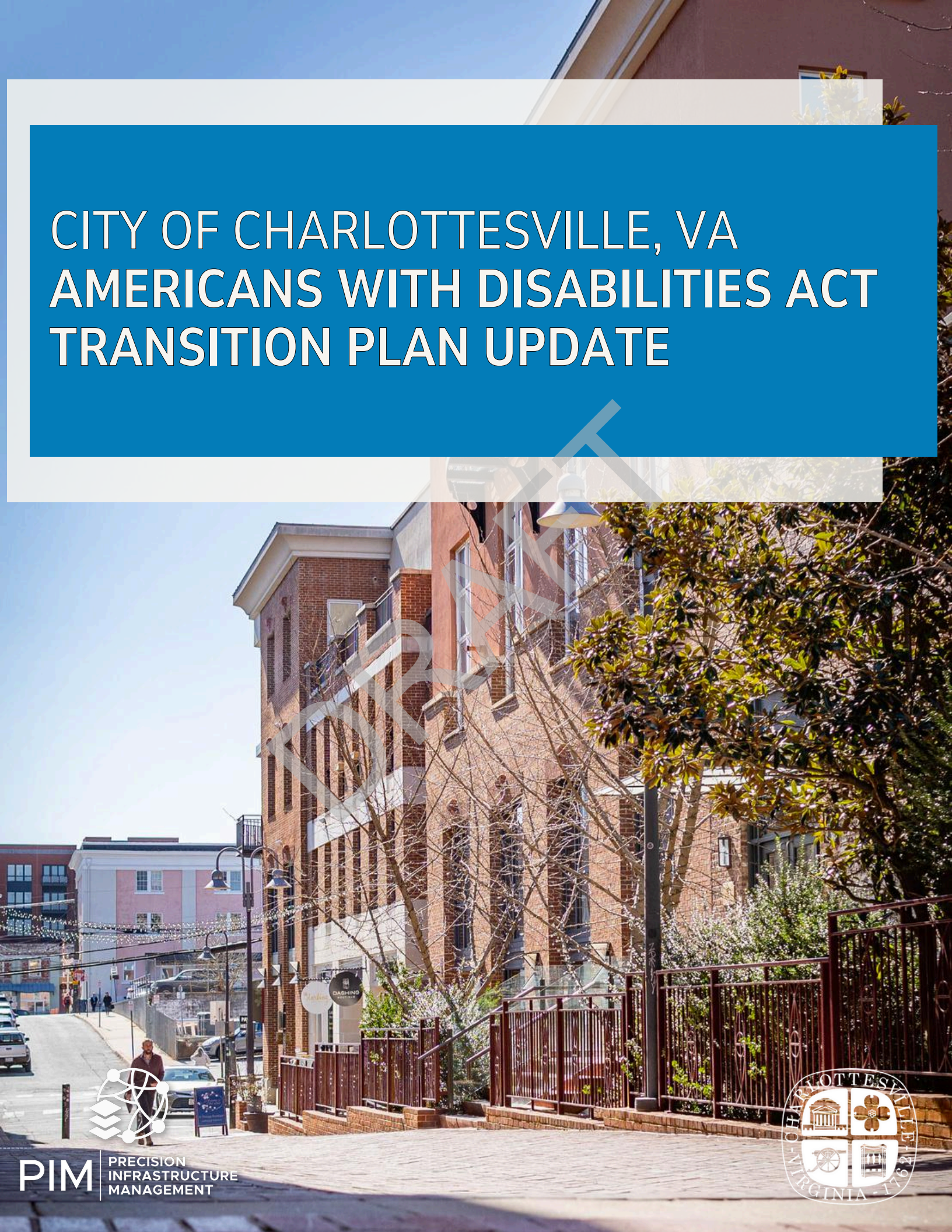
CITY OF CHARLOTTESVILLE, VA
AMERICANS WITH DISABILITIES ACT TRANSITION PLAN UPDATE



PIM PRECISION INFRASTRUCTURE MANAGEMENT

Table of Contents

Introduction

The purpose of an Americans with Disabilities Act (ADA) Transition Plan is to ensure the residents and visitors of the City of Charlottesville have full access to the City of Charlottesville's programs, services, and activities. It is designed to accommodate people with disabilities and give fair access to facilities without limiting their quality of life. The City of Charlottesville is committed to meeting all the accessibility needs of disabled individuals. This ADA Transition Plan includes those plan components specifically requested by the City of Charlottesville to fulfill requirements of the ADA.

Transition Plan and Purpose

The Americans with Disabilities Act is a civil rights law prohibiting discrimination against individuals on the basis of disability. It was enacted on July 26, 1990 and was amended in 2008 with the ADA Amendments Act. The ADA consists of five titles outlining protections in the following areas:

- I. Employment
- II. State and local government services
- III. Public accommodations
- IV. Telecommunications
- V. Miscellaneous provisions

As required by Title II of ADA (28 CFR Part 35 Sec. 35.105 and Sec. 35.150), the City of Charlottesville has conducted a self-evaluation of its public rights-of-way (PROW); and has developed this Transition Plan detailing the methods to be used to ensure compliance with ADA accessibility requirements.

The City of Charlottesville has complied with Title II of the Americans with Disabilities Act by creating this Transition Plan as a revision to its existing 2013 plan.

Agency and Requirements

Under Title II, the City of Charlottesville must meet these general requirements:

- Must designate at least one responsible employee to coordinate ADA compliance [28 CFR Sec. 35.107(a)]. This person is typically referred to as the ADA Coordinator. The public entity must provide the ADA Coordinator's name, office address, and telephone number to all interested individuals [28 CFR Sec. 35.107(a)].
- Must provide notice of ADA requirements. All public entities, regardless of size, must provide information about the rights and protections of Title II to applicants, participants, beneficiaries, employees, and other interested persons [28 CFR Sec. 35.106]. The notice must include the identification of the employee serving as the ADA Coordinator and must provide this information on an ongoing basis [28 CFR Sec. 104.8(a)].
- Public entities are required to establish and publish grievance procedures to ensure the prompt and equitable resolution of ADA-related complaints [28 CFR Sec. 35.107(b)]. While individuals are not obligated to use this internal grievance process before filing a federal complaint, having a grievance procedure in place facilitates a timely, local resolution of accessibility issues and helps prevent conflicts from escalating to litigation or the formal federal complaint process.

Designation of Responsibility

In accordance with 28 CFR 35.107(a), the City of Charlottesville has designated the following person to serve as ADA Title II Coordinator, to oversee the City of Charlottesville's policies and procedures:

- Name: Paul Rudacille
- Title: ADA Coordinator
- Phone: 434-987-1267
- Address: P.O. Box 911, Charlottesville, VA 22902

In accordance with 28 CFR 35.150(d)(3), the City of Charlottesville has designated the following person to serve as ADA Transition Plan Implementation Coordinator:

- Name: Paul Rudacille
- Title: ADA Coordinator
- Phone: 434-987-1267
- Address: P.O. Box 911, Charlottesville, VA 22902

Self-Evaluation

Overview

Under Title II of the ADA (28 CFR Sec. 35.105), public entities are required to perform a self evaluation of their facilities on public property and within public rights-of-way, in order to identify any obstacles or barriers to accessibility that need to be addressed. The general categories of items to be evaluated include: sidewalk mileage calculation, vertical height displacement (VHD) locations, severely degraded sidewalks requiring demolition and replacement, absence of curb ramps or detectable warnings, demolition and replacement, narrow or missing sidewalk sections. Public entities are required to provide an opportunity for interested persons, including individuals with disabilities or organizations representing individuals with disabilities, to participate in the self-evaluation process by submitting comments [28 CFR Sec. 35.105(b)].

Process and Findings

In 2024, a consultant on behalf of the City of Charlottesville completed a self-evaluation of its programs, services, activities, facilities, and technology. This included accessibility-related barriers in each category. For example, right-of-way (ROW) deficiencies were reviewed for specific sidewalk areas:

- Vertical height displacement locations;
- Absence of curb ramps;
- General curb ramp assessments;
- Missing or narrow sidewalks;
- Cross slope issues generally;
- Areas that may require demolition and replacement;
- Pedestrian Access Route (PAR) areas under 4-ft in width due to structural issues or vegetation.

These deficiencies were cataloged in a geo-database and provided to the City of Charlottesville. The methodology used to conduct the condition study followed the ADA Guidelines for ADA Transition Planning, Public Right of Way Accessibility Guidelines (PROWAG), and Self- Assessment Checklists for Public ROW and Facilities. The references to these are provided below:

- ADA Transition Plan Guidelines Title II Checklist: Checklist
- Public Right-of-Way Accessibility Guidelines: PROWAG
- ADA Accessibility Guidelines: ADAAG
- ADA Guide for Small Municipalities: ADA Guide

An important component of the self-evaluation process is the identification of obstacles or barriers to accessibility and the corresponding modifications that will be needed to remedy these items. The following sections provide a summary of improvements and obstacles that the City of Charlottesville plans to address as part of this Transition Plan.

The City of Charlottesville also assessed public access facilities, programs and services, and the City's public-facing website.

Public Involvement

The City of Charlottesville recognizes that public participation is an important component in the development of this Transition Plan. Input from the community has been gathered and used to help define priority areas for improvements.

Public involvement for preparation of this document has consisted of the following activities:

- Announcement of the ADA assessment at a Council Meeting and to the media.
- Two public meetings in 2023 to gather public input.
- Direct outreach was made to interested residents and groups.
- A public survey disseminated through the City of Charlottesville's website and available at the City of Charlottesville City Hall.
- Community Engagement Survey information is further discussed in the Community Engagement section of this report.
- This document will also be made available to the public on the City of Charlottesville's website.

Public Notice of ADA Requirements and Grievance Procedures

Under the Americans with Disabilities Act, each agency is required to publish its responsibilities with regard to ADA compliance. If users of the City of Charlottesville's facilities and services believe the City of Charlottesville has not provided a reasonable accommodation, they have the right to file a grievance. In accordance with 28 CFR Sec. 35.107(b), the City of Charlottesville has developed a grievance procedure for the purpose of the prompt and equitable resolution of citizens' complaints or concerns.

Plan Implementation of Corrective Actions

- Prioritize identified issues.
- Inform and educate the City of Charlottesville's officials of findings.
- Develop a budget for addressing issues.
- Coordinate a schedule of needed modifications with proposed remediations.

Public Accessibility to Plan

The ADA Transition Plan will be available for review on the City of Charlottesville's website and a printed copy is available for review by request at Charlottesville City Hall, at:

Charlottesville City Hall
605 E Main Street
Charlottesville, VA 22902

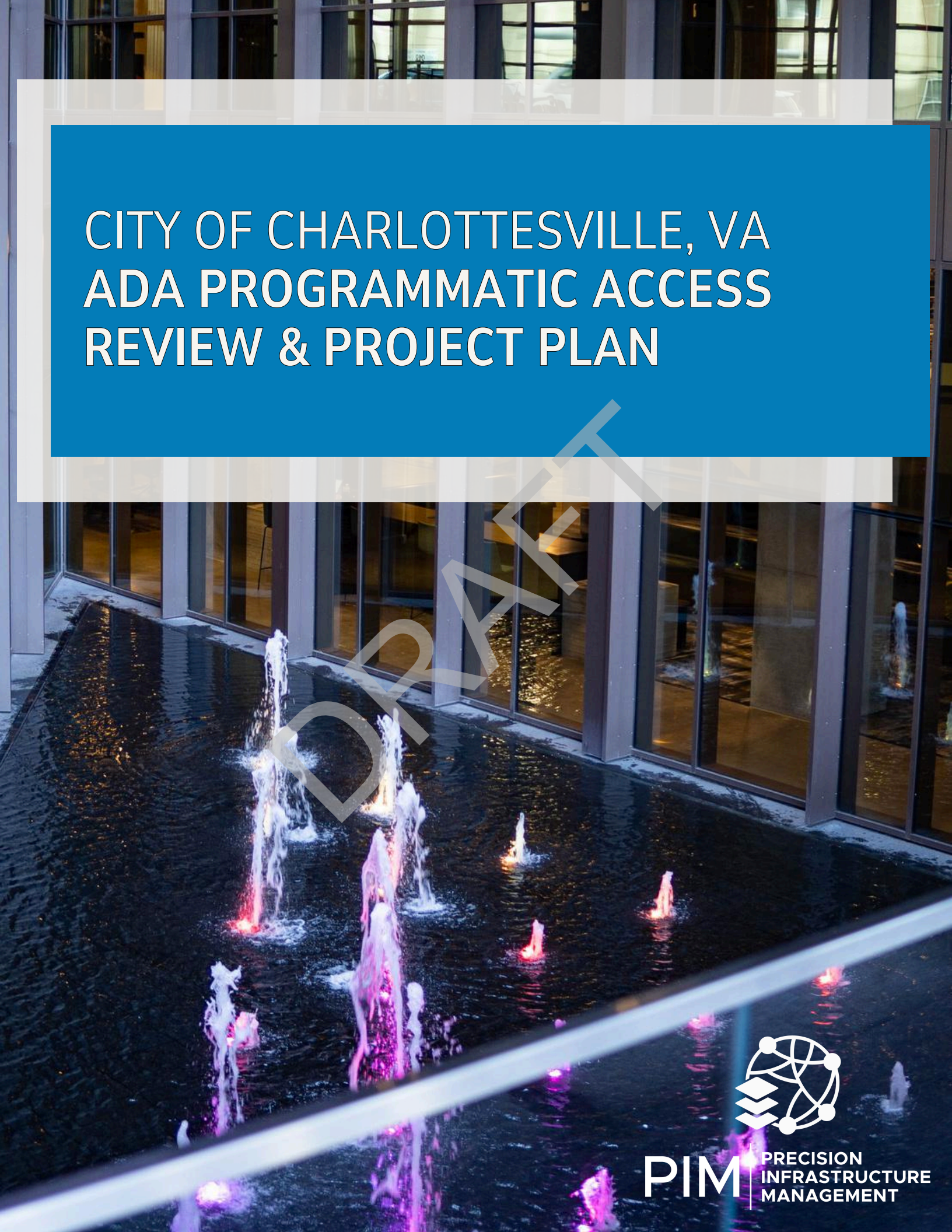
Public Accessibility to Plan

This ADA Transition Plan is hereby adopted by the City of Charlottesville, effective date is included in Appendix J:

Paul Rudacille, ADA Coordinator
ADA Title II Coordinator

Paul Rudacille, ADA Coordinator
ADA Transition Plan
Implementation Coord.

