Metropolitan Planning Organization Americans with Disabilities Act Self-Evaluation and Transition Plan

V. June 2024

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LIST OF TABLES

LIST OF ACRONYMS

The following is a list of acronyms used throughout this document.

ADA: Americans with Disabilities Act

CIP: Capital Improvement Project

CODI: Committee on Disability Inclusion

COO: Chief Operating Officer

DEI: Diversity, Equity, and Inclusion Department

DOJ: Department of Justice

FHWA: Federal Highway Administration

FTA: Federal Transit Administration

IBC: International Building Code

ICC: International Code Council

JPACT: Joint Policy Advisory Committee on Transportation

MPAC: Metro Policy Advisory Committee

MPO: Metropolitan Planning Organization

MRC: Metro Regional Center

MTAC: Metro Technical Advisory Committee

MTIP: Metropolitan Transportation Improvement Program

NPRM: Notice of Proposed Rulemaking

ODOT: Oregon Department of Transportation

OPDMD: Other Power-Driven Mobility Devices

OSSC: Oregon Structural Specialty Code

PEG: Public Engagement Guide

PERC: Public Engagement Review Committee

RTO: Regional Transportation Options

RTP: Regional Transportation Plan

SETP: Self-evaluation and Transition Plan

SRTS: Safe Routes to School

TPAC: Transportation Policy Alternative Committee

TRS: Telecommunications Relay Service

TTD: Telecommunication display device

TTY: Teletypewriter

UPWP: Unified Planning Work Program

WCAG: Web Content Accessibility Guidelines

PURPOSE AND BACKGROUND

No person, on the ground of race, color, national origin – including English-language proficiency and immigration status – sex, age or disability status will be excluded from participation in, be denied the benefits of, or be subjected to discrimination under Metro's programs.

The Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan (SETP) of the Metropolitan Planning Organization's (MPO) services, policies, and practices identifies barriers and describes the methods to remove the barriers, along with specified timelines to continue compliance with Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act (ADA) of 1990.

This document is the MPO's ADA SETP for submission to the Oregon Department of Transportation (ODOT) in accordance with guidance from the Federal Highway Administration (FHWA). This plan guides the MPO's compliance with Title II regulations[1], Section 504 of the 1973 Rehabilitation Act[2], and other applicable laws.

Metro submits this plan as the federal and state designated metropolitan planning organization for the Portland, Oregon metropolitan planning area that receives grant funding from the FHWA through ODOT for regional transportation planning and directly from the Federal Transit Administration (FTA) for regional transit planning and travel options programming.

Metro is a directly elected regional government serving 1.7 million people living in the urbanized areas of the greater Portland region. Metro's ADA Coordinator and Department of Diversity, Equity, and Inclusion are responsible for initiating and monitoring Title II activities and preparing this plan.

If any person believes they have been discriminated against regarding the receipt of benefits or services because of race, color, national origin, sex, age, or disability, they have the right to file a complaint with Metro. For information on Metro's civil rights program, or to obtain a discrimination complaint form, visit Metro's [Know your rights page](), call 503-797-1890, or use TDD/TTY 503-797-1804.

This publication can be available in alternative formats, such as large print, braille, paper, or other electronic formats. Requests can be made by emailing [accessibility@oregonmetro.gov]() or call 503-797-1890 or TDD/TTY 503-797-1804. Please allow 72 business hours for your request to be processed.

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[1] 28 CFR part 35
[2] 42 USC 126

DOCUMENT SUMMARY

Chapter 1: Introduction emphasizes Metro's commitment to disability inclusion and accessibility. It introduces the newly established Accessibility Program housed within the Diversity, Equity, and Inclusion Department, which monitors and supports Metro's compliance with the ADA while promoting intersectional inclusion and community engagement. It introduces the Committee on Disability Inclusion (CODI) as a crucial component of the Accessibility Program, emphasizing an intersectional accessibility lens in decision-making and policy creation. The chapter also provides an overview of the ADA, highlights physical and programmatic accessibility, and outlines ADA self-evaluation and transition plan requirements.

Chapter 2: Notice, Grievance, and Responsible Employee focuses on the requirements under Title II of the Americans with Disabilities Act (ADA). It outlines Metro's obligations as a public service provider, to inform the public and its staff about the ADA's provisions, designate an ADA Coordinator, and establish a grievance procedure for resolving complaints related to disability discrimination.

Chapter 3: Self-Evaluation details Metro's self-evaluation as the federally mandated Metropolitan Planning Organization (MPO) responsible for developing transportation plans and allocating federal funds in the greater Portland region. The self-evaluation addresses the MPO's services, policies, and practices across various programs, such as community engagement, placemaking grants, jurisdictional partner engagement, emergency evacuation procedures, and more. The self-evaluation outlines specific observations and proposed modifications emphasizing Metro's commitment to accessibility and inclusion.

Chapter 4: Transition Plan outlines the steps necessary to make physical changes to Metro's facilities, ensuring access to programs, activities, and services for people with disabilities under the ADA. The chapter summarizes the Metro Regional Center's (MRC) ADA assessment and transition plan. It describes Campus Operations' active efforts to eliminate identified accessibility barriers. It provides a detailed summary of the progress in removing barriers at the MRC. It specifies a transition plan schedule for the remaining barrier removal projects through 2025.

Chapter 5: Plan Implementation focuses on the role of Metro's ADA Coordinator and the Accessibility Program staff in monitoring the implementation of the ADA Self-Evaluation and Transition Plan.

1. INTRODUCTION

Within the diverse fabric of the Metro community, individuals with disabilities have integral roles as contributors, leaders, collaborators, and valued customers. Oregon mirrors the national landscape, with 28 percent of the adult population identifying as living with a disability[3], aligning closely with the U.S. average of 27 percent[4]. Metro, committed to fostering an environment of inclusion, extends this commitment to its workforce and members of the public stepping into the Metro Regional Center. It is essential to establish the structures and systems for continually assessing and monitoring Metro's programs, services, and facilities to improve accessibility and advance inclusion at Metro. Disability inclusion and acknowledgment of disability as a part of intersectional justice work is also a part of Metro's broader strategic plan and continued commitment to advancing racial equity, diversity, and inclusion. Metro is working to make existing processes and procedures more inclusive and strives to exceed the minimum accessibility standard set forth by the Americans with Disabilities Act (ADA). Metro aspires to create accessible and inclusive environments that are welcoming to all.

Metro's Accessibility Program

In the fiscal year 2022-2023, Metro designated ongoing funding towards establishing the organization's first Accessibility Program housed within the Diversity, Equity, and Inclusion Department (DEI). The program's placement within DEI underscores Metro's commitment to linking accessibility compliance to disability inclusion and transforming structures and processes in ways that center disabilities communities. As of the close of 2023, the program has two full-time employees who support and monitor Metro's efforts to meet its responsibilities under the ADA and advance this goal of intersectional inclusion and community engagement.

