuate.

Evacuation Assistance - Employees Not aware of any for Public

There is assigned staff that are responsible for the evacuation of the disabled. At this time there is no consideration for members of the public.

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Evacuation coordinators are trained to assist employees with disabilities.

I don't maintain the detail here in the Branch -- as noted above, the procedures "belong" to the T- Building safety committee, not to our specific branch.

We are supposed to identify employees with disabilities and provide a "buddy" to assist them in evacuating.

Specified people are designated to assist those that are disabled. We have an evacuation chair that is also available.

Somebody from our staff was oriented to the stair climber when we first moved into this building, but the training was not repeated and we need it now.

They advise employees to let supervisor know if you need assistance; they tell people needing assistance where to report; they describe how people with assistance will be assisted

I will provide written procedures upon request.

Visual and audible alarms, evacutrac device for stairways

We are in the process of listing specific people who will be responsible for assisting people with disabilities out of the building in case of an emergency.

We have practiced and trained staff on how to evacuate people that have wheel chairs from the second floor of the building.

Help staff with hearing disabilities, also training staff to help people in wheel chairs out of the building.

Employees: Diagram instructions and multiple exits. Public: Always accompanied by an employee.

ADA training, conversations are included for safety committee and employees near disabled staff as we have one or more persons who need assistance to exit the bldg.(s)

Evacuation Assistants are assigned to anyone with a disability that would interfere with a quick and safe exit from the bldg. The Unit Supervisor, Evac Asst. and the employee determine a course of action beforehand, then carry out that plan when an evacuation is called for.

Teams are trained in the use of equipment, etc.

I understand those units with people with special needs have designated certain people to assist those people.

It one time there was a wheelchair bound staff person and a number of other staff folks had received individual training on how he would need to be evacuated.

Assure everyone is evacuated the people in charge will gain assistance if needed. We have some disabled staff and everyone will assist as needed.

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There is an EVACUTRAK chair on 2nd & 3rd floors @ stairwells and staff trained to use them.

Procedures and designated volunteers to assist anyone in a wheelchair in getting down the stairs. Also evacuation coordinators are trained to pay special attention to workers to ensure they know about the evacuation and are able to get out of the building.

We have an evacutrack chair for stairs to train with and have audible and visual signaling devices. Monitors evaluate the exercises and time responses.

Evacuation coordinators assist in getting them out.

Evacuation routes are ADA accessible.

Evacuation Assistants are assigned to assist people with disabilities to help them in an emergency situation.

Procedures for dealing with stairs for those who are disabled.

Equipment has in the past been shared between the different agencies whereby disabled persons in an emergency are brought down the stairs on equipment designed for the purpose.

Provisions cover special requirements for assisting people with disabilities to evacuate the building and a special apparatus for helping people in wheelchairs to navigate the building stairs in an evacuation.

24. How are members of the public notified of the emergency evacuation procedures? (Check all that apply.)

	<u>Count</u>	<u>% of Total Responding</u>
Verbal explanation	25	37%
Posted notice program office	28	42%
Brochure or other distributed written material	3	4%
Recorded message	0	0%
Not notified	21	31%

24.1 Other, please name: (Six (6) individual comments)

See answers above. We don't maintain these instructions, but I recall that the T-Building evacuation procedures speak to this.

We do not have very many public members in this building.

evacuation maps posted throughout the building

posted evac maps, during drills we ask visitors to participate and explain how to evacuate.

The monitor in charge will assure they are informed if needed during an evacuation.

Evacuation Coordinators ensure everyone is out of the building in the event of an emergency.

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25. Please check all the training your staff receives information regarding ADA & accessibility (Check all that apply.)

	<u>Count</u>	<u>% of Total Responding</u>
No training (skip to Q28)	26	39%
Americans with Disabilities Act (ADA)	33	49%
Section 504 of the Rehabilitation Act	7	10%
State Disability Laws	16	24%
ADA Accessibility Guidelines	17	25%
49 CFR, Part 37 - Standards for Accessible Transportation Facilities	9	13%

25.1 Other training, please describe: (Eleven (11) individual comments)

I don't have staff - just myself

Plus bldg. evacuation procedures.

New employee orientation

I orient my team members as necessary for FTA compliance.

I'm not sure staff has had recent training after staff turnover...

Unsure of the specific courses. However, all Field Services managers take all of the ODOT provided supervision/management/leadership courses. I assume that ADA and Accessibility is included in that training.

Working with the program

The Rail Division staff has not received any formal training, but have done some independent reading of appropriate rules and regulations as it pertains to our area of transportation safety.

Some of the staff have training prior to performing any improvements to the sidewalks or curbs for accessibility. Many go over the updates that come out. We use facilities section as the experts dealing with buildings.

Diversity training also given during unit staff meetings.

We have a staff person on the Disability Advisory Group. She also brings us information and training.

26. How frequently is training provided?

	<u>Count</u>	<u>% of Total Responding</u>
At orientation	19	53%
Semi-annually	1	3%
Annually	11	31%
Bi-annually	5	14%

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26.1 Other, please name: (Nine (9) individual comments)

Discussed at various Team and Safety meetings through out the year.

Bldg. evacuation procedures reviewed at least semi-annually plus whenever a new person joins the support team.

And on an as needed basis.

I'm not sure staff has had recent training after staff turnover...

Training is obtained on an as needed basis considering the individual manager's training plan.

Most training is staff technical level related to design standards for accommodation for transportation projects related to ped/bike and as changes to that program are made.

Working with the program

Training prior to working with any feature

Again, all of our professional staff must be extremely versed in the transportation-related requirements of the ADA. They are continually reading and participating in federal guidance per this.

27. What levels of staff receive the above training (check all that apply)?

	<u>Count</u>	<u>% of Total Responding</u>
All staff	13	19%
Management / supervisory staff	23	34%
Field / customer service staff	5	7%
Clerical / administrative support staff	5	7%
Program / project management staff	5	7%
Technical staff	7	10%

28. Does your program have a local/region/division ADA Coordinator(s) (either dedicated to your program or shared with other programs in your division)?