Juandiego Wade, Mayor
Authorizing Official



CITY OF CHARLOTTESVILLE, VA
ADA PROGRAMMATIC ACCESS REVIEW & PROJECT PLAN

PIM PRECISION INFRASTRUCTURE MANAGEMENT

Introduction

The City of Charlottesville partnered with Precision Infrastructure Management, Inc. (PIM CS LLC) in 2024 to conduct an updated Americans with Disabilities Act Programmatic Access Review. A Programmatic Access Review is an assessment that aims to identify barriers and ensure individuals with disabilities can participate fully in an organization's programs and services.

The ADA prohibits discrimination against individuals with disabilities and mandates equal access to public programs, services, and activities. This report provides recommendations to address identified barriers and support the City of Charlottesville's overall ADA Transition Plan.

The Goal: Equal Access

Title II of the ADA mandates equal access to public services and programs for individuals with disabilities. The City of Charlottesville must ensure:

- **Non-Discrimination:** People with disabilities cannot be denied participation or benefits.
- **Equality in Participation:** Services must be provided in a way that ensures equal opportunity, not guaranteed outcomes.
- **Integration:** Services should prioritize inclusion, avoiding separate programs unless necessary.
- **Reasonable Modifications:** Policies must be adjusted to ensure access unless doing so would fundamentally alter the nature of a service.
- **Effective Communication:** Auxiliary aids and services must be provided to ensure communications with individuals with disabilities are as effective as those with others.

These principles are essential for enabling individuals with disabilities to engage fully in the City of Charlottesville's programs and services.

Approach: Good Faith Effort

The City of Charlottesville demonstrates its commitment to accessibility by:

- Conducting a current Self-Evaluation and Transition Plan.
- Maintaining a record of past efforts to remove barriers.
- Developing and implementing inclusive policies and procedures.
- Providing regular staff training on disability etiquette, ADA requirements, and effective communication.

By prioritizing these actions, the City of Charlottesville reduces legal risks, promotes accessibility, and meets its ADA compliance responsibilities.

Purpose of Findings

The programmatic access review encompassed:

- **Document Review:** Analysis of over 200 policies, procedures, manuals, and other publications across the City of Charlottesville.
- **External Agreements:** Examination of contracts, vendor agreements, and intergovernmental partnerships for ADA compliance.

The findings and recommendations outlined in this document will guide the City of Charlottesville in updating its Self-Evaluation and Transition Plan.

Administrative Requirements

The ADA sets forth administrative requirements for Title II entities with 50 or more employees. These include public notice, designation of an employee responsible for ADA compliance activities, and development of a grievance procedure.

Public Notice

The City of Charlottesville must provide notice to the public about its ADA obligations and accessible facilities and services. The notice should inform the public about the ADA's nondiscrimination requirements and describe how individuals with disabilities may contact officials to participate in the public process, request accommodation, or report accessibility barriers.

The City of Charlottesville has published an accessibility statement on the public website for its Accessibility Services under the heading “Accessibility”.

Recommendations:

- Ensure accessibility and other compliance related language and guidance are available on all City websites and promotional materials.

* This includes web pages and applications that are not hosted on www.charlottesville.gov.

Responsible Employee

Entities with 50 or more employees are required to designate an individual responsible for ensuring compliance with the ADA. While the ADA does not specify the title of this individual, the term "ADA Coordinator" is commonly used.

The ADA Coordinator's primary responsibilities include:

- Overseeing the City’s ADA compliance efforts, including the Self-Evaluation and Transition Plan.
- Investigating ADA-related complaints and grievances.
- Developing and maintaining non-discriminatory policies and procedures.
- Providing training on disability-related topics to employees and volunteers.
- Coordinating activities across departments and department divisions to address accessibility issues.
- Engaging with the disability community to foster collaboration and inclusion.

To be effective, an ADA Coordinator must have:

- Familiarity with the City’s structure and operations.
- Knowledge of the ADA and related disability laws.
- Strong administrative, organizational, and communication skills.
- Experience working with people with diverse disabilities.
- An understanding of accessible technologies and resources.

Recommendations:

- Standardize ADA Coordinator contact information across all department websites.
- Clarify ADA Coordinator authority and resources to ensure compliance citywide.
- Verify that the current ADA coordinator has access to the resources needed to fulfill the requirements of the position.

Grievance Procedure

Title II also requires that local government entities have an ADA grievance procedure. A grievance procedure encourages prompt and equitable resolution of discrimination claims on the basis of disability at the local level without having to force individuals to file a federal complaint or a lawsuit.

Recommendations:

- Ensure this process is available on all City websites and readily available for all residents who engage in any of the City's programs, services, and activities.

* This includes web pages and applications that are not hosted on www.charlottesville.gov.

Reasonable Modification

Title II requires the County to reasonably modify policies, practices, or procedures to avoid disability discrimination. Ensuring all employees understand this requirement and are trained to provide reasonable modification is essential.

- Develop a statement and detailed guidance for all divisions regarding "Reasonable Modifications of Policies". (see **Reasonable Modification** in the appendix of this report)
- Continue to provide training to City employees on accessibility and reasonable modification. Charlottesville's existing strategy to ensure inclusion is admirable; build on this by ensuring all staff have a fundamental understanding of their responsibilities and the rights of individuals with disabilities to improve the City's ability to accommodate all residents of the City of Charlottesville.

Effective Communication

According to Title II (CFR §35.160), the City of Charlottesville must ensure that communication with individuals with disabilities is as effective as communication with others. To achieve this, the City is required to provide appropriate auxiliary aids and services, including but not limited to qualified interpreters, video-remote interpreting (VRI), assistive listening devices, real-time captioning, braille materials, and large print documents.

When auxiliary aids or services are necessary, the City must allow individuals with disabilities to request their preferred aid or service. The City must honor the individual's choice unless an equally effective alternative is available or providing the requested aid would result in a fundamental alteration or undue financial burden.

It is critical to consult individuals with disabilities about their communication needs, as they are best positioned to determine what will work effectively for them. For example, individuals who are Deaf from birth or early life often rely on sign language rather than written English, which may be ineffective for their communication.

The City cannot impose additional fees or surcharges on individuals with disabilities for auxiliary aids or services. However, costs may be distributed across all participants in an event or program if necessary.

Recommendations:

- Develop and secure procurement relationships with auxiliary aids and services providers.
- Provide training for staff on effective communication with individuals who are deaf, blind, or have cognitive disabilities and the use of auxiliary aids and services.

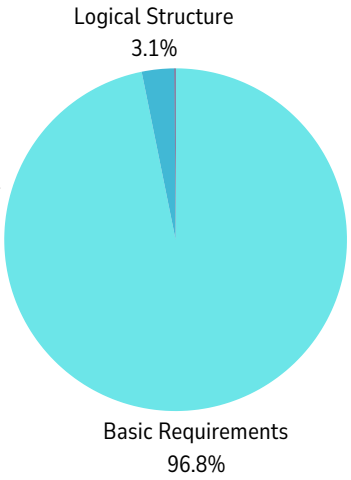
Effective Communication (Digital)

WEBSITE AND PDF ACCESSIBILITY

Evaluating websites for compliance with WCAG 2.1 standards involves testing to ensure content is perceivable, operable, understandable, and robust. This effort was completed in 2024 and covered in more comprehensive detail in the Digital Accessibility Assessment section of this report.

Regarding PDF accessibility, the PDF Accessibility Checker (PAC) assesses adherence to PDF/UA standards, identifying and addressing accessibility issues to promote access. In total, PAC identified over 198,000 automated errors across 1,492 pages.

Basic Requirements	**192,377**
Logical Structure	**6,104**
Metadata	**209**
Pages	**1,492**



Remediation Costs

A high-level review of products made available to Precision Infrastructure Management was completed during the Program Access Review.

These barriers have been catalogued and included in the project management folder provided by Precision Infrastructure Management.

While a full assessment is needed to identify online remediation cost estimates, PDF accessibility barriers identified during the Programmatic Access Review can be remediated and/or removed for **$10,444**.

96.8% of digital document barriers are basic accessibility requirements.

Relationships with Contractors

In public administration, the City of Charlottesville collaborates with government agencies (federal, state, and local) and third-party vendors, including private companies and nonprofit organizations, through contractual, inter-local, and informal agreements. It is essential that third party vendors or partner organizations providing services on behalf of the City of Charlottesville comply with ADA requirements to minimize liability risks and ensure accessibility in the delivery of Charlottesville's programs, services, and activities.

Recommendations:

- Develop policies and procedures to verify and monitor 3rd party vendor compliance with contract clauses regarding disability law.
- Update City contracts to include clear accessibility standards for vendors, subcontractors, and lessors. Ensure these contracts communicate each party's responsibility to uphold service quality and accessibility in compliance with City policies and federal regulations. Provide lessors of City property with specific guidance on maintaining accessible facilities and services where required.

When the City partners with other organizations to deliver or support its programs and services, known barriers should be documented and reported. As an example:

- Inform other agencies or government officials of any accessibility shortcomings within the policies, programs and facilities of those governments or agencies, if known.
- Provide accessibility to the greatest extent feasible which corresponds with the City's level of ownership, location of the service, nature or the contractual arrangement, etc.
- Examine each of the contractual, inter-local, and informal and/or customary agreements to ensure that the City fully establishes which of the parties is responsible for accessibility of sites, facilities, buildings, programs, services, or activities.

Citywide Recommendations

When reviewing City documents, other major themes emerged regarding potential barriers for people with disabilities. In general, the City can take several proactive steps within all their departments that will enhance their level of accessible, inclusive services across the board. These recommendations are listed in no specific order.

Recommendations:

- Develop a citywide reasonable accommodations policy applicable to all departments.
- Require departments to maintain logs of accommodation requests and responses to ensure accountability.
- Adopt citywide policies requiring all public meetings to offer accessible formats (e.g., live captioning, ASL interpreters, accessible venues).
- Ensure all public notices and event announcements include accessibility information and a process for requesting accommodations.
- Standardize city documents and digital content to meet WCAG 2.1 AA guidelines.

DEPARTMENT
INSIGHTS

PIM | PRECISION INFRASTRUCTURE MANAGEMENT

Programmatic Access Review

What Is A Department Programmatic Access Review?

A Programmatic Access Review is an evaluation of a local government's programs, services, activities, and policies to ensure they are accessible to people with disabilities, in accordance with Title II of the Americans with Disabilities Act. Unlike a facility assessment, which looks at physical barriers, this review focuses on how services are delivered — from communication and procedures to digital access and policy content. The goal is to remove barriers that limit participation by individuals with disabilities.

Why Are Department Programmatic Access Reviews Important?

People interact with government through programs — applying for permits, riding public transit, attending public meetings, or receiving emergency alerts. If these services are inaccessible — whether due to policy, communication gaps, or untrained staff — individuals with disabilities may be excluded. A Programmatic Access Review helps the City identify and fix these barriers to:

- Ensure equal access and participation.
- Comply with federal law and avoid legal liability.
- Promote consistent service across departments.
- Support continuous improvement in service delivery.

How Are Department Programmatic Access Reviews Conducted?

Charlottesville's review was conducted in partnership with Precision Infrastructure Management and involved:

- Reviewing 200+ departmental documents such as policies, manuals, and forms.
- Evaluating communications for effective communication and alternative formats.
- Assessing ADA policies and digital accessibility, including websites and PDFs.
- Comparing current practices against best practice standards and Title II ADA requirements.
- Identifying gaps and risks, especially related to reasonable modifications, grievance procedures, and third-party vendor compliance.
- This work created a clear picture of where services stand and where improvements are needed.

Expected Outcomes Of A Department Programmatic Access Review

- A prioritized list of policy and communication gaps.
- Tailored recommendations for each department.
- Development of a citywide accessibility improvement strategy.
- Implementation of the Access Maturity Model, which helps track ADA progress over time.
- Ongoing training and policy updates that reflect ADA best practices.

This process ensures accessibility is not a one-time task, but an evolving commitment embedded into Charlottesville's operations.

Department Review Process

As part of the City of Charlottesville's commitment to ensuring equitable access to all programs and services under the Americans with Disabilities Act, Precision Infrastructure Management was engaged to conduct a comprehensive Program Access Review. This review aimed to evaluate the City's compliance with Title II of the ADA, identify potential barriers to access, and develop a strategic framework for continuous improvement.

The review encompassed a wide range of eight City departments, including Charlottesville Area Transit (CAT), Emergency Management, Human Resources, Neighborhood Development Services (NDS), Office of Sustainability, Parks and Recreation, the Police Department, and Public Works. These departments submitted more than 200 internal documents for evaluation, including policies, procedures, program descriptions, communication protocols, and public-facing materials.

Departments that did not submit documents were not assessed for compliance. These Departments included:

- Animal Control
- Budget
- City Assessor
- City Attorney
- City Treasurer
- Commissioner of Revenue
- Communications
- Courts
- Economic Development
- Fire
- Human Rights
- Human Services
- Labor Administrator
- Office of Community Solutions
- Procurement
- Social Services
- Utilities
- Voter Registration & Elections
- Risk Management

PIM conducted a rigorous review of all submitted documents, benchmarking each against industry best practices to identify gaps in ADA compliance and overall accessibility. The analysis was structured around key Title II ADA requirements, effective communication standards, and digital accessibility guidelines. In addition to internal documentation, each department's public website was reviewed to identify any discrepancies, omissions, or barriers related to the digital presentation of their services.

All findings were systematically categorized and prioritized based on their impact, legal urgency, and feasibility. This process not only addressed immediate compliance issues but also laid the groundwork for long-term programmatic access improvements.

As a culmination of this work, PIM collaborated with the City to develop a custom Access Maturity Model (AMM) — a high-level strategic tool designed to assist the ADA Coordinator in assessing, tracking, and managing access improvements across the City's operations. This model helps departments understand their current standing and outlines a clear, measurable path toward full ADA compliance.

All assessments were conducted using standardized questions, criteria, and methodologies grounded in the Title II ADA Technical Assistance Manual, EEOC guidance, and industry-wide best practices. The result is a robust, forward-looking framework that supports Charlottesville's goal of becoming a model for ADA-compliant municipal governance.

Charlottesville Area Transit

Charlottesville Area Transit has made significant strides in enhancing accessibility for riders, demonstrating a strong commitment to robust accommodation processes and effective training on service modifications. Key areas for improvement include increasing the availability of information on para-transit services, clarifying the process for requesting accessibility modifications, and ensuring bus schedules are available in accessible formats. Additionally, public meeting spaces should be evaluated to guarantee full accessibility for all community members.