A critical component of the Accessibility Program is the formation of the Committee on Disability Inclusion (CODI). The purpose of the CODI is to apply an intersectional accessibility lens to Metro's decision-making processes, policy creation, and both agency-wide and department-specific initiatives. The recruitment effort for the CODI was open to the public from late June to early September 2023. The recruitment effort resulted in the forming of a 15-member committee, which convened its first meeting in November 2023. The CODI's work will inform the activities of the office of the Chief Operating Officer and Metro Departments. Members of the Committee include people with disabilities, individuals affiliated with disability advocacy organizations, and caretakers.

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[3] CDC, Disability & Health U.S. State Profile Data for Oregon (Adults 18+ years of age)
[4] CDC, Disability Impacts All of Us

The Americans with Disabilities Act

The ADA is a law that protects the civil rights of people with disabilities in areas like employment and access to goods and services. Its goal is to eliminate discrimination against individuals with disabilities and promote equal opportunity, full participation, independent living, and economic self-sufficiency. While Metro has additional accessibility standards to follow, the ADA serves as the baseline regulation for Metro's efforts. The ADA consists of five titles:

- Title I: Employment
- Title II: State and Local Government
- Title III: Public Accommodations and Commercial Facilities
- Title IV: Telecommunications
- Title V: Miscellaneous

Congress passed the ADA on July 26, 1990. The Department of Justice (DOJ) enforces the ADA, with the Civil Rights Division overseeing this aspect. The original regulations for title II and title III, along with the ADA Accessibility Guidelines, were published by the DOJ on July 26, 1991.

Title II of the ADA covers non-federal public entities' programs, activities, and services. It ensures that no qualified individual with a disability is excluded from or denied benefits of a public entity's services, programs, or activities. The focus of this ADA Self-evaluation and Transition Plan (SETP) is title II of the ADA and the activities of the MPO function within Metro.

Discrimination and Accessibility

Metro must provide both physical and programmatic accessibility to be accessible and non-discriminatory. Physical accessibility, or architectural access, requires a facility to be barrier-free, addressing obstacles that hinder entrance or use. Programs offered to the public must also be accessible, achieved through methods like altering facilities, acquiring, or redesigning equipment, assigning aids, or providing services at alternate accessible sites. Metro must prioritize methods to encourage interaction among all users, including those with disabilities. Compliance with these requirements ensures equality of opportunity.

ADA Self-Evaluation and Transition Plan Requirements

Self-evaluations and transition plans are required components of Title II of the ADA. Developing a plan provides a roadmap for continuously improving Metro's programs and facilities for people with disabilities. The self-evaluation process is not a one-time activity but an ongoing process of monitoring changes in programs and services, modifying policies and activities, removing barriers, building new facilities, and altering existing facilities.

The self-evaluation process identifies and evaluates the programs, activities, and services offered and establishes a plan to modify policies and practices inconsistent with Title II regulations, resulting in limited access for persons with disabilities. Self-evaluations must:

- Evaluate services, policies, and practices;
- Identify modifications needed to services, policies, and practices; and
- Involve people with disabilities in the self-evaluation process.

The transition plan process identifies architectural barriers at existing facilities and outlines a strategy for the removal of physical barriers. The transition plan must:

- List barriers;
- Identify feasible solutions to remove barriers;
- Establish a timeline for removing barriers;
- Identify the person responsible for title II oversight; and
- Involve people with disabilities in the preparation of the Plan.

Public Comment

The Plan was available for public comment by two methods: 1) the availability of the Plan for public comment on Metro's website and 2) review and comment by the CODI. The public comment period started December 15, 2023, and extended through March 15, 2023. The comments received will inform the priorities for program and facility modifications and establish the baseline for ongoing tracking for implementation and periodic review of programs, activities, and services[5].

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[5] 49 CFR 27.11(c)(2)(i-v)

2. NOTICE, GRIEVANCE, AND RESPONSIBLE EMPLOYEE

Title II of the ADA requires Metro to give notice of the ADA's requirements, designate at least one employee to comply and carry out Metro's responsibilities under the ADA, and provide the name, office address, and telephone number to staff and the public, and establish a grievance procedure for prompt and equitable resolution of complaints[6]. Metro has designated an ADA Coordinator to oversee Metro's ADA responsibilities and assist with resolving discrimination based on disability complaints.

Notice under the Americans with Disabilities Act

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 (ADA), Metro will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment

Metro does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

Effective and accessible communication

Metro will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Metro's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to policies and procedures

Metro will make reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in Metro offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of Metro, should contact, ADA Coordinator Heather Buczek at accessibility@oregonmetro.gov, as soon as possible but no later than 72 hours before the scheduled event.

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[6] 28 CFR 35.106, 28 CFR 35.107

The ADA does not require Metro to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of Metro is not accessible to persons with disabilities should be directed to:

Heather K. Buczek, Accessibility Program Manager
ADA Coordinator
600 NE Grand Ave.
Portland, OR 97232-2736
accessibility@oregonmetro.gov
Phone: 971-940-3157 | TDD: 503-797-1804

Metro will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

Americans with Disabilities Act grievance procedure

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by Metro. Federal and state law prohibits intimidation or retaliation of any kind for filing a complaint.

Filing a complaint

The complaint should be in writing and contain information about the alleged discrimination, including the complainant's name, address, phone number, location, date, and description of the problem. The complainant can file a complaint online, or Metro can provide alternative means of filing the complaints, such as a personal interviews or a tape recording of the complaint, which will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Heather Buczek, Accessibility Program Manager
ADA Coordinator
600 NE Grand Ave.
Portland, OR 97232-2736
accessibility@oregonmetro.gov
Phone: 971-940-3157 | TDD: 503-797-1804

Department review

Within 15 business days after receipt of the complaint, a representative of the department in which the complaint arose will meet with the complainant to discuss the complaint and the possible resolutions. Within 21 business days of the meeting, the department representative will respond in writing. Where appropriate, the response will be provided in a format that is accessible to the complainant, such as large print, Braille, or audio file. The response will explain the position of Metro and offer options for substantive resolution of the complaint.

ADA Coordinator

If the response the department representative does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 business days after receipt of the response to the ADA Coordinator.

Within 15 business days after receipt of the appeal, the ADA Coordinator or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 21 business days after the meeting, the ADA Coordinator or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

Records retention

All written complaints, appeals, and responses will be retained by Metro for at least five years from date of resolution[7].

A grievance procedure is available to resolve complaints. Upon request, this notice is available in alternative formats such as large print or Braille.

Employee complaints

Metro's Human Resources policies and procedures govern employment-related complaints of disability discrimination.

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[7] 49 CFR 27.121 (b)

3. SELF-EVALUATION

Metro is the federally mandated Metropolitan Planning Organization (MPO) designated by the governor to develop an overall transportation plan and to allocate federal funds for the greater Portland region. The Joint Policy Advisory Committee on Transportation (JPACT) is a 17-member committee that provides a forum for elected officials and representatives of agencies involved in transportation to evaluate transportation needs in the region and to make recommendations to the Metro Council.