	<u>Count</u>	<u>% of Total Responding</u>
Yes	28	42%
No (skip to Q30)	39	58%

28.1 Please provide his/her name & phone number: (Twenty-three (23) individual comments)

Kevin Alano (x 5)

Ron Snell - (541) 388-6064

ODOT HR?

Adrian Albrich

ODOT Internal ADA Accessibility Survey

November 26, 2003

Connie Sparks (503) 986-4204

Art Teeter-Bend 541-388-6175

Keith Williams (541) 388-6187

Jerry Shultz would handle some of the ADA requests from staff regarding accommodations, his number is 378-6352. Other ADA related issues that were unresolved at our management level would be referred to our HR Generalist. DAS for Architectural Issues

Quite honestly, I'm not sure. If I had an ADA/facilities issue, I would contact Support Services/Facility. If I had an ADA complaint of some sort I would contact HR and/or Civil Rights. I can't think of a single point of contact referred to as an "ADA Coordinator."

HR rep - Ann Mueller

Connie Sparks (503) 986-4204

Basil Christopher. 503-731-3262

Chris Weaver 541-957-3524

Sherry Lauer 503-986-3842

Susan Korn

Marsha Duncan (541) 963-1325

Have access to resources through our HR Generalist Ann Muller and our Civil Rights Section staff. Shurell Davis on our staff is on the Disability Advisory Group.

Stefan Hamlin (503) 986 - 2633

Unsure who is presently filling this role.

29. For which of the following is this ADA Coordinator responsible? (Check all that apply.)

	<u>Count</u>	<u>% of Total Responding</u>
Architectural access issues	16	24%
Employment access issues	15	22%
Communication access issues	14	21%
Program access issues	10	15%

29.1 Other, please name:

I honestly don't know what he has responsibility over.

Not sure what other tasks she is responsible for.

ODOT Internal ADA Accessibility Survey

November 26, 2003

30. Would your staff benefit from training and/or technical assistance in providing program, employment, facilities and communication access?

	<u>Count</u>	<u>% of Total Responding</u>
Yes	40	60%
No (skip to Q32)	27	40%

31. If yes, what kind of training or technical assistance would be helpful? (Check all that are needed/of interest.)

	<u>Count</u>	<u>% of Total Responding</u>
Assistance developing policies and procedures	8	12%
Training in customer service to PWD	26	39%
Training in working with employees with disabilities	24	36%
Training in legal requirements	26	39%
Training in providing accommodations	30	45%
Resources for alternative formats & auxiliary aids	19	28%
Training on TTY	12	18%

31.1 Other, please name: (One (1) individual comment)

Both admin staff and project leaders need this training as we have incoming meetings regularly and also put together off site meetings and need to include appropriate language in announcements

32. Do you and/or your subordinate hiring managers grant informational interviews?

	<u>Count</u>	<u>% of Total Responding</u>
Yes	54	81%
No	13	19%

33. Do you review the content and questions of your job announcements for potential barriers to applicants with disabilities?

	<u>Count</u>	<u>% of Total Responding</u>
Yes	56	84%
No	11	16%

34. Before conducting interviews, have you ever received a request for an accommodation?

	<u>Count</u>	<u>% of Total Responding</u>
Yes	16	24%
No	51	76%

35. If yes, please check all the accommodations you have provided:

	<u>Count</u>	<u>% of Total Responding</u>
Audio tape	0	0%
Large print	2	3%
Braille	0	0%
Sign language interpreters	3	4%
Assistive listening devices	2	3%

ODOT Internal ADA Accessibility Survey

November 26, 2003

Real-time captioning	0	0%
Call-in / speakerphone capability	4	6%
Assistants (translating for a person with a speech disability)	1	1%
Extra time for interview (i.e., w/ speech, learning or cognitive disability)	4	6%

35.1 Other, please list: (Seven (7) individual comments)

I do not do any hiring - so the above questions really don't pertain to my position.

Proper seating and location for conducting interview.

Have we "ever" had a request for an accommodation. Yes, probably. Field Services hires scores of people a year. Tracking down specific accommodations would take a lot of time and effort. We would provide whatever accommodation was requested.

I am not responsible for conducting interviews so all of the following required answers are "NO"

Accessible interview room for applicant using a scooter.

Wheelchair accessibility

Hearing difficulties were noted on request.

36. If you have provided accommodation for interview purposes, please indicate the range of cost you paid for the accommodation:

	<u>Count</u>	<u>% of Total Responding</u>
\$0 - \$50	12	80%
\$51 - \$100	2	13%
\$101 - \$300	1	7%
\$301 - \$500	0	0%
\$501 - \$1000	0	0%
\$1000 +	0	0%

37. As a general practice, do you provide a pre-interview orientation to the persons sitting on your panels?

	<u>Count</u>	<u>% of Total Responding</u>
Yes	58	91%
No (skip to Q39)	6	9%

38. If yes, please check all that apply that you cover in your orientation:

	<u>Count</u>	<u>% of Total Responding</u>
Explanation of the essential functions of the job.	52	78%
Identify the behaviors, characteristics and skills that would make a applicant successful	55	82%
Allow panel members to review PD 100s	55	82%
Discuss the evaluation process of responses to interview questions	56	84%
Discuss Affirmative Action goals of your unit	36	54%

ODOT Internal ADA Accessibility Survey

November 26, 2003

38.1 – Other, please list: (Five (5) individual comments)

All personnel on interview panels attend orientation class at local Community College.

Review questions and evaluation criteria

Also discuss questions or lines of interview discussions that are protected by law.

Discuss legalities of interview process and what follow-up questions are appropriate to ask and what types of questions to avoid.

If needed work with the panel to modify materials or interview process to ensure that applicant with disability is able to be evaluated in fair comparison.