Recommendations:

- Ensure all bus schedules and priority communications are available in large print, braille, and digital screen-reader-friendly formats.
- Implement ADA accommodation training for drivers on assisting individuals with disabilities. This means educating drivers on boarding, exiting, or securing mobility devices, enforcing priority seating, responding to requests, and requesting auxiliary aids and services.
- Specify ADA accommodations in complaint handling, employee training, and transit policies.
- Ensure customer touch points and payment systems are accessible to assistive technologies.

Document Insights:

Document: 12.a ADA Complaint Procedures.pdf

- Current: “If assistance is required in submitting this written complaint, appropriate staff shall provide necessary guidance.”
- Suggestion: “If assistance is needed in submitting this written complaint, CAT staff shall provide necessary guidance and ensure that alternative formats, such as large print, braille, or audio, are available upon request to comply with ADA Title II's effective communication requirements.”

Document: 12d CAT Operations Manual.docx

- Current: "It is CAT policy that guests may request of, and receive assistance from, CAT operators in boarding, exiting, or securing a mobility device."
- Suggestion: "Operators will, within reason, provide assistance to passengers with disabilities, which includes boarding, exiting, or securing a mobility device, in accordance with ADA guidelines. If additional accommodations are needed, operators should follow the proper protocol to ensure accessibility."

Document: CAT New Employee Training Curriculum 2024draft1.docx

- Add: Preventing Bias in Passenger Interactions
- Suggestion: All operators will receive training on preventing bias-based interactions, including ensuring equal treatment of passengers with disabilities. This includes proper use of ADA-mandated accommodations, respecting service animals, and avoiding discriminatory language.

Emergency Management

The City of Charlottesville's Emergency Management program demonstrates a commitment to the Americans with Disabilities Act, with opportunities for further enhancement in accessibility and accommodation for individuals with disabilities and access and functional needs.

Recommendations:

- Publish a dedicated page on emergency preparedness for individuals with disabilities.
- Implement a system that uses multiple communication channels to reach people with sensory impairments (visual, hearing) such as braille, large print, captions, or sign language. Ensure emergency alerts are available in multiple formats (TTY, Relay, ASL, captions on videos, large print, and braille if requested).
- Continue to train first responders on assisting people with disabilities during emergencies.
- Ensure published forms and communications are available in large print, braille, and digital screen-reader-friendly formats.

D**ocument Insights:**

Document: City of CharlottesvilleEOPPART2ESFPDF.pdf (Emergency Support Functions Annex)

- Current: To provide timely and accurate information to the public, the media, the private sector and local elected officials and employees during emergencies and to provide protective action guidance as appropriate to save lives and protect property.
- Suggestion: To ensure the dissemination of timely and accurate information during emergencies, implementing systems that utilize multiple communication channels—including braille, large print, captions, and sign language—to effectively reach the public, media, private sector, and local elected officials and employees. This approach will provide protective action guidance as appropriate to save lives and protect property.

- Add: Guidance to ensure accessible facilities and shelters are compliant with accessibility standards to the maximum extent feasible. This includes ensuring designated shelters have accessible restrooms, showers, and other essential facilities. Provide guidance on specialized equipment chairs and designated accessible routes.

- Add: Integrate scenarios involving individuals with diverse disabilities into training programs and emergency exercises. Invite people with disabilities to participate in these exercises to provide valuable feedback.

Document: 2023 CvilleEOP.docx (2023 Charlottesville Emergency Operations Plan)

- Current: Coordinates the integration of the rights [...] with access and functional needs into emergency planning and response.
- Suggestion: Integrates the rights of individuals with disabilities, and others with access and functional needs into emergency planning and response by developing communication strategies that utilize plain language, visual aids, and translated materials to effectively convey information to individuals with cognitive or intellectual disabilities and those with limited English proficiency.

Emergency Management

Document: Haz-Mit-Report-Jan-2023-Full-Res-FEMA-Approved.docx

- Current: CMD2 Conduct a needs survey that identifies special needs populations and residences and/or facilities needing attention in the event of emergencies or evacuations.
- Suggestion: Conduct regular needs assessments to identify populations with special needs, as well as residences and facilities requiring attention during emergencies or evacuations, and utilize the collected data to inform and enhance emergency planning efforts.

Document: Regional Mass Notification Policy Draft with MOU_4-28-2023.docx

- Add: Guidance for the provision of community alerts to users of assistive technology and those who have communication disabilities. For example: Community alerts will be issued based on severity level and agency authorization. Individuals with disabilities can receive alerts via accessible formats, including voice messages, captioned videos, and text notifications. To update your notification preferences, visit [Insert Link].

Human Resources

The City of Charlottesville's Human Resources Department demonstrates a commitment to inclusivity, with opportunities for further enhancement in accessibility and accommodation for individuals with disabilities.

Recommendations:

- Include a dedicated section on disability rights in employee handbooks.
- Train hiring managers on reasonable accommodations and inclusive hiring practices.
- Ensure published forms and communications are available in large print, braille, and digital screen-reader-friendly formats.

Document Insights:

Document: ADA Specialist.docx (Job Description)

- Current: Ensures compliance with the Americans with Disabilities Act (ADA) in city programs, services, and facilities.
- Suggestion: Ensures ADA compliance in City programs, services, and facilities, including digital and physical accessibility.

Document: Request for a Reasonable Accommodation Form.docx (For ADA Title I)

- Current: Please attach any supporting documentation that may be helpful in evaluating this request for accommodation. Submit completed form via email to HR@charlottesville.gov or via fax to (434)970-3077.
- Suggestion: Employees requesting an accommodation may complete this form or contact Human Resources by phone (434-970-3077), email (HR@Charlottesville.gov), or in person. Accessible formats, such as large print or braille, are available upon request.

- Current: Provide the name, address, telephone, and fax numbers of your health care provider. You may be required to submit a medical inquiry request from the City of Charlottesville to your health care provider for information regarding your impairment/disability and recommendations for accommodations.
- Suggestion: When requesting accommodations, please provide your healthcare provider's contact information, including name, address, telephone, and fax numbers. While medical documentation may not be necessary to support your request, additional information may be needed. Our goal is to facilitate a smooth and respectful accommodation process, ensuring that all employees receive the support they need.

Human Resources

Document: COC- City Personnel Policies - March 2023.docx

- Current: The City of Charlottesville is firmly committed to preventing sexual or other forms of harassment in the workplace.
- Suggestion: The City of Charlottesville is firmly committed to preventing harassment and discrimination in the workplace. We uphold a strict policy prohibiting any form of discrimination or harassment based on race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), age, marital status, genetic information, disability, veteran status, or any other protected characteristic.

- Current: Supervisors must work with Human Resources for any updates that may be needed at the time they should occur.
- Suggestion: Supervisors must collaborate with Human Resources to establish a regular schedule for reviewing and updating job descriptions, ensuring they accurately reflect the essential functions of each position. This proactive approach helps prevent misunderstandings between employers and employees, enhances performance management, and ensures compliance with legal requirements.

Neighborhood Development Services

The Neighborhood Development Services department is currently evaluating its accessibility features to better serve all community members. Presently, zoning and permit documents are primarily available in standard formats, which may pose challenges for individuals with disabilities in accessing essential information.

Recommendations:

- Ensure published forms and communications are available in large print, braille, and digital screen-reader-friendly formats.
- Offer alternative communication channels for submitting permits (e.g., phone, TTY, email).
- Remediate digital accessibility barriers.

Document Insights:

Document: Street topology map.docx

- Current: No explanation of map content.
- Suggestion: This street topology map outlines road classifications and connectivity. Accessible versions, including text descriptions of road features, are available upon request.

Document: Inspection Results Cheat Sheet.docx

- Current: Instructions rely on visually abled individuals.
- Suggestion: Develop guidance that is inclusive of individuals who use assistive technology and is not dependent on sight or any single sensory ability.

Document: Final_Charlottesville NDS Admin Manual.docx

- Current: Where website notice is required, the application will be posted on a website accessible to the public.
- Suggestion: When a website notice is required, the application will be posted on a publicly accessible website. Alternative formats are available upon request to accommodate individuals with disabilities.

- Current: The City of Charlottesville strongly values the voice and perspective of its community. To that end, the following standards direct the use of public meetings to inform and receive feedback from community members on applications for development.
- Suggestion: The City of Charlottesville highly values the voices and perspectives of its community members. To ensure inclusive participation, the following standards guide the use of public meetings to inform and receive feedback on development applications, incorporating necessary accommodations to support individuals with disabilities. (provide accommodation guidance)

Neighborhood Development Services (NDS)

Document: Comprehensive Plan Document - 2021 1115 Final.docx

- Current: Charlottesville will enhance the reliability, safety, efficiency, and equitable distribution of the transportation system, and continued integration with the regional transportation network.
- Suggestion: Charlottesville will enhance the reliability, safety, efficiency, and equitable distribution of the transportation system, and continued integration with the regional transportation network. Transportation related information will be made available in accessible formats to all residents and visitors.

- Current: Recognizing the need for inclusive community engagement processes as well as to effectively seek input from the full community, the City and its partners will use new and evolving strategies to directly seek feedback from all community members, particularly those who face the greatest challenges to participation and those who are most impacted by potential decisions.
- Suggestion: Recognizing the need for inclusive community engagement processes, the City and its partners will use new and evolving strategies to directly seek feedback from all community members, particularly those who face the greatest challenges to participation and those who are most impacted by potential decisions. NDS works regularly to ensure community engagement events and materials are accessible to individuals with disabilities, offering accommodations such as sign language interpreters, accessible venues, and materials in alternative formats.

Document: April 2024 PC Ad - ZTA.docx

- Add: Individuals needing accessibility accommodations for this public hearing may contact NDS Deputy Director (or his/her designee) at [Insert Contact Info] to request materials in alternative formats.

Office of Sustainability

The City of Charlottesville's Office of Sustainability demonstrates a commitment to inclusivity, with opportunities for further enhancement in accessibility and Effective Communication for individuals with disabilities.

Recommendations:

- Ensure published forms and communications are available in large print, braille, and digital screen-reader-friendly formats.
- Include contact information for requesting accommodations on all event materials.
- Partner with disability advocacy groups to ensure equitable participation.

Document Insights:

Document: CAP16-~1.docx (Climate Action Plan)

- Current: Get the full plan: www.charlottesville.gov/climateplan.
- Suggestion: The full Climate Action Plan is available online. To request the plan in an alternative format, or for accessibility assistance, please contact [relevant department/contact information]

Document: 2024 CPP Report_DRAFT R1_071024.docx (2024 Climate Protection Program)

- Current: The City is also working to ensure that sidewalks are ADA-compliant and accessible to community members of all mobility levels. During 2023, inspections of all City-owned right-of-way, including sidewalks, were completed to assess ADA compliance and inform the City's strategy for addressing and improving conditions for all users within the existing sidewalk network. This strategy, along with the recommendations for how the City should improve access to its buildings and services, is being developed as part of current work on the ADA Transition Plan.
- Suggestion: The City is committed to ensuring all sidewalks are ADA-compliant and accessible. In 2023, inspections of City-owned rights-of-way, including sidewalks, were conducted to assess ADA compliance. The resulting data informs the City's strategy, developed as part of the ADA Transition Plan, to improve accessibility throughout the sidewalk network and to City buildings and services for all users.

Parks and Recreation

The Parks and Recreation Department is actively working to enhance accessibility for all community members. Efforts are underway to increase ADA compliance within parks. The department is also updating its online content to provide comprehensive information on accessible trails, assisting residents with disabilities in planning accommodating visits.

Recommendations:

- Ensure shelter reservations can be made via accessible online forms.
- Ensure published forms and communications are available in large print, braille, and digital screen-reader-friendly formats.
- Improve signage with braille and tactile elements.

Document Insights:

Document: Picnic-Shelter-Reservation-Rules-and-Regulations.docx

- Current: LOUD OR AMPLIFIED MUSIC IS NOT ALLOWED IN CITY PARKS (which includes not allowed in picnic shelters (City Code – Sec 16 – Noise Control). Renters that do not comply with this requirement will be asked to vacate the shelter with no refunds being issued.
- Suggestion: To ensure an inclusive environment, loud or amplified music is generally not allowed in city parks and picnic shelters (City Code – Sec 16 – Noise Control). Requests for reasonable accommodations regarding amplified sound for accessibility purposes (e.g., for individuals with hearing impairments) should be directed to the Parks & Recreation Administration Office for review and approval. Renters who do not comply with noise restrictions may be asked to vacate the shelter without a refund.

Document: 1-Pager for Charlottesville City Parks & Rec.docx

- Current: The user hereby agrees to indemnify and hold harmless the City of Charlottesville, the Parks and Recreation Department, their officers, agents and all employees and volunteers, from any and all claims for bodily injury, and personal injury and/or property damage [...].
- Suggestion: While maintaining the protection of the City, add a clause ensuring accessibility compliance for events and activities. For example: "The user agrees to ensure that all activities and events conducted under this permit are accessible to individuals with disabilities, in compliance with the Americans with Disabilities Act. The user shall indemnify and hold harmless the City of Charlottesville [...]."

Document: Course Policies.docx

- Current: Golfers who possess a state approved permanent or temporary disabled parking placard shall identify themselves to staff and will be provided a flagged golf cart and allow the golfer to access restricted areas around greens and bunkers as course conditions warrant.
- Suggestion: Golfers who possess a state-approved permanent or temporary disability parking placard will be provided a golf cart with a disability flag. This allows access to certain restricted areas around greens and bunkers, as course conditions permit.

Police Department

The Police Department has opportunities to improve ADA compliance and enhance accessibility in its policies and procedures. Key areas for improvement include establishing a public-facing ADA compliance statement, creating a formal process for interpreter requests, and clarifying policies on interactions with individuals with disabilities.

Recommendations:

- Publish an ADA compliance statement on the department's webpage and ensure any Police Department application make reference to this statement.
- Ensure all police reports and statements are available in alternative formats upon request.
- Train officers on de-escalation techniques for interacting with individuals with disabilities.
- Review policies on past drug use disqualifiers. The ADA protects individuals recovering from past substance abuse disorders if they are no longer engaging in illegal drug use. Note: with some exceptions.
- Improve guidance for providing effective communication.
- Improve officer guidance for interacting with individuals with disabilities.
- Verify that TDD/TTY options are available for emergency services communications.

D**ocument Insights:**

Document: GO 400.05 Biased-Based Policing

- Current: The Charlottesville Police Department is charged with protecting these rights, for all, regardless of race, creed, color, ethnicity, sex, sexual orientation, physical handicap, or religion.
- Suggestion: The Charlottesville Police Department is charged with protecting these rights, for all individuals, regardless of race, creed, color, ethnicity, sex, sexual orientation, gender identity, disability, or religion.