The established decision-making process strives for a well-balanced regional transportation system. It involves local elected officials directly in decisions that help the Metro Council develop regional transportation policies, including allocating transportation funds. JPACT serves as the MPO board for the region in a unique partnership that requires joint action with the Metro Council on all MPO decisions.

The ADA self-evaluation includes collecting and evaluating information about the MPO's existing services, policies, and practices,[8] evaluating for potentially discriminatory practices, and identifying modifications and actions to ensure the ongoing removal of any potentially discriminatory practices.

MPO Services, Policies, and Practices

The following summarizes the programs and activities of the MPO included in the self-evaluation process:

Community Engagement

Metro convenes community conversations and public engagement for input into its policies, plans, and programs. Much of this public engagement focuses on a project-by-project approach (e.g., Regional Transportation Plan, Metropolitan Transportation Improvement Program) within a larger agency strategy to build awareness of Metro's work and connect that work to the lived experiences of people, especially those from historically marginalized communities; and create new pathways to contribute to decisions at Metro. Project engagement includes online tools such as questionnaires, discussion groups with community organizations, affected participant interviews, open houses and town halls, community leaders forums, and presentations at neighborhood associations and events.

Community Placemaking Grant Program

Community placemaking grants support community-led, equity-centered arts and culture efforts that strengthen people's connections to each other and the places they care about. The program provides grants ranging from $5,000 to $25,000 annually.

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[8] 28 CFR 35.105

Jurisdictional Partner Engagement

Metro convenes several committees and advisory bodies to inform and recommend actions for various projects. The review includes an assessment of the activities and procedures of the Bi-State Coordination Committee, Jurisdictional Transfer Meetings, Metro Policy Advisory Committee (MPAC), Metro Technical Advisory Committee (MTAC), Public Engagement Review Committee (PERC), Transit Oriented Development Steering Committee, and Transportation Policy Alternative Committee (TPAC).

Metro Regional Center (MRC) Emergency Evacuation Procedures

The MRC facility is host to meetings and planning activities. The emergency evacuation plan addresses in-person meeting procedures and staff training to handle emergencies.

Regional Safe Routes to School Program (SRTS)

Metro's SRTS program supports local jurisdictions and community-based organizations to encourage and educate kids and families on walking, rolling, and taking transit to school. The work involves grants, technical assistance, and regional coordination.

Regional Transportation Plan (RTP) and Metropolitan Transportation Improvement Program (MTIP) related meetings

The RTP and MTIP programs are ongoing activities to maintain, update, and implement the RTP. The RTP serves as the Metropolitan Transportation Plan for federal purposes and the Regional Transportation System Plan for Oregon statewide planning purposes. The Plan establishes regional policy, performance measures and targets, and a rolling 20-year system of transportation investments for the region. The Plan is updated every five years. The Metropolitan Transportation Improvement Program reports federal transportation funds to be spent in the region as part of the State Transportation Improvement Program. The MTIP is updated every three years.

Regional Travel Options Grants (RTO)

The RTO program carries out regional transportation demand management strategies to increase the use of travel options, reduce pollution, and improve mobility. Travel options include anything besides driving alone – carpooling, vanpooling, riding transit, bicycling, walking, and telecommuting. Metro makes grants through the RTO program to support partners' work to educate, encourage, and provide information to people to increase their use of these options.

Unified Planning Work Program (UPWP)

The UPWP is developed annually, and documents metropolitan transportation planning activities performed with federal transportation funds and other planning activities that are regionally significant. The MPO develops the UPWP in cooperation with Federal and State agencies, local governments, and transit operators.

Program Evaluation

The self-evaluation of the services, policies, and practices of the MPO is organized into the following categories based on the requirements of title II of the ADA:

- Customer Service Practices
- Staff Training
- Contracting, Licensing, or Other Arrangements
- Public Meetings and Events
- Communications
- Program Participation
- Transportation Services
- Tours and Trips
- Emergency Planning
- Facilities

The evaluation describes the category and then provides observations of the existing conditions of the services, policies, and practices, followed by a plan of action if the current practices can be modified or improved to support and ensure inclusive access to the MPO's activities. Each category section concludes with the planned schedule for completing the modifications to remove barriers.

Customer Service Practices

To meet ADA standards for in-person and virtual interactions, staff should be aware of the formal and informal procedures for accommodating people with disabilities[9], including appropriate responses to requests for program modifications, use of other power-driven mobility devices[10], and guidelines for accommodating service animals[11].

Program Observations and Modification(s):

A. **Accommodations:** Metro has in place policies and vendor contracts to provide program modifications to accommodate individuals with disabilities needs and does not charge additional fees to people requesting program modifications due to their disability.

   Plan of action:
   1. Continue to monitor available vendor contracts and improve the availability and variety of accommodation resources that staff have available to provide program modifications.

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[9] 28 CFR 35.130
[10] 28 CFR 35.137
[11] 28 CFR 35.136

A. **Notice, grievance, and responsible employee:** Metro has dedicated 'Accessibility at Metro' pages on its website. Within this section of the website, visitors can find information on the ADA notice of nondiscrimination, how to request accommodations, how to file an ADA complaint, and the accessibility practices of the website.

> **Plan of action:**
> 2. Continue to maintain and update the web pages as needed.

A. **Service animals:** Metro updated its security standard operating procedures for the Metro Regional Center (MRC) in 2022. The Navigator and Security Team's mission is "...dedicated to providing a safe, inclusive and welcome environment that builds trust and enhances the quality of life in our community." The standard operating procedures take a trauma-informed care approach when engaging with the public. Staff demonstrate an awareness of service animals, but there needs to be formal procedures and training around service animals.

> **Plan of action:**
> 3. Incorporate into the MRC Navigator and Security Standard Operating Procedure manual a policy on service animals that defines service animals, where allowed, handler responsibilities, inquiries, exclusions, and miniature horses.

A. **Mobility devices.** Metro must make reasonable modifications to permit the use of mobility devices, including other power-driven mobility devices (OPDMD), unless it is not operable per the MRC's safety requirements in pedestrian areas.

> **Plan of action:**
> 4. Incorporate in the MRC Navigator and Security Standard Operating Procedure manual a policy on OPDMDs that specifies which kinds of OPDMDs will be permitted and where they will be permitted based on the following factors: type, size, weight, speed, pedestrian volume, facility design, legitimate safety requirements, and risk of serious harm.

A. **Public Engagement Guide (PEG):** The last full update of the PEG completed in 2013 is under development to include more inclusive and adaptive communication practices. The guide provides a framework for consistent public engagement practices focusing on inclusive engagement tactics and tools when planning, implementing, or evaluating outreach activities for program implementation, policy development, major investments, and more.

> **Plan of action:**
> 5. Continue developing the guide and incorporating accessible and inclusive best practices.

Modifications to Customer Service Practices

Table A below summarizes the modifications to customer service practices, identifies the responsible department(s), and provides an implementation schedule.