39. In general, is the location you normally conduct interviews accessible to persons with disabilities?

	<u>Count</u>	<u>% of Total Responding</u>
Yes	66	99%
No	1	1%

40. Are your facilities where interviews are normally held located along fixed route public transit stops, within a quarter-mile radius walking distance? (check one)

	<u>Count</u>	<u>% of Total Responding</u>
Yes	50	75%
No	17	25%

40.1 Please describe any other barrier or obstacle within your program responsibility you believe poses accessibility issues (i.e., seeing, hearing, speaking, mobility, cognitive, etc.): (Nine (9) individual comments)

Persons that work in my program must be able to use information obtained by computer and apply the information in an enforcement environment. They must be able to explain, in some fashion, the legal requirements for compliance. They must be able to prepare citations and go to court and give testimony about the violations detected.

I checked the above box " no " because there is no public transit in this part of the world. However, there is no other barrier or obstacle

All of the above with the exception of mobility.

Limited public transit available; Maps and graphic displays potentially pose problems; lack of translators (sign language, etc.)

No sidewalks between program office and public transportation stop.

Most Field Services interviews are conducted at the field office where the vacancy is. Most field offices are not located along fixed route public transit stops.

No bus stop at Region 2 Headquarters. It's down the street and a long walk in the rain.

ODOT Internal ADA Accessibility Survey

November 26, 2003

Highway maint. work with heavy equip. in traffic - requires seeing & hearing.

More training and guidance is needed in identifying barriers and accessibility issues.

40.2 Please use the space below to add any comments you have about this survey: (Ten (10) individual comments)

Our program is small and has very little direct public contact. We are housed separately from the rest of ODOT in a commercial facility, on the ground floor, with direct access to the parking lot. The likelihood that we would need to address an accommodation need to a member of the public is very low, except where it might apply to accessibility of publications and reports.

I manage a 260 person "back office" processing operation. We have little if any contact with members of the public in person, or even over the phone, as the agency's phones and offices where the public interacts are managed by managers elsewhere in the agency. Many of the questions in this survey are not applicable to our operations.

As a program manager, there are some items, like evacuation that are delegated down non-management staff. Frankly, "I don't know," would have been appropriate for me, but I went and sought out the answers.

Some of the physical issues (including TTY) are specific not to our branch (internal audit services) but to the T- Building. I estimated some of these T-Building answers, since we do not maintain building evacuation rules, for example, here in the Branch.

Re: question 28. I'm really not sure about that question. I don't think we have a designated person in Financial Services but we may share a person that represents all of Central Services.

The survey usually did not accommodate answers such as I don't know. That would have applied to me on many questions. As a result I guessed on some questions, and could have guessed wrong.

It is important to understand that to get a clear understanding of DMV's ADA compliance from a programmatic view, you must consider all of DMV's responses to this survey, and not just one Service Group's response.

This survey is completed for the Oregon Passenger Rail Program only. I am not an ODOT manager and do not supervise or hire ODOT staff. The service providers for this program are required to meet the ADA standards for transportation carriers.

I have no idea why I was asked to complete this survey. I think you wanted someone else. However, since it appears that I am expected to answer it, I did what I could.

My involvement in program is limited, and although I am sure a decent program exists although I cannot describe those features I have no involvement with. The building evacuation program does consider handicapped issues and a sincere attempt has been made to include appropriate features. I honestly don't believe I need to know all the answers of this survey for the agency to have an outstanding program. When faced with a yes or no question, I often can answer either correctly.

Appendix G: 1995 ADA Curb Ramp Needs

March 2003 – February 2004

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HUMAN RESOURCE/ORGANIZATION DEVELOPMENT BRANCH
PERSONNEL & CIVIL RIGHTS SECTION
120 TRANSPORTATION BUILDING
SALEM, OR 97310

Oregon

REM RECEIVED
OM
BE
STD JUN 2 1995
PL
TM 1 ROADWAY
TM 2 ENGINEERING
SECTION
TM 3
TM 4
TCE DEPARTMENT OF
TSC TRANSPORTATION
OTHER

DATE: June 1, 1995
TO: District Managers
FROM: Bill Hayden, ADA Coordinator
SUBJECT: Survey of ADA Curb Ramp Needs On Existing Facilities

FILE CODE 8888

This is to follow-up on the discussion we had at the Statewide District Managers Team meeting held in Salem on May 25, 1995.

At the meeting it was agreed that each district will be responsible for conducting a survey of curb ramp needs in their district. Spread sheets, summarizing the survey results, are to be sent in to my office by August 31, 1995.

Changes suggested at the statewide meeting have been incorporated into the spread sheet, including use of an Excel program. The last three columns may be left blank. We will be using \$600 per ramp as the Estimated Cost, unless another figure is indicated. You may either enter the information manually or electronically. If you wish to enter the information electronically, we can send you the Excel program attached to M5 Mail or on a disk. In either case, contact Terry Wimsatt in our office (986-3840).

I will compile the information on a region and statewide basis. Ken Stoneman will then propose a construction program to the DM Budget/Steering Committee for their review.

In addition to the spread sheet, I have attached an outline of the process, survey worksheets, a list of ADA priority locations for curb ramps, and standard drawings for curb ramps. It is strongly recommended that a survey worksheet be completed for each intersection, indicating at a minimum, ramps present (existing), new ramps required, and any unusual features which may affect the design such as catch basins, utility poles, etc. Photographs should also be taken at each intersection (as many as eight), particularly where unusual features are present. Survey worksheets and photographs should be retained at the district office.

Sam Johnston, Standards Engineer, is available to answer technical questions regarding specifications and design issues (986-3779). Feel free to call me with questions about ADA priorities, the survey process, and documentation needed (986-3849).

cc: Ken Stoneman
Sam Johnston

Human Resources
FEB 1 1995
ODOT



Transportation Building
Salem, OR 97331

686-741221-88

C:\WD\OFFICE\WINWORD\RAMPSURV.DOC

06/01/95 4:55 PM

**PROCESS FOR IMPLEMENTING ADA CURB RAMP
REQUIREMENTS ON EXISTING ODOT FACILITIES**

1. Identify existing sidewalks under ODOT jurisdiction (within our right-of-way, regardless of maintenance responsibility).
2. Identify ADA priority intersections and other sidewalks serving state and local government offices and facilities, other transportation modes, public accommodations, and large employers.
3. Survey curb ramp needs at priority locations.
4. Compile spread sheets by district for constructing the above projects.
5. Identify available funds and schedule work on a statewide basis.