Document: GO 200.00 Department Goals and Objectives

- Addition: The Department will ensure effective communication with individuals who have disabilities by providing reasonable accommodations such as sign language interpreters, captioning, TTY services, and alternative format documents upon request.

Document: GO 400.40 Selection and Hiring

- Note: Verify that medical bills are not disqualifiers unless such a candidate poses a direct threat to the safety of others. The EEOC warns against the discriminatory impact of credit checks, as they disproportionately affect people with disabilities who may have medical debt.

Police Department

Document: GO 531.03 Mental Illness Response

- Current: Officers may use their discretion in the use of restraints on mentally ill patients when transporting for evaluation; however, patients will be handcuffed prior to transport when the officer has reason to believe the use of restraints are necessary for the safety of the Officer, mental patient or others.
- Suggestion: Officers may use the least restrictive means necessary and consider disability-related needs, such as sensory sensitivities, limited mobility, or communication impairments [...].

Document: GO 536.04 LIMITED ENGLISH PROFICIENCY

- Current: It is the policy of the Charlottesville Police Department (CPD) to take reasonable steps to provide timely, meaningful access for persons with Limited English Proficiency (LEP) to the services and benefits the CPD provides in all CPD conducted programs or activities.
- Suggestion: It is the policy of the Charlottesville Police Department (CPD) to take reasonable steps to provide equally timely, meaningful access for persons with Limited English Proficiency (LEP) and individuals with disabilities to the services and benefits the CPD provides in all CPD programs or activities. This includes providing appropriate auxiliary aids and services, as necessary, to ensure effective communication, in accordance with the Americans with Disabilities Act (ADA).

- Current: All CPD personnel shall provide free language assistance services to LEP individuals whom they encounter or whenever an LEP individual requests language assistance services
- Suggestion: All CPD personnel shall provide free language assistance services to LEP individuals and accommodations to individuals with disabilities whom they encounter or whenever an LEP individual or person with a disability requests language assistance services or disability accommodations.

Document: GO 523.05 Community Relations.docx

- Current: Law enforcement agencies should establish direct contacts with the communities they serve [...]. Input from the community can also help ensure that agency policies accurately reflect the needs of the community.
- Suggestion: Law enforcement agencies should establish direct contacts with all segments of the communities they serve, including disability advocacy groups and organizations that represent individuals with disabilities. Input from the community can also help ensure that agency policies accurately reflect the needs of the community. The Department will actively solicit feedback from the disability community to improve accessibility and inclusivity.

Document: GO 531.02 Domestic Violence.docx

- Current: If yes, what worries you?" The response to the question may aid the officer in his/her assessment.
- Suggestion: If yes, what worries you?" The response to the question may aid the officer in his/her assessment. Officers should also be aware that disabilities may impact a victim's ability to report or escape domestic violence. Officers should consider if the individual has any disabilities and how those disabilities may affect the situation, and what accommodations or resources may be needed.

Police Department

Document: GO 536.02 Constitutional Procedures.docx

- Current: It is the policy of the Charlottesville Police Department to respect the rights of citizens of the United States of America as well as visitors and citizens of other countries.
- Suggestion: It is the policy of the Charlottesville Police Department to respect the rights of all individuals, including citizens of the United States of America as well as visitors and citizens of other countries. This includes the rights of individuals with disabilities under the Americans with Disabilities Act (ADA). Members shall not violate these rights, and shall follow professional policing standards as promulgated within this policy.

Document: GO 537.00 Response to Resistance.docx

- Current: Officers shall use only reasonable force to overcome the resistance of a suspect being lawfully detained. All responses to resistance by a law enforcement officer against free citizens must be objectively reasonable under the totality of circumstances.
- Suggestion: Officers shall use only reasonable force to overcome the resistance of a suspect being lawfully detained. All responses to resistance by a law enforcement officer against all citizens, including those with disabilities, must be objectively reasonable under the totality of circumstances. Officers shall consider whether a person's disability, if obvious or otherwise known, is influencing their behavior and adjust their response accordingly. De-escalation techniques and accommodations should be prioritized when feasible and appropriate.

Document: GO 562.05 – Maintenance and Release of Criminal History Records Rev: 08/19/20

- Addition: Regarding the request of criminal records: Individuals requiring accommodations may request alternative formats such as large print or audio files.

Document: 541.31 DUI & DUID

- Current: Officers shall use discretion in the positioning of patrol vehicle during a stop.
- Suggestion: Officers should position their patrol vehicles in a manner that ensures both their safety and the safety of individuals involved.

Document: 540.30 Traffic Enforcement

- Current: The issuing officer shall explain the following information on the front and reverse of the violator's copy of the summons.
- Suggestion: Officers will provide a clear explanation of the citation. If the customer requires auxiliary aids or services, or the provision of the summons in an alternative format, such as braille or large print, contact [Insert Contact Info].
- Note: Providing iSpeak cards would also be effective.

Public Works

The Public Works department has demonstrated a strong commitment to accessibility by mandating inclusive public documents. To further this dedication, enhancing training for builders, customer service agents, and facility managers is essential to foster a more inclusive infrastructure. Implementing an ADA curb ramp request process, incorporating accessibility features into all project descriptions, and developing a public-facing tool for reporting accessibility issues will significantly advance the department's mission to create an environment that is accessible to all community members.

Recommendations:

- Develop an ADA curb ramp request process.
- Add accessibility requirements to all public works project descriptions.
- Create a public-facing reporting tool for accessibility issues.

Document Insights:

Document: 20190717-FOIA and Public Notice Requirements.docx

- Current: Ensure ADA accessibility.
- Suggestion: Ensure all meeting locations, materials, and communications are ADA accessible. This includes physical access to meeting locations, providing materials in accessible formats (e.g., large print, braille, digital formats compatible with screen readers), and offering effective communication strategies (e.g., sign language interpreters) upon request.

Document: Public Notice Flyer_May 2019.docx

- Current: If you are unable to attend in person, send your written comments postmarked by June 22, 2019 to Mr. Tim Motsch.
- Suggestions: If you are unable to attend in person, please submit written comments by June 22, 2019, to Mr. Tim Motsch. For accessibility accommodations or to submit comments in alternative formats, please contact [phone number] or [email address].

Document: Development Review Procedures.docx

- Current: A rezoning is a proposal to change the zoning of a specific parcel of land. Such a request may be submitted by the property's owner or designated agent. Rezonings of larger areas of the City must be initiated by City Council or the Planning Commission.
- Addition: Outline the process for reasonable modifications to the zoning code for individuals with disabilities. For example, providing a zoning variance for sober homes.

PROGRAMMATIC ACCESS
PROJECT PLAN

PIM | PRECISION INFRASTRUCTURE MANAGEMENT

Introduction

To ensure equal access to its programs, services, and activities, the City of Charlottesville has developed a comprehensive and iterative Program Access Project Plan. This initiative is rooted in Title II of the Americans with Disabilities Act, which mandates that public entities identify and remove barriers to accessibility and develop an organizational Transition Plan. A transition plan is crucial in proactively addressing these barriers, prioritizing improvements, and ensuring ongoing compliance with ADA standards. By taking a structured approach, the City reinforces its commitment to inclusivity, legal compliance, and enhanced quality of service for all residents, particularly those with disabilities.

A key component of this plan is the Accessibility Maturity Model, which serves as a framework to guide Charlottesville's progress in accessibility over time. This model categorizes accessibility capabilities into five dimensions: Notification & Effective Communication, Knowledge & Skills, Support, Community Engagement, and Governance. Each dimension is measured across five maturity levels—Undefined, Defined, Repeatable, Managed, and Optimized—allowing the City to assess its current status and set clear, incremental goals for advancement.

The Maturity Model functions as a structured roadmap, ensuring that foundational accessibility practices are firmly established before more advanced measures are implemented. For example, in the Notification & Effective Communication dimension, the City moves from having **no notifications posted** (Undefined) to **fully integrated and regularly audited communication processes** (Optimized). Similarly, for Governance, the City evolves from having no access-related policies in place to a stage where community input drives policy updates and universal design principles are embedded in all new programs and services.

A simplified version of this model is used below to demonstrate this iterative process. Charlottesville's complete Access Maturity Model is included in the appendix of this report section.

Dimension /Stage	Undefined	Defined	Repeatable	Managed	Optimized
Communication	No action	Planning	Implementing	Improving	Best practice
Skills	No action	Planning	Implementing	Improving	Best practice
Support	No action	Planning	Implementing	Improving	Best practice
Engagement	No action	Planning	Implementing	Improving	Best practice
Governance	No action	Planning	Implementing	Improving	Best practice

This structured approach ensures systematic growth in accessibility, fostering a culture of continuous improvement.

Implementing the Access Maturity Model

Charlottesville's approach to implementing the Accessibility Maturity Model is centered around a five-year iterative plan that continuously reassesses accessibility needs through structured evaluations. The City systematically tracks progress using annual Access Maturity Model surveys and Resource Surveys to identify gaps and adjust strategies accordingly. This approach ensures that accessibility improvements remain dynamic and responsive to real-world challenges.

Key Components of the Implementation Process

Baseline Assessment & Goal Setting: The City begins by evaluating its current maturity level across all five dimensions, identifying strengths and weaknesses. This assessment informs the initial set of objectives and priorities. This is done via Access Maturity Model surveys and feedback from department heads and liaisons.

Annual Access Maturity Model Surveys: Each year, the City conducts surveys to measure its progress against defined outcomes in the Maturity Model. These surveys provide data on whether departments and programs are successfully advancing from one stage to the next. A sample Access Maturity Model survey is provided in the appendix of this report.

Resource Surveys & Adjustments: In parallel with the Maturity Model Surveys, the City administers Resource Surveys to assess funding, staffing, training, and technological needs. Findings from these surveys help adjust resource allocation and provide targeted support where needed.

Incremental Improvements & Policy Updates: The iterative approach allows Charlottesville to implement smaller, manageable accessibility improvements each year while embedding accessibility policies and procedures into daily operations.

Stakeholder Engagement & Continuous Feedback: Throughout the process, community members, advocacy groups, and internal staff are engaged to ensure that planned improvements align with lived experiences and emerging needs.

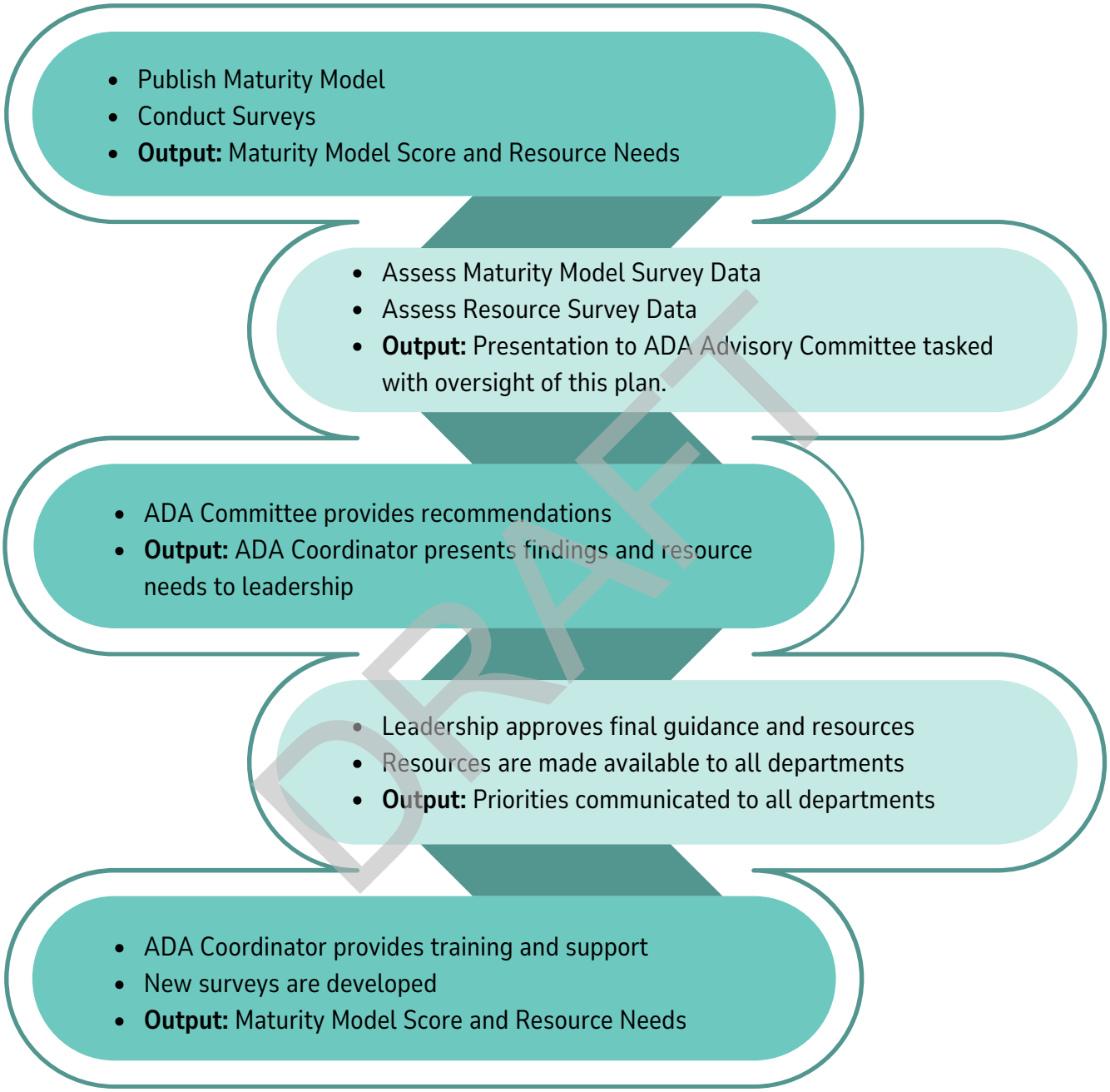
Department Guidance & Reporting: Every two years the City of Charlottesville ADA Coordinator compiles data collected from Access Maturity Model surveys and Resource Surveys and presents the findings to the ADA Advisory Committee. Gaps are measured against dimension maturity stages and proof points (action items to qualify assessed scores, see the Access Maturity Model in the appendix of this document). The Committee's recommendations are used to inform leadership about resource needs and priorities in future years.

Formalized Annual Reporting & Adjustments: The ADA Coordinator develops a list of resources and priorities and publishes this guidance in biennial Program Accessibility Implementation Plans (PAIP), stored in a central repository and readily available to all departments. **Each department head shall designate at least one department liaison to ensure compliance with this plan**.