Table A: Customer Service Department Role and Schedule

ID	Program, Activity, Service	Department(s)	Schedule
A.1	Accommodations	Central Communications Accessibility Program Office of the Metro Attorney	Ongoing
A.2	Notice, grievance, and responsible employee	Accessibility Program Office of the Metro Attorney	Ongoing
A.3	Service animals	Campus Operations Accessibility Program Office of the Metro Attorney	March 2024
A.4	Mobility devices	Campus Operations Accessibility Program Office of the Metro Attorney	December 2024
A.5	Public Engagement Guide	Central Communications Accessibility Program	June 2024

Staff Training

As a part of Metro's ongoing staff development and training, incorporating disabilities awareness, accommodation practices[12], accessibility standards[13], inclusive communication[14], and design resources[15] is encouraged for all staff who interface with the public or who maintain the facilities used by the public.

Program Observations and Modification(s):

B. **Training:** Metro has a policy for required diversity, equity, and inclusion training for all staff annually. Current offerings related to the ADA and disability awareness include a two-part disability awareness and allyship in the workplace and an on-demand training on the ADA in the workplace. The available training is focused on internal organization culture and communication and does not address Metro's responsibilities under title II of the ADA and how to serve the public.

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[12] 28 CFR 35.130
[13] 28 CFR 35.133
[14] 28 CFR 35.160
[15] 28 CFR 35.151

Plan of action:

1. Service animals: Identify or develop training.

2. Americans with Disabilities Act: Develop training outlining Metro's responsibilities under title II of the ADA.

3. Customer service and accommodations: Develop training on approaches and best practices.

4. Built environment: Develop training on accessibility standards for the built environment.

5. Meetings: Identify or develop training on hosting accessible and inclusive hybrid and in-person meetings.

6. Emergency procedures: Incorporate how to assist individuals with disabilities in the MRC's emergency evacuation training.

7. Digital documents: Identify or develop training on digital document accessibility, including Word, PowerPoint, Excel, and PDF.

8. Website Content Accessibility Guidelines (WCAG): Identify or develop training on creating and maintaining accessible website content.

B. **Internal communication resources:** Within Metro's internal communications systems, a SharePoint[16] website that hosts accessibility information requires an update after the migration of internal software systems. The information provided has become outdated and needs a refresh.

Plan of action:

9. Update and maintain the information shared internally to include ADA title II responsibilities, internal resources for training, accommodations, and effective communication.

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[16] SharePoint is a website created within the Microsoft 365 software environment for internal staff communications.

Modifications to Staff Training

Table B below summarizes the modifications to staff training, identifies the responsible department(s), and provides an implementation schedule.

Table B: Staff Training Department Role and Schedule

ID	Program, Activity, Service	Department(s)	Schedule
B.1	Training: service animals	Accessibility Program Human Resources	March 2024
B.2	Training: ADA	Accessibility Program Human Resources	December 2024
B.3	Training: customer service and accommodations	Accessibility Program Central Communications Human Resources	December 2024
B.4	Training: built environment	Accessibility Program Campus Operations Human Resources	December 2024
B.5	Training: meetings	Accessibility Program Central Communications Human Resources	December 2024
B.6	Training: emergency procedures	Accessibility Program Campus Operations Human Resources	Fiscal Year 2024/25
B.7	Training: digital documents	Accessibility Program Central Communications Human Resources	Fiscal Year 2024/25
B.8	Training: WCAG	Accessibility Program Central Communications Human Resources	Fiscal Year 2024/25
B.9	Internal communication resources	Accessibility Program Central Communications	Ongoing

Contracting, Licensing, or Other Arrangements

Metro relies on contractors, licensees, consultants, and other entities to deliver services and projects. These entities are considered an extension of Metro's services and activities and must adhere to the same ADA regulations[17].

Program Observations and Modification(s):

C. Process development: Consultants and third-party vendors support the MPO's project and planning activities. An internal process for consistently ensuring that the products provided by the consultant teams meet accessibility guidelines and standards does not exist.

> **Plan of action:**
>
> 1. Checklists: Develop checklists for staff and contractors outlining responsibilities under title II of the ADA for service delivery and the products developed for projects and plans.
>
> 2. Resources: Compile resources for Metro staff to share with contractors when addressing concerns about services and products delivered, including but not limited to design and construction projects, print materials, and digital web products.
>
> 3. Contract language: Develop contract language addressing specific accessibility expectations and responsibilities under the ADA that apply to work products.

Modifications to Contracting, Licensing, or Other Arrangements

Table C below summarizes the modifications to contracting, licensing, or other arrangements, identifies the responsible department(s), and provides an implementation schedule.

Table C: Contracting, Licensing, or Other Arrangements Department Roles and Schedule

ID	Program, Activity, Service	Department(s)	Schedule
C.1	Checklists	Accessibility Program Planning, Research, and Development Central Communications	December 2024
C.2	Resources	Accessibility Program Office of the Metro Attorney	December 2024
C.3	Contract language	Accessibility Program Office of the Metro Attorney	Fiscal Year 2024/25

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[17] 28 CFR 35.130, 28 CFR 35.133, 35.151

Public Meetings and Events

Public meetings and events are a consistent aspect of the MPO's community engagement and jurisdictional partner activities. The location of the meeting, the resources available to provide effective communication, and the flexibility of the meeting format are essential considerations[18] for accessibility.

Program Observations and Modification(s):

D. **Accessible Meeting Spaces:** During the pandemic shutdown, the MRC renovated nearly all building areas, removing most of the architectural barriers identified in the facility's transition plan (refer to section 4). The renovation improved the public and employee spaces throughout the building. The renovation also updated the building's furnishings and technology available in the public meeting spaces.

    Plan of action:
    1. Develop room accessibility information, such as layout guides for in-person meetings. Identify accessibility factors for meeting rooms (e.g., accessible route distance from street entrances and parking, available technology, and accessibility features) and ensure the integration of the tools into the updated Public Engagement Guide (PEG).

D. **Offsite meetings and events.** To host events and meetings at locations other than the MRC, staff must know the accessibility features necessary to host an inclusive event and how to identify, operate, and troubleshoot those features to ensure a successful and inclusive gathering.

    Plan of action:
    2. Develop a checklist and instruct staff on the necessary accessibility elements to ensure they are available. The checklist will include information on the availability and proximity of transit to the accessible entries, accessible parking, accessible meeting space, availability and proximity of accessible restrooms and water, signage, and available communication technology, to name a few elements. Ensure the checklists align with processes identified in the PEG.

D. **Meetings materials.** Sharing meeting content before the event allows interested individuals who use assistive technology to review the meeting in advance and for interested parties to digest the content at their own pace. Providing information in advance also allows for submitting questions before the meeting.

    Plan of action:
    3. Meeting and event preparation: Develop a process schedule for meetings that allows for sharing content before the meeting and providing an opportunity to submit

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[18] 28 CFR 35.160, 2010 Standards 219.2 Required Systems, OR HB 2560-A

questions in advance. Ensure guidance to establish consistency in the application of a schedule range is included within the updated PEG.