ADA PRIORITIES FOR CURB RAMPS ON STATE HIGHWAYS

Priority 1

- Schools
- Public libraries
- State and local government offices
- Hospitals
- Cemeteries
- Parks and recreation facilities
- Social services (i.e. day care, senior centers etc.)

Priority 2

- Bus stops (local and inter-city)
- Transportation terminals
- Charter bus services
- Airports

Priority 3

- Shopping malls
- Hotels and motels
- Restaurants
- Auditoriums and movie theaters
- Retail stores
- Commercial services
- Museums and art galleries
- Churches

Priority 4

- Large employers (over 100 employees)

Priority 5

- All other land uses (i.e. residential, industrial etc.)

Appendix H: ADA Curb Ramp Needs

March 2003 – February 2004

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<u>Subject</u>	<u>Page</u>
2001 ADA Curb Ramp Needs Inventory (by district)	H – 2
2004 ADA Curb Ramp Needs Inventory (by district)	H – 3

Summary of ADA Curb Ramp Needs Statewide by District

Table 1

District	Number of Priority 1 Ramps Needed	Number of Priority 2 Ramps Needed	Number of Priority 3 Ramps Needed	Number of Priority 4 Ramps Needed	Number of Priority 5 Ramps Needed	Number of Unknown Priority Ramps Needed	Total Ramps Needed
1	14	0	236	0	92	0	342
2A	12	131	74	6	0	0	223
2B	261	831	856	22	124	3	2097
2C	0	0	0	0	0	36	36
3	3	0	91	0	13	14	121
4	18	2	300	0	34	8	362
5	10	0	103	0	12	0	125
6	265	4	196	15	14	2	496
7	7	87	359	103	64	0	620
8	96	24	341	10	64	0	535
9	6	0	5	0	3	17	31
10	33	23	216	0	66	0	338
11	14	2	63	0	11	0	90
12	159	2	96	16	293	0	566
13	27	0	85	28	5	0	145
14	11	0	173	7	40	0	231
Total	936	1106	3194	207	835	80	6358

Jurisdictional information provided by Districts 2B and 14. (number of ramps the State is legally responsible for):

Table 2

District	Priority 1	Priority 2	Priority 3	Priority 4	Priority 5	Unknown priority	Total Ramps Needed
2B	34	127	150	12	56	0	379
14	3	0	4	0	0	0	7
Total	37	127	154	12	56	0	386

District 2B and 14 Totals (from table 1):

Table 3

District	Priority 1	Priority 2	Priority 3	Priority 4	Priority 5	Unknown priority
2B	261	831	856	22	124	3
14	11	0	173	7	40	0
Total	272	831	1029	29	164	3

Percentage of ramps that the State is legally responsible for improving and/or building (combining Districts 2B and 14):

Table 4

District	Priority 1	Priority 2	Priority 3	Priority 4	Priority 5	Unknown priority
2B and 14	13.6	15.3	15.0	41.4	34.1	0.0

Estimated number of ramps that the State is legally responsible for improving and/or building by priority:
(percentage in table 4 x the total in table 1)

Table 5

	Priority 1	Priority 2	Priority 3	Priority 4	Priority 5	Unknown priority	Total
Total Ramps	127	169	479	86	285	0	1146
Cost @ \$600/ramp	\$76,200	\$101,400	\$287,400	\$51,600	\$171,000	\$0	\$687,600

Estimated number of ramps that the State is not legally responsible for improving and/or building by priority:
(Table 1 minus table 5)

Table 6

	Priority 1	Priority 2	Priority 3	Priority 4	Priority 5	Unknown priority	Total
Total Ramps	809	937	2715	121	550	80	5212
Cost @ \$600/ramp	\$485,400	\$562,200	\$1,629,000	\$72,600	\$330,000	\$48,000	\$3,127,200

Cost for priorities 1 through 4 under State jurisdiction:*	\$516,600
Cost for priorities 1 through 4 not under State jurisdiction:*	\$2,749,200
Cost for priority 5 under State jurisdiction:*	\$171,000
Cost for priority 5 not under State jurisdiction:*	\$330,000
Cost for all unknown priorities:	\$48,000
Total cost for all priorities and all jurisdictions:	\$3,814,800

* - These figures are estimates based on District 2B and 14 data.

2004 ADA Curb Ramp Needs Inventory

District	Number of Priority 1 Ramps Needed	Number of Priority 2 Ramps Needed	Number of Priority 3 Ramps Needed	Number of Priority 4 Ramps Needed	Number of Priority 5 Ramps Needed	Number of Unknown Priority Ramps Needed	Total Ramps Needed
1	0	0	25	0	14	0	39
2A	7	127	56	6	0	0	196
2B	1	12	23	2	17	0	55
2C	0	7	0	0	0	35	42
3	2	0	47	3	16	0	68
4	18	2	300	0	34	8	362
5	10	0	103	0	12	0	125
7	42	112	40	44	72	33	343
8	13	20	169	10	34	0	246
9	6	6	16	0	3	0	31
10	21	23	216	0	66	0	326
11	9	1	19	0	5	0	34
12	159	2	96	16	293	0	566
13	0	0	0	0	0	0	0
14	3	0	26	0	6	0	35
Total	291	312	1136	81	572	76	2468

Submitted by: Joel Fry & Doug Hedlund, Office of Statewide Maintenance, 503-986-4485

- ◆ **Priority 1:** Schools, public libraries, state & local government offices, hospitals, cemeteries, parks & recreational facilities, and social services (e.g., day care, senior services, etc.)
- ◆ **Priority 2:** Bus stops (local & inter-city), transportation terminals, charter bus services, and airports
- ◆ **Priority 3:** Shopping malls, hotels & motels, restaurants, auditoriums & movie theaters, retail stores, commercial services, museums & art galleries, and churches
- ◆ **Priority 4:** Large employers (over 100 employees)
- ◆ **Priority 5:** All other land uses (e.g., residential, industrial, etc.)