This methodical approach ensures that accessibility is not treated as a one-time compliance exercise but as an ongoing process embedded into Charlottesville's governance structure.

Implementing the Access Maturity Model

This process can be demonstrated conceptually as follows:



This process is repeated on a scheduled basis, producing dynamic feedback and data that can be used to create actionable plans and adaptations to ensure ongoing compliance and improvement. New Access Maturity Model scores are produced annually. Scores from each survey and the data collected from Resource Surveys influence the next cycle.

Goals and Objectives

The goals and objectives of the Access Maturity Model are focused on operationalizing accessibility into the culture of the organization, which demonstrates sustained efforts to implement accessibility and foster a culture of inclusion.

- Short-term Goals (5 years): Remove barriers identified in this Programmatic Access Review to the maximum extent feasible. This will be achieved through:
  - Ongoing stakeholdering and training.
  - Developing priorities based on use, organizational capacity, and alignment with City of Charlottesville initiatives.
  - Developing support mechanisms that ensure alternative methods to access content are available.
  - Publishing and maintaining a central repository of resources.
  - Coordinating compliance with this initiative with the ADA Advisory Committee.
  - Coordinating priorities with accessibility liaisons via regular meetings, PAIP refreshes, and other program communication channels and policies.
- Long-term Goals (5+ years): Continuously improving and operationalizing accessibility in alignment with the Access Maturity Model.

Guidance Refresh Schedule

PAIPs are required to be updated every two years. The preceding year's biennial assessment data and resource surveys will influence PAIP refreshes.

Table: Biennial assessment and PAIP refresh schedule.

	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030
Biennial Assessment	Surveys implemented.	Data evaluated.	Surveys implemented.	Data evaluated.	Surveys implemented.
PAIP Refresh	Implement new guidance (this plan).	Review.	Implement new guidance.	Review.	Implement new guidance.

This process is repeated on a scheduled basis, producing dynamic feedback and data that can be used to create actionable plans and adaptations to ensure ongoing compliance and improvement. New Access Maturity Model scores are produced annually. Scores from each survey and the data collected from Resource Surveys influence the next cycle.

This plan can be summarized in a total of five action items.

Action Item 1: Establish Maturity Model Working Group

The City of Charlottesville has designed the ADA Coordinator to serve as project manager for this plan. The ADA Advisory Committee will serve as the Maturity Model working group.

Objective	To identify new barriers and align strategies with the Access Maturity Model
Process	• Establish or identify the working group. Note: **Complete (The ADA Advisory Committee will serve in this role).** • Develop meeting norms and expectations. • Schedule quarterly meetings to review progress and address challenges. • Develop ADA Advisory Committee recommendations and PAIP refresh guidance. Note: This plan serves in this role in year 1. • Collect input on agency maturity every five years to guide future strategies.
Outcomes	• 2025: Group formed or identified. • 2026: New resource survey conducted. • 2027: Review of assessment and resource survey data. Prioritization of initiatives. Development of recommendations. • 2028: New assessment completed. New resource survey conducted. • 2029: Review of assessment and resource survey data. Prioritization of initiatives. Development of recommendations. • 2030: New assessment completed. New resource survey conducted. Access Maturity Model survey conducted (note: this five year survey is not intended to score the City, this is left to the annual scoring survey, but to identify challenges and opportunities associated with the model itself, to ensure it is also robust and dynamic; changes to the model and long term strategy should take place here).

Action Item 2: Schedule Publication Updates for the AMM

The ADA Coordinator will establish an Access Maturity Model refresh schedule to communicate progress agency-wide. The first major plan update will occur in 2030, coinciding with the City's five-year strategic planning process.

Objective	**To provide regular updates on the maturity model and accessibility progress.**
Process	• Develop agency-wide survey templates to identify agency maturity. **Complete 3 19 2025.** • Develop publication schedules aligned with the City of Charlottesville's strategic planning cycles. • Create a central repository to publish updates and share resources. • Establish communication channels to communicate priorities and progress.
Outcomes	• 2025: Assessment completed. Access Maturity Model created. • 2026: Agency maturity evaluated. • 2026: Access Maturity Model/plan published in a central repository. • 2030: Access Maturity Model survey conducted. Data from this year's responses and lessons learned over the preceding five year period will influence next steps. • 2031: Access Maturity Model refresh and publication. This effort should include revisions or changes to the model to include new barriers as they are identified. For example, "ensuring all websites are accessible" may fit into the Communication dimension in future iterations of the Access Maturity Model.

Action Item 3: Create Assessment Processes and Survey Strategies for Biennial Reviews

The ADA Coordinator will create and coordinate assessment processes and surveys for biennial reviews in collaboration with the Access Maturity Model working group (ADA Advisory Committee). This includes:

- Processes for conducting biennial assessments.
- Processes for interpreting biennial assessment data.
- A biennial resource survey to identify staff needs.
- An Access Maturity Model survey to identify agency maturity.

Objective	To identify new challenges and measure progress during biennial reviews.

Process	• Develop biennial assessment processes, for example:
	  ◦ Develop biennial resource surveys to identify training and resource gaps.
	  ◦ Develop an Access Maturity Model survey to measure agency maturity. **Example provided in the appendix of this report.**

Outcomes	• 2025: Assessment and interpretation processes established. Resource survey created. • 2026: Biennial assessment completed. Resource survey conducted. • 2027: Biennial assessment and resource survey data reviewed. • 2028: Biennial assessment completed. Resource survey conducted. PAIP refresh. • 2029: Biennial assessment and resource survey data reviewed. • 2030: Biennial assessment completed. Resource survey conducted. PAIP refresh. • 2031: Biennial assessment and resource survey data reviewed.

Action Item 4: Identify Organizational Priorities and Expectations

The ADA Coordinator will establish biennial assessment priorities and develop guidance; testing guidance, priorities, and agency expectations will be communicated at the program level via biennial PAIPs.

Objective	To develop assessment processes, priorities, and expectations.

Process	• Establish biennial assessment priorities and practices.
	• Communicate agency priorities and expectations. This means:
	  ◦ Incorporating biennial guidance in PAIPs.
	  ◦ Communicating agency priorities and expectations in accessibility working groups.
	  ◦ Publishing guidance in a central repository.

Outcomes	• 2025: Assessment and interpretation processes established. Resource survey created. • 2026: Biennial assessment completed. Resource survey conducted. • 2027: Biennial assessment and resource survey data reviewed. • 2028: Biennial assessment completed. Resource survey conducted. PAIP refresh. • 2029: Biennial assessment and resource survey data reviewed. • 2030: Biennial assessment completed. Resource survey conducted. PAIP refresh. • 2031: Biennial assessment and resource survey data reviewed.

Action Item 5: Identify Assessment Priorities and Expectations

The ADA Coordinator will develop reporting procedures for the ADA Advisory Committee to coordinate resource requests and project implementation. The ADA Advisory Committee will oversee and support this initiative. The ADA Coordinator will regularly report progress to the ADA Advisory Committee.

Objective	To ensure accountability and continuous improvement in accessibility efforts.

Process	• Establish quarterly reporting norms. This includes:
	  ◦ Ensuring project progress is an ADA Advisory Committee agenda item every quarter.
	  ◦ Identifying key metrics to report, including:
	  ▪ Biennial assessment results.
	  ▪ Resource survey data.
	  ▪ Access Maturity Model survey data.
	  ▪ Access Maturity Model working group discussion points and recommendations.
	  ▪ Any new barriers and resource constraints identified.
	• Establish agency priorities based on ADA Advisory Committee feedback.

Outcomes	• 2026: Establish quarterly reporting. Example:
	  ◦ February: Report 2026 priorities and feedback.
	  ◦ May: Report survey development and status.
	  ◦ August: Report survey results.
	  ◦ November: Report 2026 assessment results.
	• 2027: Continue quarterly reporting. Example:
	  ◦ February: Report Access Maturity Model working group discussion points.
	  ◦ May: Report resource needs.
	  ◦ August: Collect ADA Advisory Committee feedback.
	  ◦ November: PAIP refresh guidance recommendations and new resources.
	• 2028: PAIP refresh.
	• 2028: Continue quarterly reporting. Begin Access Maturity Model survey efforts.

Monitoring and Evaluation

The **Managed** stage of the Access Maturity Model requires establishing ongoing monitoring and evaluation processes. Reaching this stage of maturity means that the City of Charlottesville has developed processes that ensure continuous improvement and foster a culture of accessibility and inclusion. Moving to the **Managed** stage of the model means the City has begun to successfully operationalize accessibility.

This is emphasized in the preceding iterative project timeline and can be summarized as follows:

- Establishing a biennial assessment, survey process, and evaluation schedule.
- Establishing a working group to evaluate information collected in biennial assessments and surveys, as well as review and update processes.
- Establishing reporting norms with the ADA Advisory Committee to develop recommendations and implementation strategies.
- Establishing a central repository to communicate new initiatives, training, policies and procedures, and new tools and resources.
- Establishing a regular update cycle to communicate agency priorities and expectations via PAIP refreshes.
- Establishing a quinquennial review and update process for the Access Maturity Model.

Utilizing biennial Program Accessibility Implementation Plan refreshes as a communication strategy ensures the City of Charlottesville can be responsive to new technologies and accessibility barriers identified in evaluation processes. The Program Accessibility Implementation Plan process also allows the City of Charlottesville to monitor its progress at the program level, with new priorities and expectations conveying guidance and collecting input on existing challenges.

Biennial Program Accessibility Implementation Plan refreshes will include testing guidance, priorities, expectations, and information about new tools and resources, which will be available in the City's central repository for accessibility.

In general, biennial Program Accessibility Implementation Plan guidance should include:

- The latest guidance on City priorities (e.g. ensure accommodation statements are included on major information and marketing collateral).
- Acknowledgement of capacity and steps the ADA Coordinator is taking to ensure the availability of resources and continued skill building.
- Guidance regarding program deliverables, agency priorities, and biennial assessment expectations.
- Advertisement of new tools and resources.
- Notice of new policies and procedures.

The ADA Coordinator is the City of Charlottesville's lead for all Programmatic Access initiatives and is responsible for developing processes that align with these strategies and priorities. The Access Maturity Model working group (ADA Advisory Committee) supports the ADA Coordinator in monitoring progress and developing recommendations.

Summary: Activities and Expectations

This Programmatic Access Project Plan and the Access Maturity Model were developed with the help of the City of Charlottesville, representing cross-program evaluation, collaboration, and coordination. While the structure of the plan is simple, with only five action items, it's implementation ensures the following activities:

- Assessing existing compliance with programmatic access.
- Collaborating with City stakeholders to identify constraints and challenges.
- Collaborating with City stakeholders to identify priorities and expectations.
- Collecting information via surveys and listening sessions.
- Identifying agency resources and strategies.
- Reporting to the ADA Advisory Committee.
- Deliberating strategy.
- Facilitating the iterative improvement process.
- Incorporating new knowledge in guidance as applicable and feasible.

Implementation of the model can be summarized as follows:

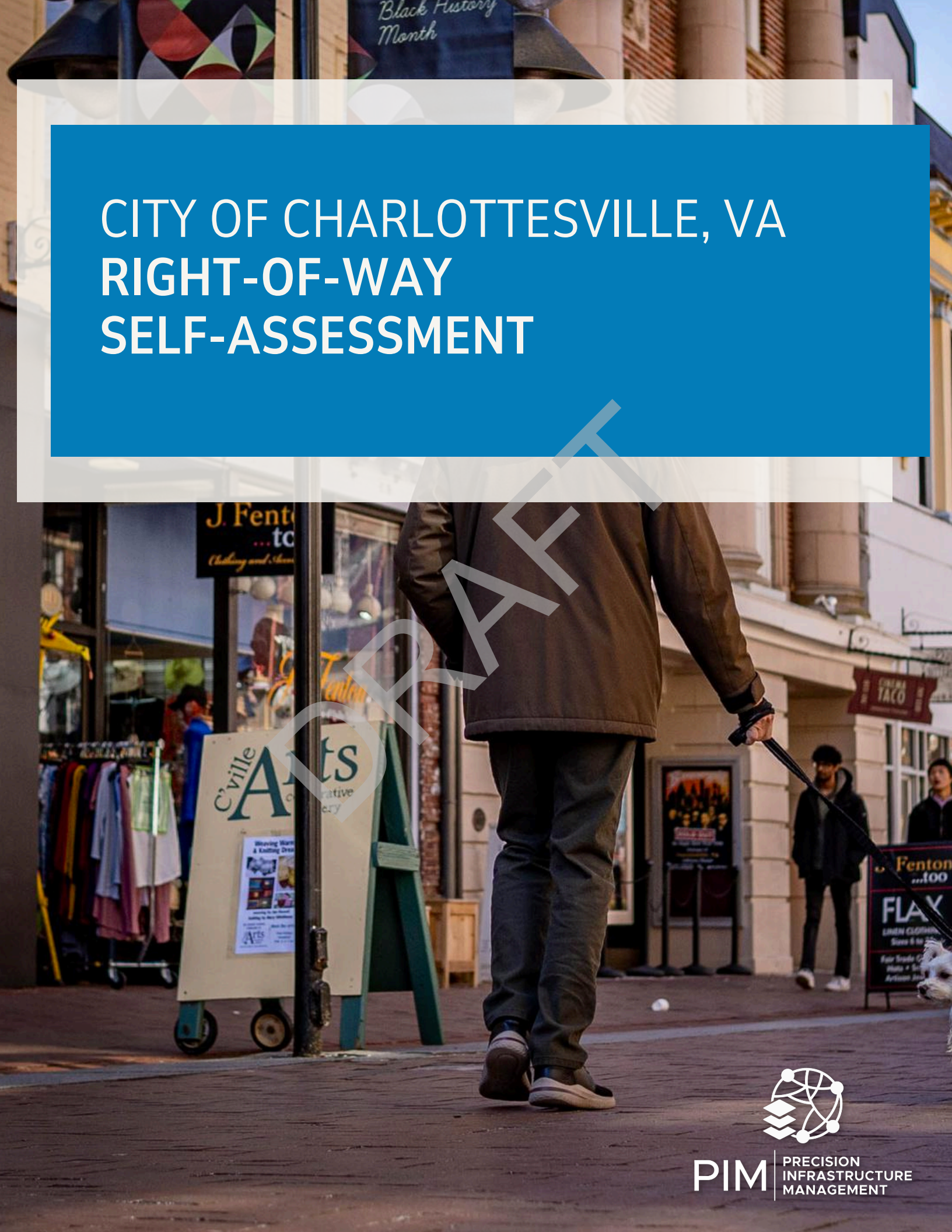
- Establish annual survey template.
- Establish resource survey template.
- Establish department liaison position in each department.
- Complete annual surveys with the assistance of department liaisons.
- Compile model scores and resource needs.
- Present findings to the ADA Advisory Committee.
- Present recommendations to leadership.
- Provide access to new resources and clearly communicate priorities.
- **Repeat until a satisfactory level of maturity is reached.**

The adoption of this plan represents the City of Charlottesville's commitment to the goals and objectives contained within this document. The Advisory Committee supports its implementation.