4. Meeting and event publicity: Display accommodation request information on publicity materials, meeting agendas, and web pages providing meeting materials, indicating the availability of accommodations to meeting participants. Provide example text and materials as part of the PEG.

D. Hybrid and online meetings. Online and hybrid meetings can present unique communication challenges that require planning for the use of communication technology—such as real-time captioning and assistive listening devices—preparing the space for in-person participants, coordinating video technology, providing language interpretation, accessible digital materials, establishing communication norms for participants, and appropriately staffing the event with a facilitator, moderator, and technical support.

Plan of action:

5. Training: Provide training and develop resources on how to host accessible meetings online and in a hybrid setting (refer to B.5).

6. PEG: Ensure the PEG includes guidance that addresses the accessibility of hybrid and online meetings.

Modifications to Public Meetings and Events

Table D below summarizes the modifications to public meetings and events, identifies the responsible department(s), and provides an implementation schedule.

Table D: Public Meetings and Events Department Roles and Schedule

ID	Program, Activity, Service	Department(s)	Schedule
D.1	Accessible meeting spaces	Campus Operations Accessibility Program	December 2024
D.2	Offsite meetings and events	Accessibility Program Planning, Research, and Development	December 2024
D.3	Meeting and event preparation	Planning, Research, and Development Accessibility Program Central Communications	December 2024
D.4	Meeting and event publicity	Planning, Research, and Development Accessibility Program Central Communications	June 2024

ID	Program, Activity, Service	Department(s)	Schedule
D.5	Training	Accessibility Program Planning, Research, and Development Human Resources	December 2024
D.6	PEG	Central Communications Accessibility Program	June 2024

Communications

Metro produces a wide range of communications materials; a foundational component of these communications is the consistent use of inclusive and plain language. Metro's Communications team has created an Inclusive Language Style Guide, a reference document for all of Metro's content creation – from news stories and social media posts to reports, plans, and more. The guide addresses the use of respectful and plain language and provides a baseline for all other methods of communicating information. To meet the effective communication standards under the ADA, Metro must ensure that communication with people with disabilities is equally effective as communication with people without disabilities[19]. The topics within this section may have additional or overlapping regulations addressed under other ADA regulations.

Program Observations and Modification(s):

E. **Website**. Accessibility standards for electronic and information technology covered by Section 508 of the Rehabilitation Act Amendments of 1998 have set forth the technical and functional performance criteria necessary for such technology to be accessible. As of 2018, the technical requirements of Section 508 incorporate the Web Content Accessibility Guidelines (WCAG), including WCAG 2.0 A and AA. As of August 3rd, 2023, the DOJ posted the notice of proposed rulemaking (NPRM) for public comment, which closed on October 3rd, 2023, to ensure that State and Government entities provide accessible websites and mobile apps[20]. The Communications team has actively worked to improve the website for WCAG 2.0 Level AA compliance. The existing website is an older version of Drupal, and the web team has evaluated its accessibility and developed a bug list of accessibility issues. The team actively removes WCAG accessibility barriers, but some identified barriers are structural and require the development of a new website to resolve.

    Plan of action:

    1. Website update: Update the Metro website to WCAG 2.1 Level AA compliance. In preparation for revamping the website and moving toward systemic inclusive practices, the Communications team has restructured and formed an Inclusive Design Team to address accessibility and inclusion. With the restructuring, three open positions: Inclusive Design Team Manager, Web Team Lead, and a Web Content

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[19] 28 CFR 35.130, 35.160 -.164
[20] 28 CFR 35.130, 35.160, NPRM 2023-15823

Coordinator; will be filled by the end of 2023. The roles and responsibilities of these positions will strengthen the team to ensure progressive action toward the accessibility of digital and print content. Specifically, the Team Manager will manage the website refresh and the organization-wide role out of digital document accessibility practices.

E. **Broadcast and audiovisual content:** Committee and Metro Council meetings are no longer broadcast on television. Meetings are broadcast online through the Zoom meeting platform and streamed on YouTube. The video components of the new Metro website will have accessibility features and services built in. The accessibility of audiovisual materials, such as presentations, is addressed through staff training noted in other sections of the Plan.

> **Plan of action:**
> 2. Continue to address and update the accessibility of streaming and audiovisual content provided on the Metro website and through online services.

E. **Print and online materials.** Metro produces a wide range of materials in print and online electronic formats. The style templates used for creating print materials are not up to current standards and guidelines for font use, size, and digital document accessibility.

> **Plan of action:**
> 3. Document templates: Update the library of document templates to address digital document accessibility practices and accessible design practices. As of the writing of this report, the Communications team is hiring a Brand and Inclusive Design manager to oversee the process of bringing the library of document templates and designs up to date with current best practices for document accessibility in both a print and digital format.
>
> 4. Accessible document strategy: Develop an organizational strategy to ensure document accessibility that addresses end-user skills and role in developing print and online material. The Plan should, at a minimum, ensure that every employee has a basic understanding of document accessibility.

E. **Auxiliary aids and services.** Technology advancements, including cell phones, texting, and instant messaging, have changed many people's preferred communication tools. However, under the ADA, older requirements remain in place, such as the provision of teletypewriters (TTY), telecommunication display devices (TDDs), or relay services (TRS) for communicating with the public[21.] Other communication methods and techniques are addressed throughout the different sections of this Plan.

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[21] 28 CFR 35.161

Plan of action:

5. Continue to provide access to Metro using phones that can receive calls through TTY, TDD, and TRS and include this information with the accommodations information and on the website.

Modifications to Communications

Table E below summarizes the modifications to communications, identifies the responsible department(s), and provides an implementation schedule.

Table E: Communications Department Roles and Schedule

ID	Program, Activity, Service	Department(s)	Schedule
E.1	Website Update	Central Communications Accessibility Program	Fiscal year 2025/26
E.2	Broadcast and audiovisual content	Central Communications	Ongoing
E.3	Document templates	Central Communications Accessibility Program	March 2025
E.4	Accessible document strategy	Central Communications Accessibility Program Human Resources	September 2024
E.5	Auxiliary aids and services	Central Communications Accessibility Program	Ongoing

Program Participation

Program participant criteria, the ability to complete forms, and interview participation must be available to the public by providing reasonable accommodations[22]. Metro must provide reasonable modifications to program participants with disabilities to the maximum extent possible and cannot require using different or separate aids, benefits, or services. Metro cannot enact surcharges on people with disabilities to cover the costs of aids, modifications, or program accessibility. Metro must modify standard policies, practices, or procedures to avoid discrimination unless the modification would fundamentally alter the nature of the program, result in an undue financial or administrative burden, or create a hazardous situation for the participant or others. If Metro determines it is necessary to exclude or limit the participation of people with disabilities to ensure the safe operation of programs or services, it must make those determinations based on real risks, not speculation, stereotypes, or generalizations.