Appendix I: Curb Ramp Standard Designs

March 2003 – February 2004

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ODOT Pavement Strategy (June 2000) <i>(Submitted to Self-Evaluation Report by Steve Lindland, Preliminary Design Unit Manager, 503-983-3557)</i>	I – 2
RD755 (Sidewalk Ramp Details) (2002)	I – 5
RD760 (Sidewalk Ramp Placement) (2002)	I – 6

ODOT Pavement Strategy Urban Preservation Design Standards

June 2000

The goal of the 3R preservation program is to preserve and extend the service life of existing highways and enhance safety, using cost effective solutions. While the primary focus of this program is pavement preservation, identification and inclusion of warranted and economically feasible safety improvements is a key component. The overlaying of the Safety Investment Program (SIP) and the 3R project development process has led to a more systematic and cost effective method for determining appropriate levels of effort for identifying safety issues and better guidance in mandatory improvements and cost effective mitigations to consider. The 3R Project Design process is described in Section 4.4 of *The ODOT Highway Design Manual*.

The process is very applicable and relevant for rural preservation projects. However, due to the number of features that come into play in urban projects, further guidance is required to scope and develop projects appropriately and consistently statewide in an effort to ensure that the entire pavement system can be adequately maintained with available preservation funds.

The Urban Preservation Strategy focuses on preserving the life and safety of the pavement system “curb to curb”. The strategy utilizes all of the guidelines outlined in the Section 4.4 of *The ODOT Highway Design Manual* (including the SIP tools and processes) and then provides additional guidance as shown in the Urban Preservation Design Features table shown on the following page. The “Have To” list is the recommended minimum treatment for the listed project elements. The “Like To” list includes treatments for elements which should be considered when economically feasible, i.e. minimal extra cost, or funds available from sources other than the preservation program.

Three elements have thresholds:

- pavement condition requiring reconstruction,
- curb exposure less than 150 mm and
- cross-slope greater than 8%, which when crossed would move the project element from a “Have To” requirement to a “Like To” requirement to remedy.

Once the curb exposure is less than 150 mm and/or the cross-slope exceeds 8% in order to meet the “Like To” requirements for these elements -- pavement reconstruction will be required. Once extensive pavement reconstruction becomes necessary, the “Like To” requirements of the other project elements shown in the Urban Preservation Design Features table should be thoroughly evaluated, as they now may be doable with minimal extra cost.

Technical Resources have been identified for a number of the project elements. These resources should be utilized by the Project Team to aid in determining if a “Like To” measure is warranted, cost-effective and fundable or if a design exception or concurrence should be sought to do less than the “Have To” requirements.

Chapter 5.0 of the ODOT Highway Design Manual outlines the Design Exception and Concurrence process. Exceptions must be approved by ODOT for the following geometric design elements which do not meet the minimum 3R requirements as outlined in the Oregon Highway Design Manual:

- 1) Lane Width
- 2) Shoulder Width
- 3) Bridge Width
- 4) Horizontal Alignment
- 5) Vertical Alignment
- 6) Pavement Cross-slope
- 7) Superelevation
- 8) Vertical Clearance
- 9) ADA Standards
- 10) Pavement Design

The process will remain the same for seeking exceptions for any of the “Have To” features listed in the following table (pavement life, ADA/sidewalk ramps, vertical clearances and cross-slope), as well as for seeking concurrences for the other nonconforming roadside features listed below. Exceptions and concurrences are also required for the “Like To” features once the thresholds have been crossed for the three elements discussed earlier; pavement condition requiring reconstruction, curb exposure less than 150 mm and cross-slope greater than 8%.

Urban Preservation Design Features

Project Element	Corrective Measure		Technical Resource
	“Have To”	“Like To”	
Pavement Life	<ul style="list-style-type: none"> 15 year minimum (unless life cycle benefit/cost justifies an alternative) - for overlays, inlays or appropriate treatment. 	<ul style="list-style-type: none"> 15 year minimum life - for reconstruction (may be triggered by cross slope, curb exposure or pavement condition). 	Pavement Unit
Signal Loops	<ul style="list-style-type: none"> Adjust or replace as necessary. 		Traffic Section
Striping	<ul style="list-style-type: none"> Redo 	<ul style="list-style-type: none"> Redo with Durable products as supported by the Statewide & Regional Striping Plans. 	Region Traffic
Signing	<ul style="list-style-type: none"> Replace signs in poor condition (damaged or no longer visible or discernable). 	<ul style="list-style-type: none"> Replace signs not up to current standards 	Traffic Section
Utilities (manholes, valves, vaults)	<ul style="list-style-type: none"> Adjust 		
Drainage	<ul style="list-style-type: none"> Adjust as necessary to maintain basic system Address high priority fish culverts identified in Salmon program. 	<ul style="list-style-type: none"> Reroute bridge drains which drain directly into waterway Address lower priority fish culverts as required 	Fish Prog. Mgr. & Hydraulics Unit
Obstacles behind curbs (which are no longer barrier curbs due to reduced exposure)	<ul style="list-style-type: none"> Reconstruct curb to re-establish barrier function if grades & existing R/W permit. Relocate to meet standards where practical. 	<ul style="list-style-type: none"> Meet required standard for barrier curb. Meet required standards for obstacles behind barrier curb. Relocate if necessary. 	Roadway Section
Roadside obstacles with demonstrated safety issues	<ul style="list-style-type: none"> Remove or mitigate. 		
ADA/Sidewalk Ramps	<ul style="list-style-type: none"> Ramps shall be added where absent. Maintain functional ramps at corners. Retrofit ramps 	<ul style="list-style-type: none"> Meet ADA standards on sidewalks and driveways. 	Bicycle and Pedestrian Unit
Vertical Clearances	<ul style="list-style-type: none"> Maintain existing or minimum vertical clearances. 	<ul style="list-style-type: none"> Meet required vertical clearance. 	Bridge Section
Barrier Height	<ul style="list-style-type: none"> Maintain minimum barrier height. 	<ul style="list-style-type: none"> Meet required standard. 	Roadway Section
Existing Guardrail and terminals	<ul style="list-style-type: none"> Upgrade all guardrail less than 2A. Remove unwarranted guardrail. All blunt ends, including non-flared terminals shall be 		Roadway Section