The primary objective of the Access Maturity Model is to regularly align initiatives strategically and support resource needs to ensure continuous improvement and the operationalization of accessibility within the City of Charlottesville.

Biennial assessments and surveys guide iterative review and update processes, and quinquennial self-evaluations provide the City of Charlottesville insight into new challenges to improving accessibility maturity.

Quinquennial survey results will be published in a central repository to ensure City-wide awareness and understanding.



CITY OF CHARLOTTESVILLE, VA
RIGHT-OF-WAY SELF-ASSESSMENT

PIM PRECISION INFRASTRUCTURE MANAGEMENT

INTRODUCTION

Overview, Process, & Summary

PIM PRECISION INFRASTRUCTURE MANAGEMENT

Introduction

The City of Charlottesville, VA, contracted with Precision Infrastructure Management in **late 2023** to complete an Americans with Disabilities Act Self-Assessment of the City's public right-of-way assets. PIM CS LLC completed the Self-Assessment **in March 2024.** This report is a comprehensive review of the assessment and includes an asset management plan to support the City's budgeting and work planning processes.

The Study found a total of **48,038 unique ADA barriers across 167 miles of ROW sidewalk**. A breakdown of the barriers by category is covered in the ADA Barrier Detail section of this report.

Self-Assessment

Overview

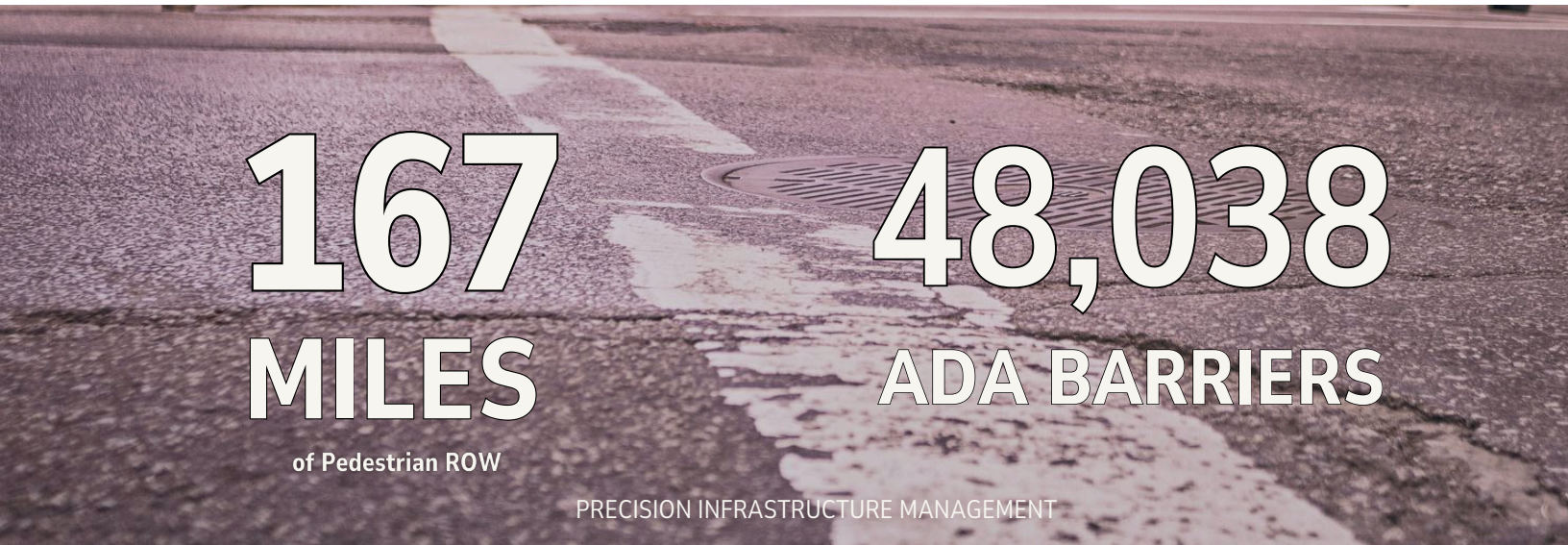
Under Title II of the ADA (28 CFR Sec. 35.105), public entities are required to perform a Self-Assessment of their facilities on public property and within public rights-of-way in order to identify any obstacles or barriers to accessibility that need to be addressed. The City of Charlottesville's Public Works Department provided data on the sidewalks that fall under their purview.

The general categories of items evaluated for the City's ROW include:

- Sidewalk mileage calculation
- Vertical Height Displacement locations
- Absence of curb ramps
- Curb ramps assessments
- Demolition and replacement areas
- Driveway cross slope issues
- Sidewalk with width < 4 ft.
- Cross slope > 4% for more than 50 ft.
- Sidewalk gaps and footpaths
- Obstructions
- Ponding in the Pedestrian Access Route and street

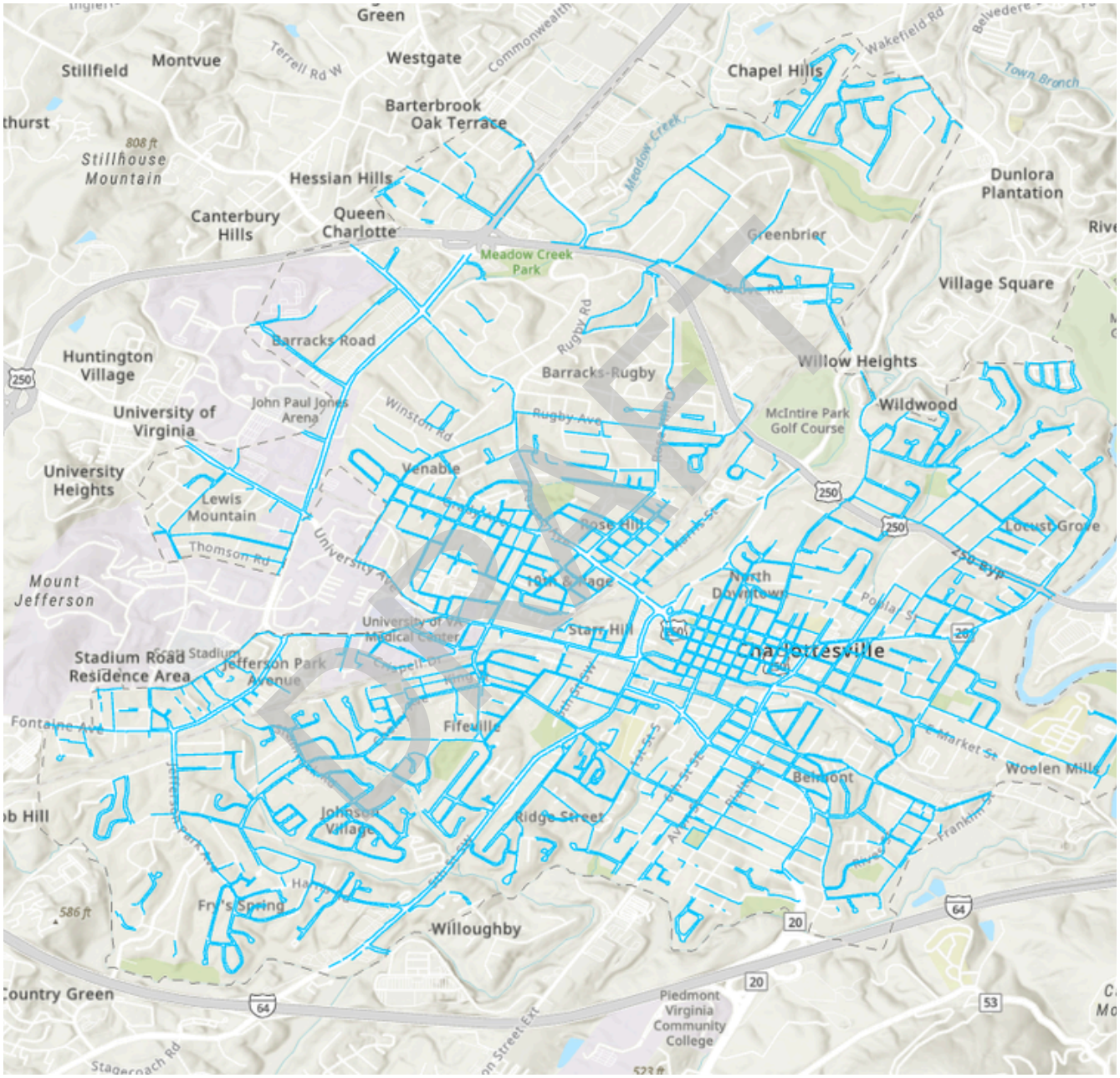
Process & Findings

Precision Infrastructure Management employed ADA field assessment technicians to physically traverse each mile of sidewalk in Charlottesville. Technicians used 2 ft. smart levels and tape measures to identify ADA barriers within the ROW. All data is stored within ESRI's ArcGIS program with photographs, GPS coordinates, and other associated metadata. The methodology used to conduct the condition study followed the Public Right of Way Accessibility Guidelines. These guidelines were officially promulgated into rules by the United States Access Board in 2023. While they are not yet enforceable standards, it is current ADA best practice to use PROWAG standards for assessments as the expectation is that the standards will be enforceable in the future. In addition, the standards either equal or exceed current enforceable ADA requirements.

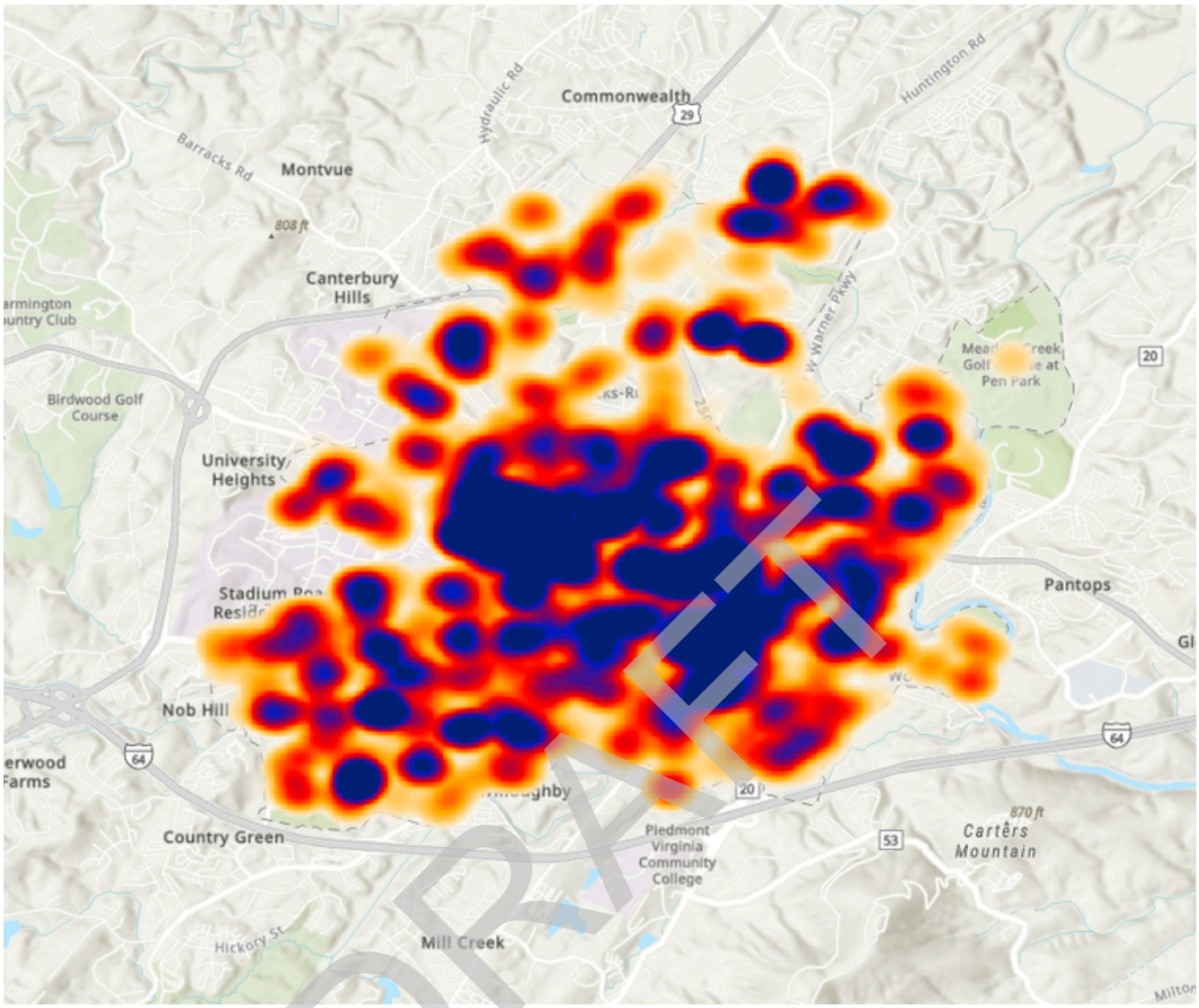


Assessment Findings Summary

The field assessment of 167 miles of ROW sidewalk included in the City of Charlottesville sidewalk network identified a total of 48,038 ADA barriers across the assessment categories within the scope of the project. The deficiencies are reviewed in detail in the following sections. The map image below shows sidewalk locations across the City.



Caption: Sidewalk locations are noted in blue on the map above.



Caption: Heat map displays locations of all barriers found.