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[22] 28 CFR 35.130, 35.160, 35.164

Program Observations and Modification(s):

F. Application process. The community placemaking grant program, the regional safe routes to school program, and the regional travel options grant program provide an application process. These programs offer informational meetings and materials and online application processes. None of the programs provide information on the availability of accommodations for participation in the application process.

> **Plan of action:**
> 1. Incorporate accommodation request information on application materials and web pages providing program information, indicating the availability of accommodations to applicants.

Modifications to Program Participation

Table F below summarizes the modifications to program participation, identifies the responsible department(s), and provides an implementation schedule.

Table F: Program Participation Department Roles and Schedule

ID	Program, Activity, Service	Department(s)	Schedule
F.1	Application process	Planning, Research, and Development Accessibility Program Central Communications	June 2024

Transportation Services

The Federal Transit Administration sets forth the public accommodation standards for these services[23]. Metro does not provide transportation services but is associated with these regulations through its MPO functions. There are no program observations or modifications to make under these regulatory responsibilities.

Tours and Trips

The MPO does not provide tours and trips as part of its programs, services, and activities. Metro acknowledges that tours and trips are subject to title II regulations. Should the MPO host a tour or trip, it will ensure that people with disabilities can participate through appropriate planning or making accommodations or modifications to the tour[24].

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[23] 49 CFR Parts 27, FTA C 4710.1
[24] 28 CFR 35.130

Emergency Planning

Life and safety protocols and procedures must include plans for people with disabilities. Metro is responsible for ensuring staff know and implement these procedures during emergencies. In emergency services planning, Metro must develop strategies for notifying and assisting people with the broadest range of disabilities[25].

Program Observations and Modification(s):

G. Emergency evacuation procedures. MRC Campus Operations updated its emergency evacuation procedures in 2022 to address the post-COVID pandemic changes impacting facility use. The procedures do not incorporate strategies for assisting individuals with disabilities in emergencies.

> **Plan of action:**
> 1. Incorporate approaches to assisting people with disabilities into the procedures.

Modifications to Emergency Planning

Table G below summarizes the modifications to emergency planning, identifies the responsible department(s), and provides an implementation schedule.

Table G: Emergency Planning Department Roles and Schedule

ID	Program, Activity, Service	Department(s)	Schedule
G.1	Emergency evacuation procedures	Campus Operations Accessibility Program	September 2024

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[25] 28 CFR 35.130, 35.149, 35.162

Facilities

The public should be able to find information regarding the location of accessible facilities, entrances, and elements within the MRC[26]. The MRC and its interior and exterior facilities must be accessible to people with different disabilities. Identifying structural barriers to accessibility is required for an ADA Transition Plan (refer to Section 4). When an existing facility is inaccessible, reasonable modifications to a program are necessary, or relocating the program or activity if needed[27].

Program Observations and Modification(s):

H. **Facility accessibility.** The MRC underwent a complete renovation during the COVID pandemic shutdown. The renovation addressed most of the accessibility barriers identified in the transition plan covered in section 4 of this Plan. Metro has a team of Campus Operations staff that ensure the usability of accessibility features. Public information on the accessible facilities and features is not readily available on the website.

   Plan of action:
   1. Provide information about the accessibility of the MRC on Metro's websites and other MRC informational materials. Information can include details about accessible entrances, bathrooms, and other elements.

Modifications to Facilities

Table H below summarizes the modifications to facilities, identifies the responsible department(s), and provides an implementation schedule.

Table H: Facilities Department Roles and Schedule

ID	Program, Activity, Service	Department(s)	Schedule
H.1	Facility accessibility	Campus Operations Accessibility Program	December 2024

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[26] 28 CFR 35.163
[27] 28 CFR 35.133, 35.149, 35.151

4. TRANSITION PLAN

Title II of the ADA requires that Metro complete a transition plan that identifies the steps necessary to complete physical changes at its facilities to ensure access to its programs, activities, and services. The transition plan identifies architectural accessibility barriers and feasible solutions for removing barriers and establishes an implementation schedule[28].

Metro completed an ADA assessment and transition plan in 2017 for the Metro Regional Center (MRC) at 600 NE Grand Ave, Portland Ave 97232. Since then, Campus Operations has actively worked to remove identified accessibility barriers. The following describes the standards applied for this transition plan, summarizes the barriers and resulting barrier removal activities, and identifies a transition plan schedule.

Accessibility Standards

The applicable accessibility standards at the time of the evaluation in 2017 are the 2010 ADA Standards, the 2019 Oregon Structural Specialty Code (OSSC), Chapter 11 Accessibility that incorporates by reference International Code Council (ICC) A117.1-2009 Accessible and Usable Buildings and Facilities and the Oregon Transportation Commission Standards for Accessible Parking Places August 2018. As of October 1, 2022, the 2022 Oregon Specialty Structural Code went into effect with a six-month phase-in period and became mandatory as of April 1, 2023. The 2022 OSSC incorporates the 2021 International Building Code (IBC), which references the 2017 ICC A117.1 Accessible and Usable Buildings and Facilities. Any renovations and barrier removal activities initiated after October 1, 2022, must follow the updated standards.

MRC Barrier and Removal Summary

The following is a summary of the progress made over the last six years and a schedule of projects for the remaining architectural barriers. The 2017 accessibility barrier assessment and transition plan address four distinct areas of the MRC campus: the café, daycare, parking structure, and the regional center's main building. The MRC campus encompasses the entire triangular city block with Northeast Lloyd Boulevard to the south, Northeast Grand Avene to the west, Northeast Irving Street to the north, and a small section of Northeast 7th Avenue to the east.

Campus operations have removed 71 percent of the identified accessibility barriers since 2017. In May 2023, Metro reevaluated and refined the implementation schedule of the 2017 transition plan. The following table summarizes the number of barriers by location within the campus and the identified facility feature type.

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[28] 28 CFR 35.150(d)

Table I: Total Accessibility Barriers by Feature Type and Campus Location

Feature Type	Café	Daycare	Parking Structure	Regional Center	Total	Percent Total
Accessible route	0	0	5	12	17	6.3%
Alarm	1	0	0	3	4	1.5%
Door	7	11	2	52	72	26.6%
Elevator	0	0	2	4	6	2.2%
Kitchen	1	1	0	0	2	0.7%
Locker room	0	0	0	9	9	3.3%
Parking	0	3	9	7	19	7.0%
Play area	0	7	0	0	7	2.6%
Ramp	0	0	0	7	7	2.6%
Restaurant	3	0	0	0	3	1.1%
Restroom	5	5	0	29	39	14.4%
Room	1	14	2	38	55	20.3%
Signage	5	5	0	5	15	5.5%
Stairs	6	2	3	5	16	5.9%
Total	**29**	**48**	**23**	**171**	**271**	**100.0%**
Percent Total	**10.7%**	**17.7%**	**8.5%**	**63.1%**	**100.0%**	

Café

The café is in the northwestern corner of the campus at Grand and Irving, adjacent to the main entry plaza. Metro did not renew the cafe lease after completing the 2017 plan, and the location remains vacant. The public no longer has access to the space, and campus operations staff access the location to perform routine maintenance activities. The accessibility barrier removal projects noted in 2017 for the café are on hold until there are plans for its active use.