	<ul style="list-style-type: none"> upgraded to current standards. Runs less than 475 mm from top of pavement to guardrail post bolt shall be adjusted or replaced to current standards. Guardrail bridge connections shall be upgraded if appropriate (type 3 okay) or added if absent. 		
Narrow Bridges/Deficient Rails	<ul style="list-style-type: none"> Bridge rail retrofit or new bridge rails, approach guardrail, bridge connections and transitions to current standards unless bridge is scheduled for replacement. Install Type 3 object markers and post delineators. 		Bridge Section
Curb Exposure	<ul style="list-style-type: none"> 150 mm minimum curb exposure required. 	<ul style="list-style-type: none"> Meet required standard. 	Roadway Section
Cross Slope	<ul style="list-style-type: none"> Maintain existing standards where applicable. Minimize cross slope to meet standards where practical. Maximum cross slope not to exceed 8%. 	<ul style="list-style-type: none"> Meet required standard for super elevation rates and cross slopes. 	Roadway Section

The following optional items should be considered, **IF** cost effective **AND** additional funding (other than preservation funding *) is available.

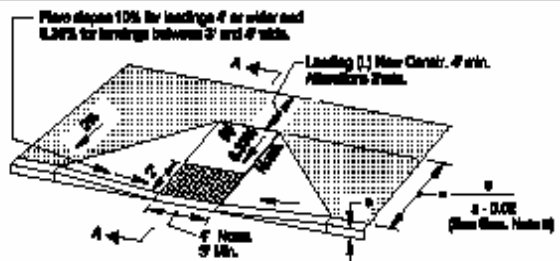
Project Element	Corrective Measure	Technical Resource
Drainage	<ul style="list-style-type: none"> Upgrade systems 	Roadway Section
Access Issues	<ul style="list-style-type: none"> Driveway relocations/closures 	Region Access Mgr.
Operational Issues	<ul style="list-style-type: none"> Modify curb radii to facilitate truck movement. Islands (replacing, adding or removing) Install traffic control devices 	Roadway Section
Safety Issues	<ul style="list-style-type: none"> SPIS site addressed Rumble strips, pavement markings, slope flattening, illumination, etc. 	
Sidewalk Infill	<ul style="list-style-type: none"> If less than 10% missing in length of project. 	Bicycle and Pedestrian Unit

The urban preservation strategy is built on the premise that the pavement system can be maintained at a designated condition rating, for a certain cost, based on projects that address certain features in a consistent manner. Projects with scopes exceeding the parameters shown in the Urban Preservation Design Features table or in the Optional Items above, must have identified funding sources outside of the preservation program * (such as Bridge program, Safety program, Local Agencies, etc) to fund these enhancements.

* The Urban Preservation Program will continue to allow 6% of the total program cost for funding “Like To” and Optional items. Project Teams will propose enhancements and funding required and Regions will manage the 6% program limitation.

S-40-02

RD755



**OPTION A
PERPENDICULAR SIDEWALK RAMP DETAIL**

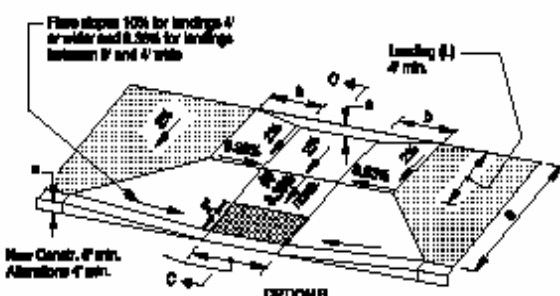
(Use "Parallel or Combined Ramp Detail" when reqd. landing cannot be obtained)



SECTION A-A



**SECTION A-A
WITH MONOLITHIC CURB & SIDEWALK**



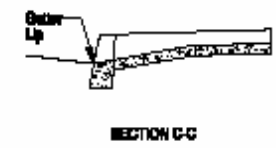
**OPTION B
COMBINATION SIDEWALK RAMP DETAIL**

$$s = \frac{h}{L} = \frac{1}{12} = 0.0833$$

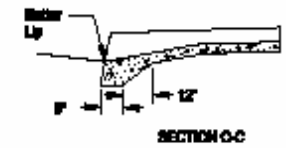
$$s = 0.0833$$

$$h = 1 \text{ min.}$$

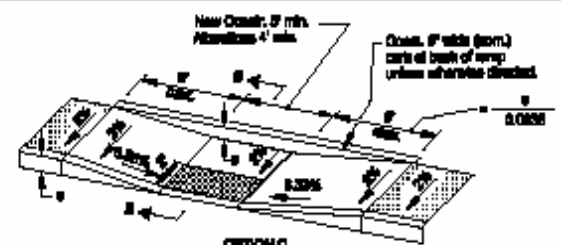
$$L = 12 \text{ max.}$$



SECTION C-C



**SECTION C-C
WITH MONOLITHIC CURB & SIDEWALK**



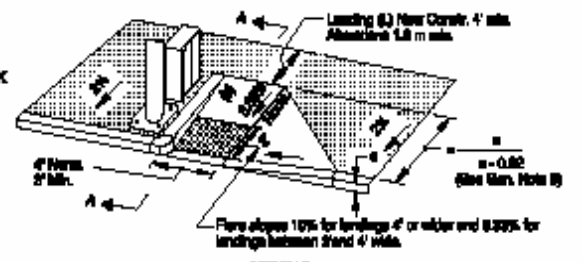
**OPTION C
PARALLEL SIDEWALK RAMP DETAIL**



SECTION D-D



**SECTION D-D
WITH MONOLITHIC CURB & SIDEWALK**



**OPTION D
PERPENDICULAR SIDEWALK RAMP
WITH SINGLE FLARE DETAIL**

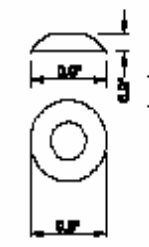
(Use "Parallel or Combined Ramp Detail" when reqd. landing cannot be obtained)