Heatmap Legend

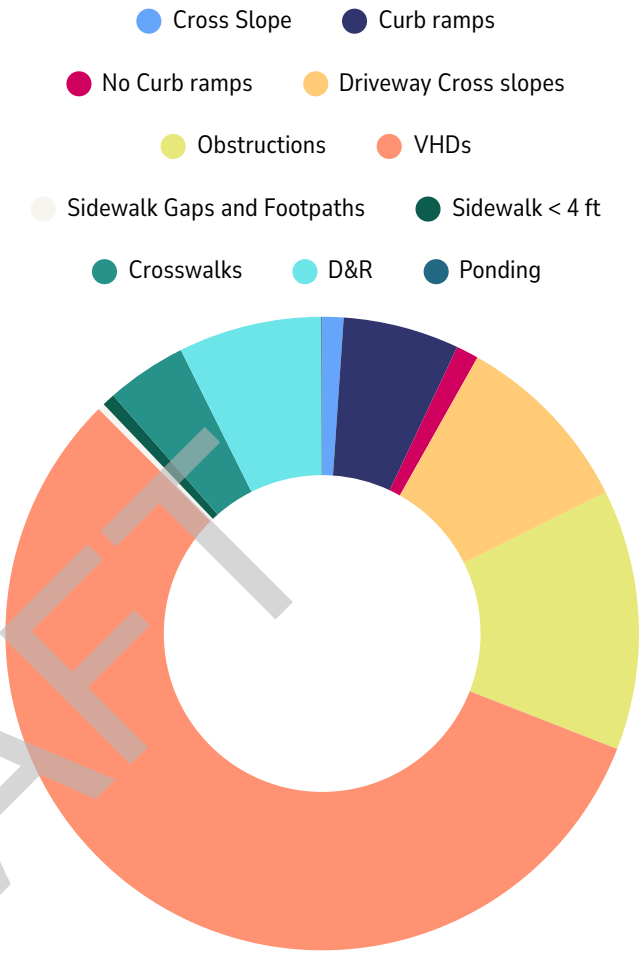
The legend shown here can be applied to all the heatmaps in subsequent barrier sections. Areas of no color have no barriers within them; Areas shown in red have a moderate number; Areas shown in blue have a higher concentration of barriers. The heatmap above shows the relative density of barriers on different portions of Charlottesville sidewalk.

SPARSE **DENSE**

Total Findings - ADA Barriers

Cross Slope > 50 ft.	521
Crosswalks	1,971
Curb Ramps	2,845
Driveway Cross Slopes	4,561
No Curb Ramp	551
Obstructions	6,383
Vertical Height Displacements	27,189
Demolition & Replacement	3,514
Sidewalk Gaps and Footpaths	167
Sidewalk < 4 ft.	313
Ponding	23

* This includes Copeley Road.



Vertical Height Displacements make up **56.6%** of the total findings.

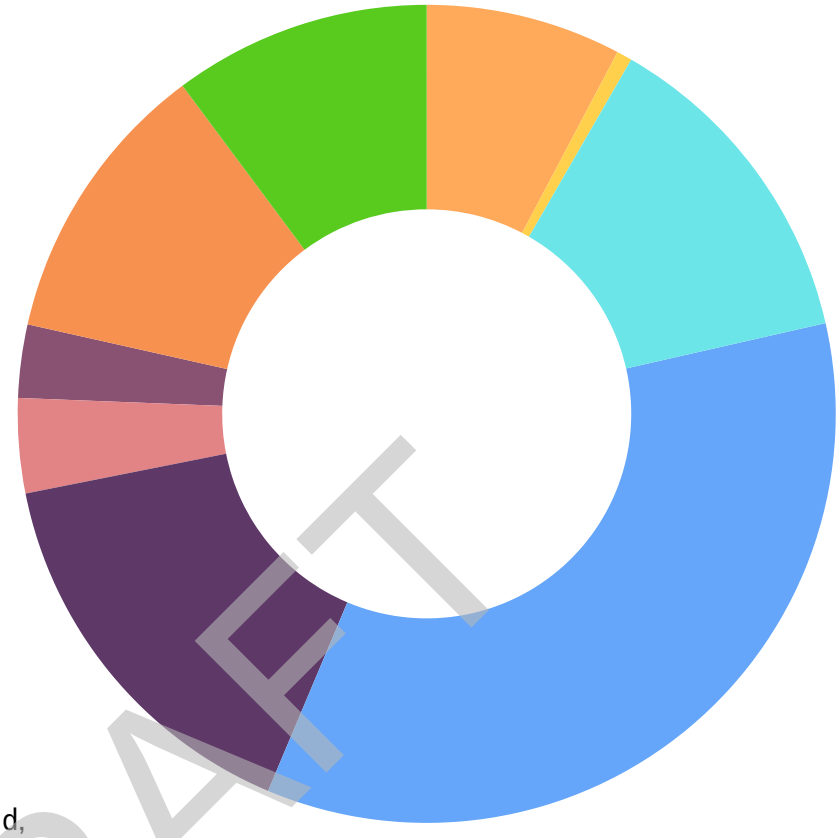
Curb Ramps make up **5.9%** of the total findings**.**

Driveway Cross Slopes make up **9.5%** of the total findings.

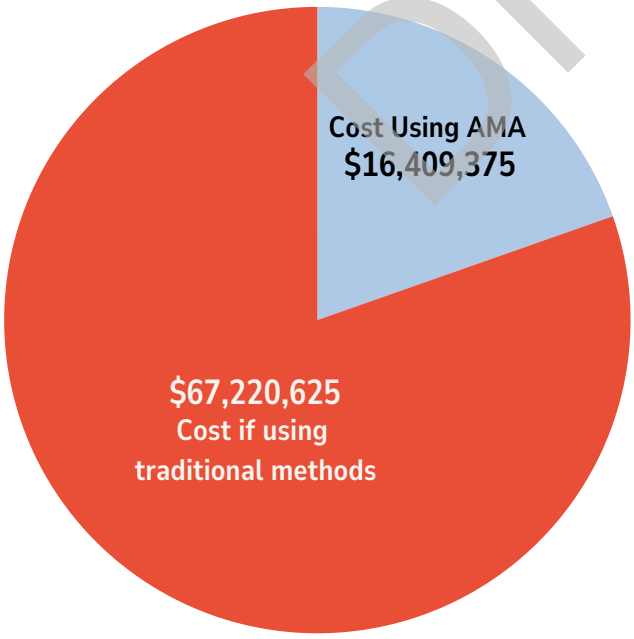
The combined other deficiencies consists of **28%** of the total findings.

Estimated Cost by Barrier Class

Cross Slope	$9,693,750
Crosswalks	$763,000
Curb Ramps	$16,445,000
Driveway Cross Slopes	$43,792,500
Obstructions	$19,497,050
Sidewalk Gaps	$4,696,875
Vertical Height Displacements	$3,629,375
Sidewalk < 4ft	$14,182,500
Demo & Replacements	$12,780,000



* This includes a section of Copeley Road, which was determined to be non-Charlottesville sidewalk after the assessment was completed.



Alternative Maintenance Activities vs. Total Cost Replacement

There are multiple methods for remediating certain ADA barriers. While some areas require full demolition and replacement of affected panels, other barriers can be mitigated using alternative maintenance activities. PIM collected data in such a manner to ensure that alternative maintenance activities could be utilized to remediate certain barriers, such as vertical height displacements. **Utilizing alternative maintenance activities would save Charlottesville more than $50 million.**

STEPS IN SIDEWALK ASSET MANAGEMENT PLAN

01 Identify & Inventory

02 Inspect & Assess Condition

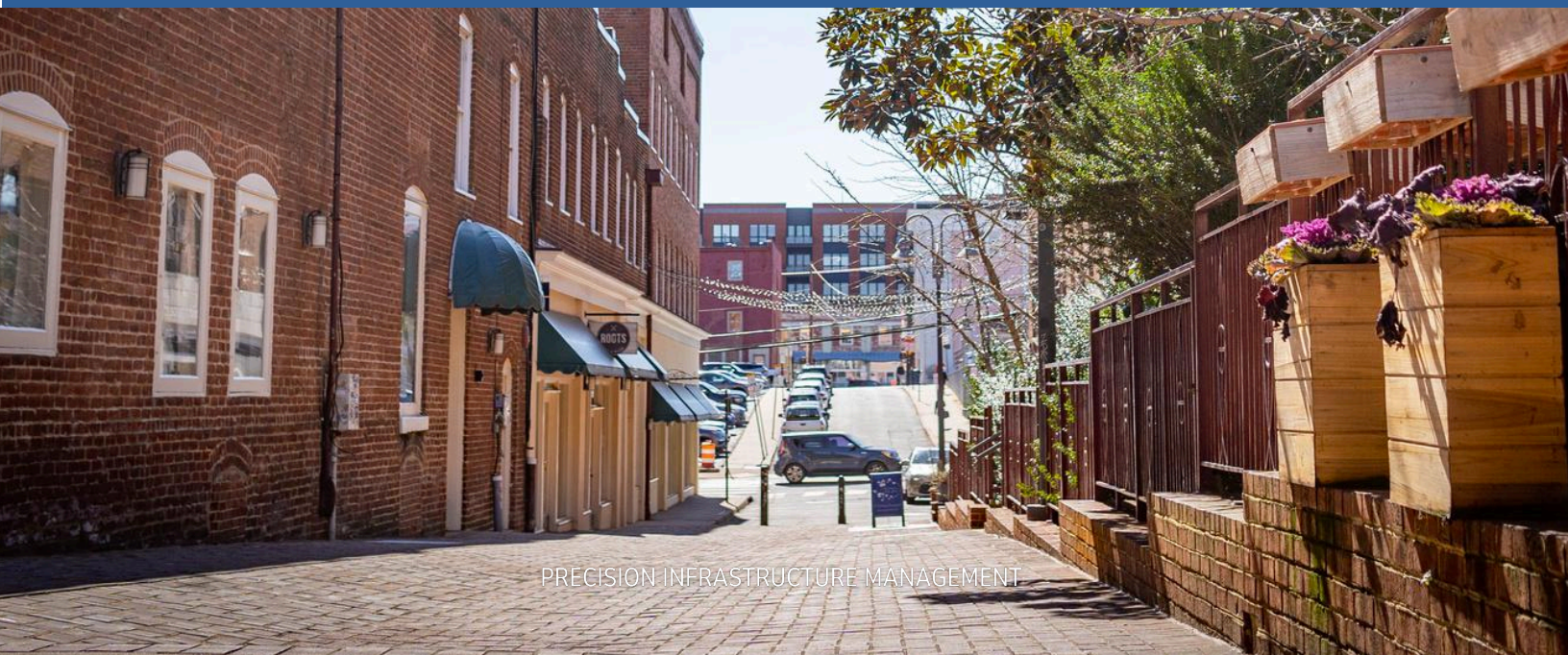
03 Analyze & Decide

04 Prioritize Work

05 Repair or Demolish & Replace

Prioritization Methodology

Risk, in the context of Charlottesville's Sidewalk Asset Management Plan (SAMP), is defined as exposure to the chance of injury or loss. In asset management, risk is defined in a similar way, where risk = condition of an asset x consequence of failure. The technique that Precision is using allows for the prioritization of sidewalk ROW asset remediation using a risk-based approach comprising barriers referenced per mile of accessible routes (barriers per mile of sidewalk). The higher the number of barriers per mile of accessible route, the higher the risk to pedestrians. This risk-based approach allows the City of Charlottesville to measure the risk to pedestrians using accessible routes in the City.



Barriers and Prioritization

Self-Assessments surface a wealth of information about the condition of a city's sidewalks, often leading to difficulty in deciding when/where/how to remediate barriers found during the assessment. To help prioritize areas that need remediation first, PIM sorted data by risk by street.

Risk is computed by determining the number of barriers present on each street and comparing that to the length of the street. This provides the number of barriers per mile on each street within the Charlottesville. This provides a guideline for investment, but each investment decision should include all available data and information.

Caption: Map of the City of Charlottesville's sidewalks, color-coded by risk.

Above is a map of the City of Charlottesville's sidewalks, color-coded by risk. Red sidewalks have the highest risk factor, which is computed as barriers per mile of sidewalk. Progressively lighter colors show streets with lower risk factors. A table of the streets with the highest barriers/mile is presented on the next page. The full list of streets is in an appendix at the end of this report.

https://arcg.is/18rbfe

Sidewalk Risk - Street Prioritization (With > 50 ADA Barriers)

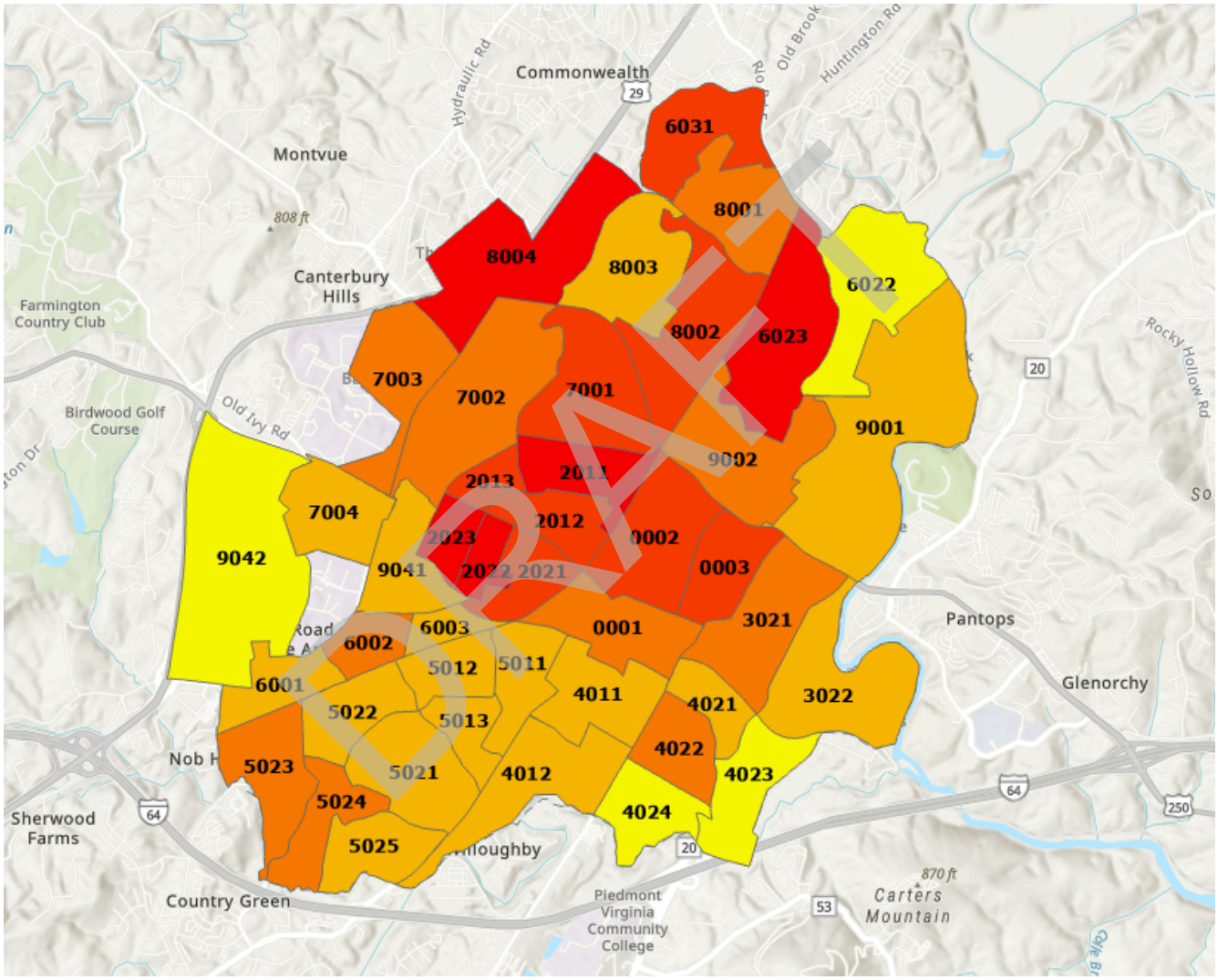
Rank	Street Name	Barriers	Street Mileage	Barriers/Mile (Risk)
1	PETERSON PL	69	0.04	1705.30
2	ROBINSON WOODS	99	0.07	1436.55
3	KELSEY CT	52	0.04	1330.94
4	WILSON CT	67	0.06	1205.99
5	WERTLAND ST	323	0.32	1014.76
6	12 1/2 ST NW	80	0.08	978.35
7	16TH ST NW	68	0.07	976.67
8	MICHAEL PL	93	0.10	972.13
9	PAGE ST	369	0.39	935.66
10	W HIGH ST	211	0.23	934.40

**Full list of sidewalk risk can be found in an appendix at the end of this report. Only streets with greater than 50 barriers were included in this list to ensure there was a statistically significant amount of data to determine risk for each street.*

Barriers and Prioritization

Self-Assessments surface a wealth of information about the condition of a city's sidewalks, often leading to difficulty in deciding when/where/how to remediate barriers found during the assessment. To help prioritize areas that need remediation first, PIM sorted data by risk, by street, and by Census Block Groups.