Daycare

The daycare facility is in the southeastern portion of the campus off Lloyd Boulevard. Metro leases the childcare space to an organization that provides pre-kindergarten childcare. The daycare renovation is nearly complete, with 88 percent of accessibility barriers addressed through the 2020 renovation project. The remaining barriers involve two exterior features: the parking area and the stairs exiting the play area to the parking lot. The barriers are under review by a design professional with a schedule for completion in 2024 and 2025.

Parking Structure

The parking structure is a three-floor facility located along the eastern portion of the campus adjacent to the daycare, and access to the parking is from Irving Street to the north. Metro leases the upper floors of the parking structure to an auto dealership for vehicle storage. The upper floors are not available for public use, and the barriers identified in leased areas are on hold until the use plans for the parking structure change. The remaining barrier removal projects include correcting the slope in parking spaces, restriping parking spaces, updating signs, improving accessible routes, and improving access to the pay station for the first-floor parking. The northern plaza waterproofing and the paint and striping capital improvement projects scheduled for completion in 2024 address more than half of the barriers remaining in the inventory. The accessible route barriers are under review by a design professional for inclusion in the fiscal planning years for 2024 and 2025.

Regional Center

The regional center, which encompasses most of the campus, houses Metro Council chambers, public meeting rooms, and employee workspaces. The site is a secure location open to the public for scheduled public meetings and events. As a result of the building closure during the COVID-19 pandemic shutdown, Campus Operations took the opportunity to address 75 percent of the identified barriers during 2021 and 2022, leaving five percent on hold until a program use change and 20 percent incorporated into the capital improvement projects (CIP) through 2025 or requiring additional design review.

MRC Campus Summary

Campus Operations has removed 15.5 percent of the barriers in 2020 and an additional 47.2% during 2021 and 2022 and plans to have the remaining accessibility barriers addressed by 2025. The following table summarizes the number of barrier removal projects by campus area, barrier removal years, and status.

Table J: MRC Barrier Removal Summary 2020 to 2025

Site	Removed 2020	Removed 2021 to 2022	CIP or Design Review through 2025	Hold for Program Change	Percent of All Barriers (271)
Café	0	0	0	29	10.7%
Daycare	42	0	6	0	17.7%
Parking structure	0	0	13	10	8.5%
Regional Center	0	128	34	9	63.1%
Total	**42**	**128**	**53**	**48**	**100.0%**
Percent All Barriers (271)	**15.5%**	**47.2%**	**19.6%**	**17.7%**	**100.0%**

Transition Plan Schedule

Campus Operations has planned projects through 2025 for the 53 remaining accessibility barrier projects that are part of a capital improvement project list or are under design review. The following table summarizes the planned budget years for the remaining barrier removal projects.

Table K: Transition Plan Schedule 2023 to 2025

Site	2023 to 2024	2024 to 2025	Percent of All Barriers (53)
Café	0	0	0.0%
Daycare	1	5	11.3%
Parking structure	8	5	24.5%
Regional Center	12	22	64.2%
Total	**21**	**32**	**100.0%**
Percent of All Barriers (53)	**39.6%**	**60.4%**	**100.0%**

The projects noted in the following table are active as of the time of writing this report. They will be completed or underway before the end of the fiscal year in June 2024.

Table L: Transition Plan Years 2023 and 2024 by Feature Type and Campus Location

Feature Type	Daycare	Parking Structure	Regional Center	Percent Total (21)
Accessible route	0	0	2	9.5%
Door	0	0	1	4.8%
Parking	0	7	6	61.9%
Ramp	0	0	1	4.8%
Room	0	1	0	4.8%
Signage	1	0	0	4.8%
Stairs	0	0	2	9.5%
Total	**1**	**8**	**12**	**100.0%**
Percent Total (21)	**4.8%**	**38.1%**	**57.1%**	**100.0%**

The remaining projects in the table below are in the budgeting or design review process.

Table M: Transition Plan Years 2024 and 2025 by Feature Type and Campus Location

Feature Type	Daycare	Parking Structure	Regional Center	Percent Total (32)
Accessible route	0	3	4	21.9%
Alarm	0	0	1	3.1%
Door	0	1	9	31.3%
Parking	3	0	0	9.4%
Ramp	0	0	6	18.8%
Room	0	1	1	6.3%
Stairs	2	0	1	9.4%
Total	**5**	**5**	**22**	**100.0%**
Percent Total (32)	**15.6%**	**15.6%**	**68.8%**	**100.0%**

5. PLAN IMPLEMENTATION

Metro's ADA Coordinator and the Accessibility Program staff monitor the implementation of the ADA Self-Evaluation and Transition Plan. The Accessibility Program reports to Metro's Chief Operating Officer (COO).

Accessibility Program

Metro's Accessibility Program team ensures that systems are in place for a coordinated approach to accessibility. The program's goals are to eliminate policy and programmatic barriers for people with disabilities. Program staff engage in the following activities to achieve these goals:

- Work with leadership to convene, inform, and engage staff on organizational processes that impact accessibility.
- Conduct self-evaluation and transition plan activities.
- Build organizational understanding and implement accessibility best practices in policy, programs (community engagement, customer service, and communications), and capital planning.
- Create opportunities for staff to build capacity and understanding of Title II policies to ensure compliance with ADA, including training.
- Coordinate and monitor Metro's compliance with state and federal laws, regulations, and guidelines prohibiting discrimination against persons with disabilities.
- Investigate and manage complaints alleging discrimination.

Reporting

On an ongoing basis, the ADA Coordinator or designee reviews the MPO's ADA self-evaluation and transition plan activities to ensure compliance with regulations. The ADA Coordinator or designee will provide an update of the ADA Self-Evaluation and Transition Plan annually for submission to the COO. The report's content will describe the previous year's activities and efforts, including accomplishments and program changes, changes in organizational structure or personnel, and accessibility-related goals and objectives for the coming year.

PUBLIC COMMENTS

During the three-month comment period, Metro received comments from one commenter.

Chapter 1: Introduction

The introduction would benefit from more context setting. While it articulates the commitment to disability inclusion and accessibility, there's no mention of any efforts made before September 2023. Since this work is "owned" by the DEI department, it would be helpful to know how this has fit within the scope of DEI over the past few years, and to learn why Metro is advancing this work now.

As a member of the disability community, I would like more information about how this work is funded, how many resources and staff are dedicated to this work (does anyone else at Metro have disability inclusion as part of their work?), and how Metro will hold itself accountable for progress / implementation.

In describing its commitment – Metro bases this effort on the ADA. While the ADA is legally required, it should be seen as the bare minimum and not as the driving force behind the initiative. Otherwise, it sounds like all Metro wants to do is not break the law (a message that doesn't really inspire anyone).