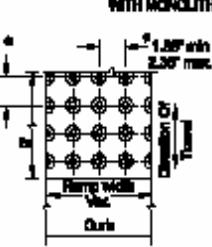
SECTION A-A



**SECTION A-A
WITH MONOLITHIC CURB & SIDEWALK**



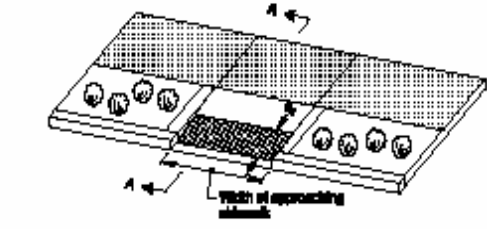
**TRUNCATED DOME
DETAIL**



**RAMP TEXTURE PATTERN
DETAIL**

GENERAL NOTES:

1. Place textured stone drivable varying texture in the lower 2" of face of ramp only. Arrange domes using square in-line pattern only as shown in detail below. Color of texture to be safety yellow. For color of sidewalk ramps outside of public sight-of-way, check State Building Codes requirements.
2. Sidewalk curb ramp slopes shown are relative to the true level horizon (zero bubble).
3. In situations curb ramp slope(s) may be 10% for a max. rise of 8" or 12.5% for a max. rise of 3". Curb ramps, in situations, need not exceed 8" in length.
4. Side faces that are not part of the path of travel may be any slope. See RD750 General Note 4.
5. Ramps for paths intersecting a roadway should be full width of path. When a ramp is used to provide bicycle access from a roadway to a sidewalk, the ramp should be 8' wide wide with no texturing.
6. Sidewalk ramp details are based on ORS 447.210 and the proposed ASABE Section 14, June 20, 1994.
7. When 2 curb ramps are immediately adjacent as in Options A,B,D and F on RD755, the curb exposure (d) between the adjacent side faces may range between 3" and full design exposure.
8. For the purpose of this drawing, a curb slope is considered "perpendicular" if the angle between the longitudinal axis of the ramp and a tangent to the curb at the ramp center is 70° or greater.
9. Towed joints are required at all sidewalk ramp slope break lines.
10. Sidewalk flare is not necessary where the ramp is protected from pedestrian cross-traffic.



**OPTION E
PERPENDICULAR SIDEWALK RAMP
THROUGH SLIPPER STRIP**



SECTION A-A



**SECTION A-A
WITH MONOLITHIC CURB & SIDEWALK**

NOTE: All materials and workmanship shall be in accordance with the current Oregon Standard Specifications

OREGON STANDARD DRAWINGS

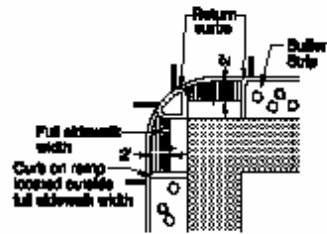
SIDEWALK RAMP DETAILS

2002

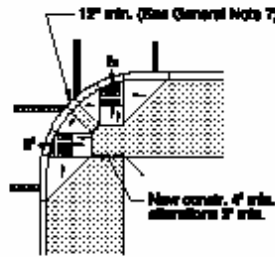
DATE	DESCRIPTION
6-12	ADDED TRUNCATED DOMES & REVISED GENERAL NOTES
6-12	REVISED DETAIL
6-12	REVISED DETAIL

The selection and use of this Standard Drawing, while designed in accordance with generally accepted engineering principles and practices, is the sole responsibility of the user and should not be used without consulting a Registered Professional Engineer.

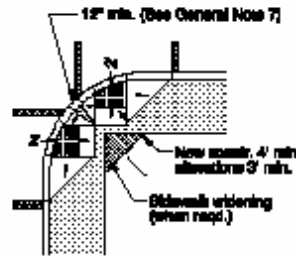
RD755



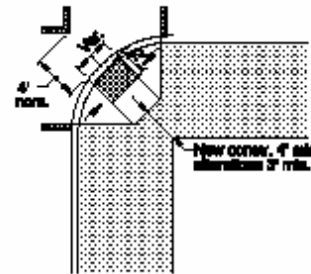
**OPTION A
RAMP WITH BUFFER STRIP**



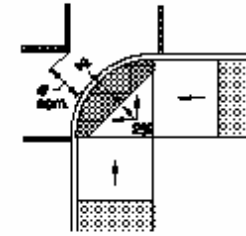
OPTION B



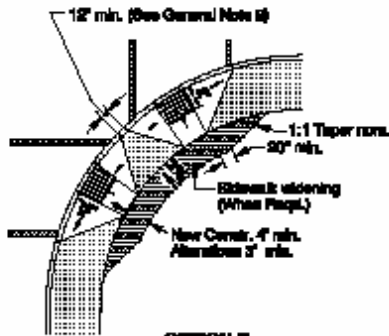
OPTION C



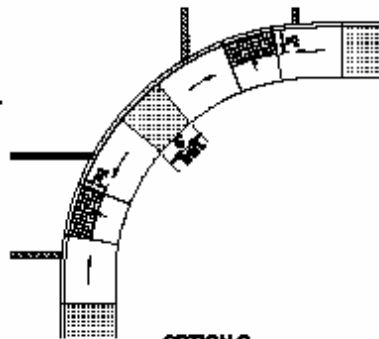
**OPTION D
SINGLE DIAGONAL RAMP**
Use in alterations only and when site constraints prohibit installing two ramps



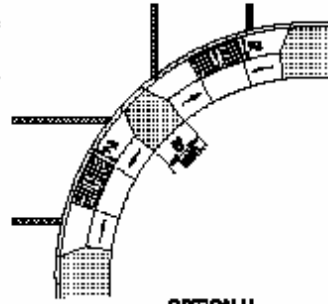
**OPTION E
SINGLE PARALLEL RAMP**
Use in alterations only and when site constraints prohibit installing two ramps



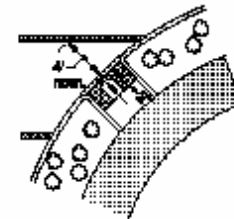
**OPTION F
PERPENDICULAR RAMPS**



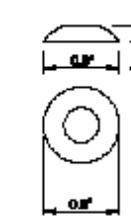
**OPTION G
PARALLEL RAMPS**



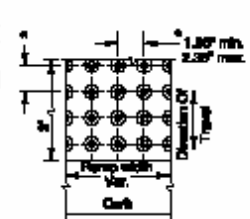
**OPTION H
COMBINATION RAMPS**



**OPTION I
RAMP WITH
BUFFER STRIP**



**TRUNCATED DOME
DETAIL**



**RAMP TEXTURE PATTERN
DETAIL**

General Notes

- Place truncated dome detectable warning texture in the lower 2' of throat of ramp only. Arrange domes using square in-line pattern only as shown in detail right. Color of texture to be safety yellow. For construction of sidewalk ramps outside of public right-of-way, check with State Building Codes for requirements regarding texturing of bases.
- Sidewalk curb ramp slopes shown are relative to the true level horizon (see bubble).
- In alterations curb ramp slope(s) may be 10% for a max. rise of 6" or 12.5% for a max. rise of 8". Curb ramps, in alterations, need not exceed 6' in length.
- Side flares, if used in Option A and I, that are not part of the path of travel may be of any slope.
- Do not slope leading more than 2% in any direction.
- Ramps for paths intersecting a roadway should be full width of path. When a ramp is used to provide bicycle access from a roadway to a sidewalk, the ramp should be 12' wide, with no texturing.
- Sidewalk ramp details are based on ORS 447.210 and proposed ADAAG Section 14, June 23, 1994.
- When 2 curb ramps are immediately adjacent, as in Options A, B, C and F, the curb exposure (6) between the adjacent side flares may range between 2" and full design exposure.
- For the purpose of this drawing, a curb ramp is considered "perpendicular" if the angle between the longitudinal side of the ramp and a line tangent to the curb at the ramp center is 70° or greater.

See NOTES for additional requirements and details not shown.

Marked or intended crowding location

The selection and use of this Standard Drawing, while designed in accordance with generally accepted engineering principles and practices, is the sole responsibility of the user and should not be used without consulting a Registered Professional Engineer.

NOTE: All material and dimensions shall be in accordance with the current Oregon Standard Specifications.	
OREGON STANDARD DRAWINGS	
SIDEWALK RAMP PLACEMENT	
2008	
REVISIONS	
REV	DESCRIPTION
5-08	ADDED TRUNCATED DOMES & REVISED GENERAL NOTES
4-01	TRAFFIC DETAIL
4-01	TRAFFIC DETAIL

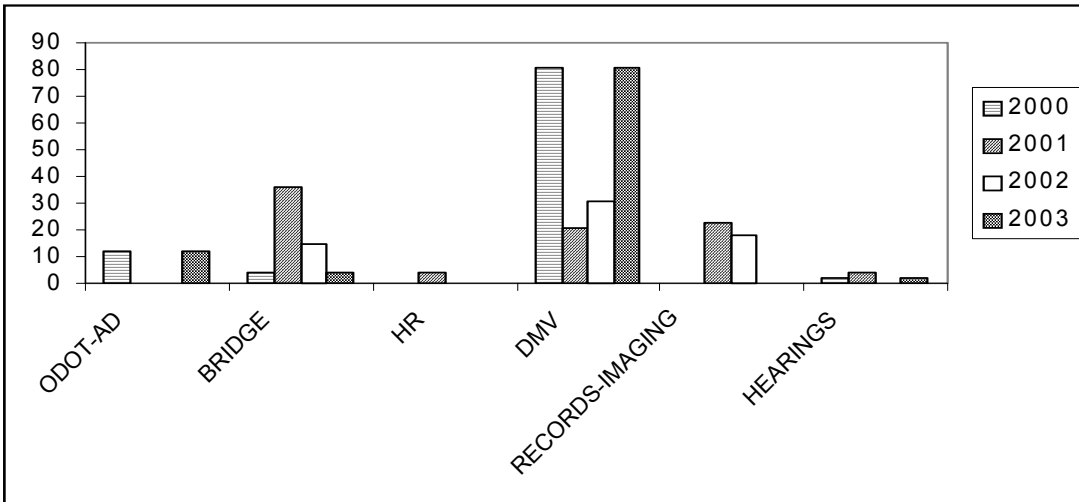
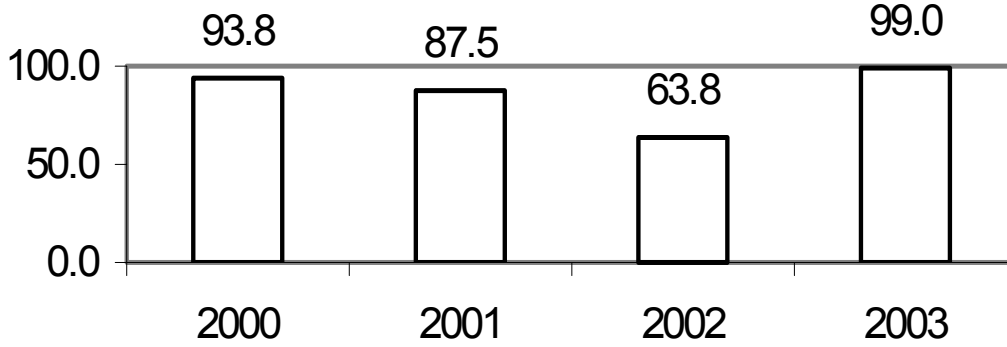
Appendix J: Interpretive Services Provided by Oregon Disabilities Commission

March 2003 – February 2004

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Interpretive Hours Delivered by ODOT Division	J – 2
Interpretive Hours – Yearly Cost Comparison	J – 2

American Sign Language (ASL) Interpreter Hours



ASL Costs