Chapter 2: Notice, Grievance and Responsible employee

The document states that Metro does not discriminate, but it provides no evidence that this in fact is the case. How many employees does metro have, how many self-identify as persons with disabilities? While I understand it is illegal to ask about disability status as part of the recruitment process, there are possibilities for persons employed to voluntarily self-disclose. How many have done so? Has metro tracked any requests for reasonable accommodation in the past?

The document mentions:

> *"Modifications to policies and procedures Metro will make reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in Metro offices, even where pets are generally prohibited.*
>
> *Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of Metro, should contact, ADA Coordinator Heather Buczek at accessibility@oregonmetro.gov, as soon as possible but no later than 72 hours before the scheduled event."* (p.6)

The document does not explain whether metro considers "reasonable modification" as a synonym for "reasonable accommodation."

Does this mean that there is a procedure for requesting reasonable accommodation? While the SETP doesn't say this explicitly, I see that it is available here:

https://www.oregonmetro.gov/request-accommodation-disability-or-religious-belief

The actual form for requesting reasonable accommodation seems decent enough.

Does Metro keep data on the number and type of requests, whether they have been approved or rejected, and the cost of any approved accommodations?

The SETP mentions: "The ADA does not require Metro to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden." (page 7). While this is true per the ADA, given Metro's budget, it is hard to imagine that an individual request for reasonable accommodation would impose an undue burden.

Best practice globally (i.e. the writings of the CRPD Committee) indicates that when assessing whether fulfilling a request would cause a financial burden, the entire budget of the organization or entity needs to be looked at. As an entity with a multi-million dollar annual budget, it is near impossible that one person's request would cause an undue burden. This doesn't mean that every request needs to be approved, rather it means only that "undue financial burden" should not be used as the basis for the denial of a request.

The document only refers to reasonable accommodation once (on page 21, in relation to participation in programs), but doesn't explain what it is.

While it is important to spell out the process for reasonable accommodation, having this be the beginning of the report creates the impression that this is the biggest concern that Metro has (i.e. abiding by the ADA). Compliance is important, of course. Yet I would prefer to see Metro demonstrate why and how they are advancing disability inclusion (why it is important, and what they are doing to facilitate that) and how disability inclusion fits within the broader commitment to DEI.

Chapter 3: Self-Evaluation

Page 11 – describes the program evaluation – but doesn't give details. Who led the self-evaluation? What did they look at ? what resources were provided to carry out the self-evaluation? How many people were interviewed? What questions were they asked?

The SETP also notes, "To meet ADA standards for in-person and virtual interactions, staff should be aware of the formal and informal procedures for accommodating people with disabilities, including appropriate responses to requests for program modifications, use of other power-driven mobility devices, and guidelines for accommodating service animals." (page 11). I appreciate the presentation of expectations ("staff should be aware", etc.). I had expected, though, that the self-evaluation would then describe whether staff are or are not aware of the procedures. That again leads me to the question of what was asked during the self-evaluation,

and who was asked? Who came up with the responses (i.e. the "plans of action") and how were those responses generated?

Pages 12-13 describes an effort to update the public engagement guide (PEG), but doesn't indicate much of a timeline aside from stating that it will be finished by June 2024. Is that something that's being done internally or was that contracted out to an external consultant/firm? What measures are in place to ensure full participation by persons with disabilities?

Page 13 mentions the required training on DEI, and a training on ADA and disability awareness in the workplace, and an "on-demand training" on the ADA. But the SETP doesn't indicate whether it believes that is sufficient? In the plan of action there is indication that there is a need for a training on title II of the ADA, and a need for developing a training on accessible meetings. How is disability covered in the required training on DEI? Again, I don't think the training should focus only on compliance and the ADA. It should focus on values and inclusion and why / how equity matters, and how communities that are inclusive are better places to live.

Page 16 - contracting and licensing and other arrangements: specifies a need to develop guidelines, standards, and checklists. I would be keen to have Metro make a commitment to promote employment through contracting, not just adherence to the ADA. I wrote a paper for the UN on using procurement contracts as a way to advance employment equity. See:

https://www.unescap.org/kp/2022/preferential-contracting-persons-disabilities-approaches-improving-employment-opportunities

page 17 – public meetings and events: ensuring that spaces are accessible is of course important. It would also be good to track to what extent persons with disabilities actually participate (attend and contribute) to meetings and events. Because of course, you can have an accessible space but if it is not welcoming persons with disabilities might not attend or might feel they can't participate.

Chapter 4: Transition Plan

It would be interesting to know – what modifications were prioritized, and what the process for prioritization was (i.e. how it was decided what would be prioritized).

Chapter 5: Plan Implementation

The summary for the accessibility program states: "Metro's Accessibility Program team ensures that systems are in place for a coordinated approach to accessibility. The program's goals are to eliminate policy and programmatic barriers for people with disabilities." (page 30)

Most of the modifications mentioned in Chapter 4 address barriers in the built environment. What about barriers that are a result of policies and programs?

How does or will Metro monitor progress? What vision does Metro have for disability inclusion?

PAC Test Report

PDF/UA FOUNDATION

DOCUMENT

Title

MPO ADA Self-Evaluation and Transition Plan

Filename

Metro_MPO_ADA_SETP_June_2024.pdf

Language	Tags	Pages	Size
EN-US	1799	39	548 KB

RESULT

✅ The PDF/UA requirements checked by PAC are fulfilled.

Date/Time	Standard
2024-06-12 16:54	PDF/UA-1

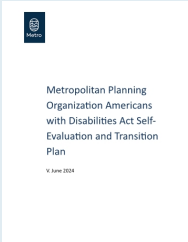| CHECKPOINT	PASSED	WARNED	FAILED
Basic Requirements			
PDF Syntax	3 762	0	0
Fonts	17	0	0
Content	119 637	0	0
Embedded Files	0	0	0
Natural Language	58 476	0	0
Logical Structure			
Structure Elements	241	0	0
Structure Tree	1 799	0	0
Role Mapping	1 883	0	0
Alternative Descriptions	3 598	0	0
Metadata and Settings			
Metadata	3	0	0
Document settings	27	0	0

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Filename	
	Metro_MPO_ADA_SETP_June_2024.pdf

Language	Tags	Pages	Size
EN-US	1799	39	548 KB

RESULT

✅ The WCAG 2.1 requirements checked by PAC are fulfilled.

Date/Time	Standard
2024-06-12 16:54	WCAG 2.1

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1 Perceivable			
1.1 Text Alternatives	3 598	0	0
1.2 Time-based Media	0	0	0
1.3 Adaptable	121 557	0	0
1.4 Distinguishable	47 284	0	0
2 Operable			
2.1 Keyboard Accessible	0	0	0
2.2 Enough Time	0	0	0
2.3 Seizures and Physical Reactions	0	0	0
2.4 Navigable	27	0	0
2.5 Input Modalities	0	0	0
3 Understandable			
3.1 Readable	58 476	0	0
3.2 Predictable	0	0	0
3.3 Input Assistance	0	0	0
4 Robust			
4.1 Compatible	3 788	0	0

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