Census Block Groups are used to collect United States Census and American Community Survey Data and allow municipalities to prioritize remediation based on selected demographic information.



Caption: Map of the City of Charlottesville's block groups, color-coded by risk.

A map of the City of Charlottesville's Block Groups, color-coded by risk. Red Block Groups have the highest risk factor, which is computed as accessibility barriers per mile of sidewalk. Progressively lighter colors show streets with lower risk factors. A table of the Block Group data is presented on the next page.

https://arcg.is/fiP10

Sidewalk Risk By Block Group (With > 1000 ADA Barriers)

Block Groups	Barriers	Sidewalk Mileage	Barriers/ Sidewalk Mile (Risk)
8004	1734	3.54	489.82
2023	1390	3.02	459.91
2011	1989	4.41	450.56
2022	1209	2.77	436.47
0003	1517	4.04	375.80
8002	1088	2.96	367.64
2012	1972	5.47	360.57
0002	2307	6.56	351.54
2021	2155	6.22	346.34
8001	1680	5.36	313.59
9002	1577	5.42	291.18
7002	1165	4.13	281.78
4022	1186	4.21	281.73
3021	2499	9.01	277.51
0001	3120	11.67	267.37
4011	1761	6.97	252.49
9001	1797	7.38	243.54
5022	1040	4.28	242.86
5021	1786	7.46	239.26
5011	1136	4.90	232.03
4012	1426	6.83	208.82

CURB RAMP

Assessment

PIM PRECISION INFRASTRUCTURE MANAGEMENT

Assessment Specification

- Absence of Ramp (where required)
- No Compliant Detectable Warning Device
- Running Slope too Great
- Cross Slope too Great
- Flare Slope too Great
- Counter Slope too Great
- Width Less Than 4 ft.
- No Flush Transition
- No Compliant Landing
- Ponding at Curb Ramp within Pedestrian Access Route (PAR)
- Vertical Height Displacement (VHD) on Curb Ramp

Assessment Results

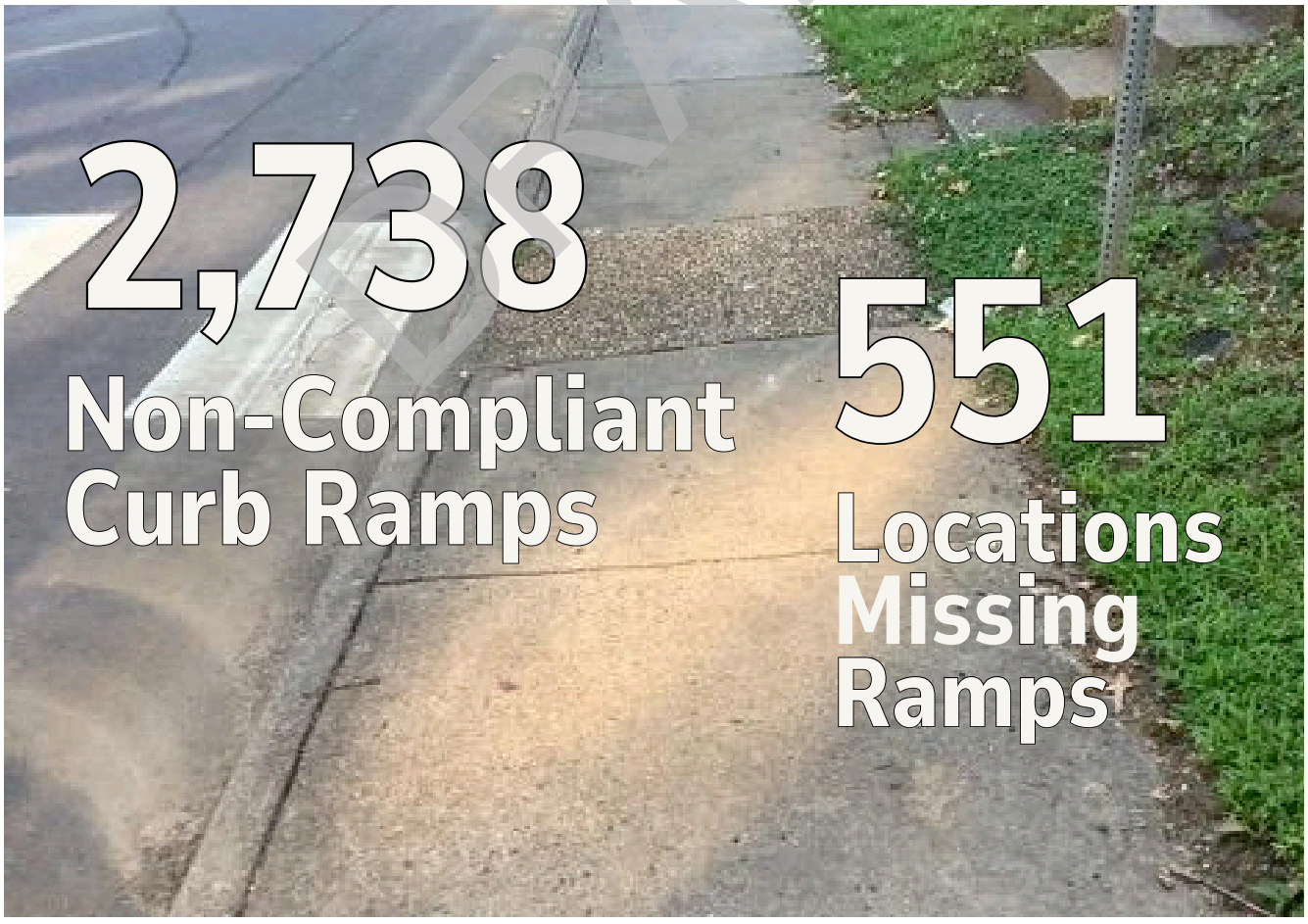
There were 2,845 curb ramps evaluated during the assessment. There were 551 locations requiring curb ramps that did not have them.

Priority Repairs

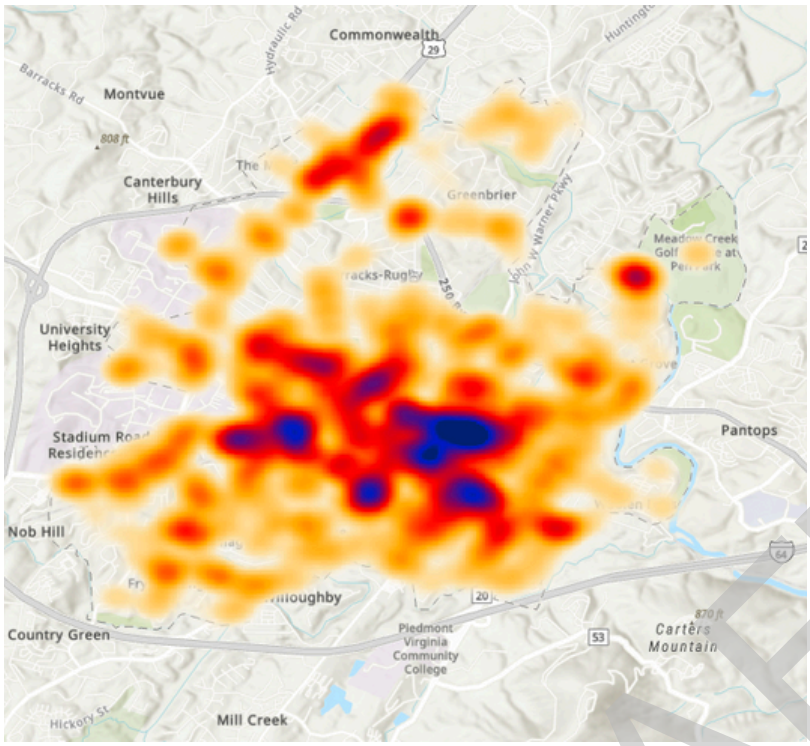
Attribute	Qty
No Curb Ramp Locations	551
Compliant Curb Ramps According to Utilized Specifications	107
Total Assessed Curb Ramps	2,845

Estimated Repair Costs

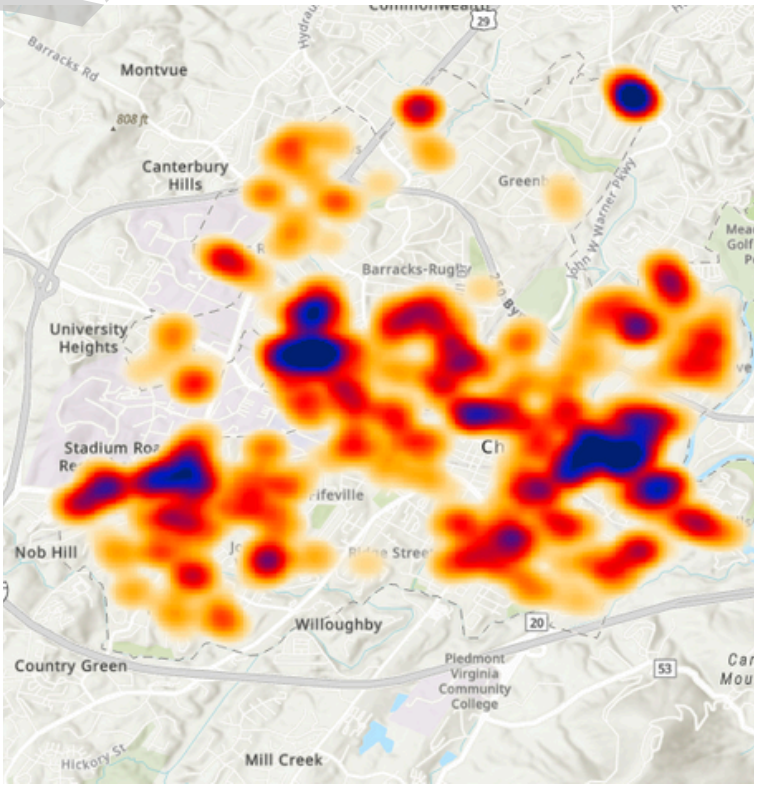
Curb Ramp Installation is projected to average $5,000 per location. A prioritized summary of repair costs is provided in the report appendices.



Locations & Examples of Curb Ramp Barriers



Locations & Examples with No Curb Ramp



Repair Prioritization Methodology

Curb Ramps were prioritized for repair according to the severity of the barriers present. Proximity to residential disability ramps, public facilities, and parks was also considered for Priorities 1 and 2.

Curb ramps ranked as Priority 1 are considered the highest priority locations. Priority 4 are considered the lowest priority.

Priority 1

Priority 1 includes curb ramps with any of the following barriers that are also within 1/16th mile of either a residential disability ramp, public facility, or park.

- No curb ramp
- Replacement required
- Inaccessible
- No compliant landing
- Width < 4 ft.
- Running slope > 12%
- Cross slope > 2.8%

Priority 2

Priority 2 includes curb ramps with any of the following barriers that are not included in the P1 ranking.

- No curb ramp
- Replacement required
- Inaccessible
- No compliant landing
- Width < 4 ft.
- Running slope > 12%
- Cross slope > 2.8%

Priority 3

Priority 3 includes curb ramps with any of the following barriers.

- Running slope between 8.3-12%
- Cross Slope between 2.1-2.8%

Priority 4

Priority 4 includes curb ramps with any of the following barriers.

- Non-compliant detectable warning
- No flush transition
- Flare slope > 10%
- Counter slope > 5%
- Trip hazards on curb ramp

The following table shows the breakdown of each priority outlined above.

Priority 1	615
Priority 2	2,410
Priority 3	77
Priority 4	187

The web app button here shows locations of each of these curb ramps.

https://arcg.is/1r1qWy

Water Ponding in Accessible Routes

Water ponding at the bottom of curb ramps can create significant ADA barriers in the pedestrian access route, especially for those using wheelchairs. This accumulation of water can lead to slippery surfaces, increasing the risk of falls and injuries. For wheelchair users, water ponding presents a barrier that can make it difficult or even impossible to navigate the ramp. The wheels of a wheelchair can get stuck in the water, causing delays or forcing users to find alternative routes in the traffic lane, creating hazardous pedestrian experiences. Additionally, standing water can cause structural damage over time, leading to uneven surfaces that further impede accessibility. Such conditions are ADA barriers and pose safety hazards, reducing the overall usability of pedestrian pathways for everyone.

Ponding at the bottom of a curb ramp is a separate remediation issue from retrofitting a curb ramp, as installing a new ramp does not necessarily eliminate ponding issues.

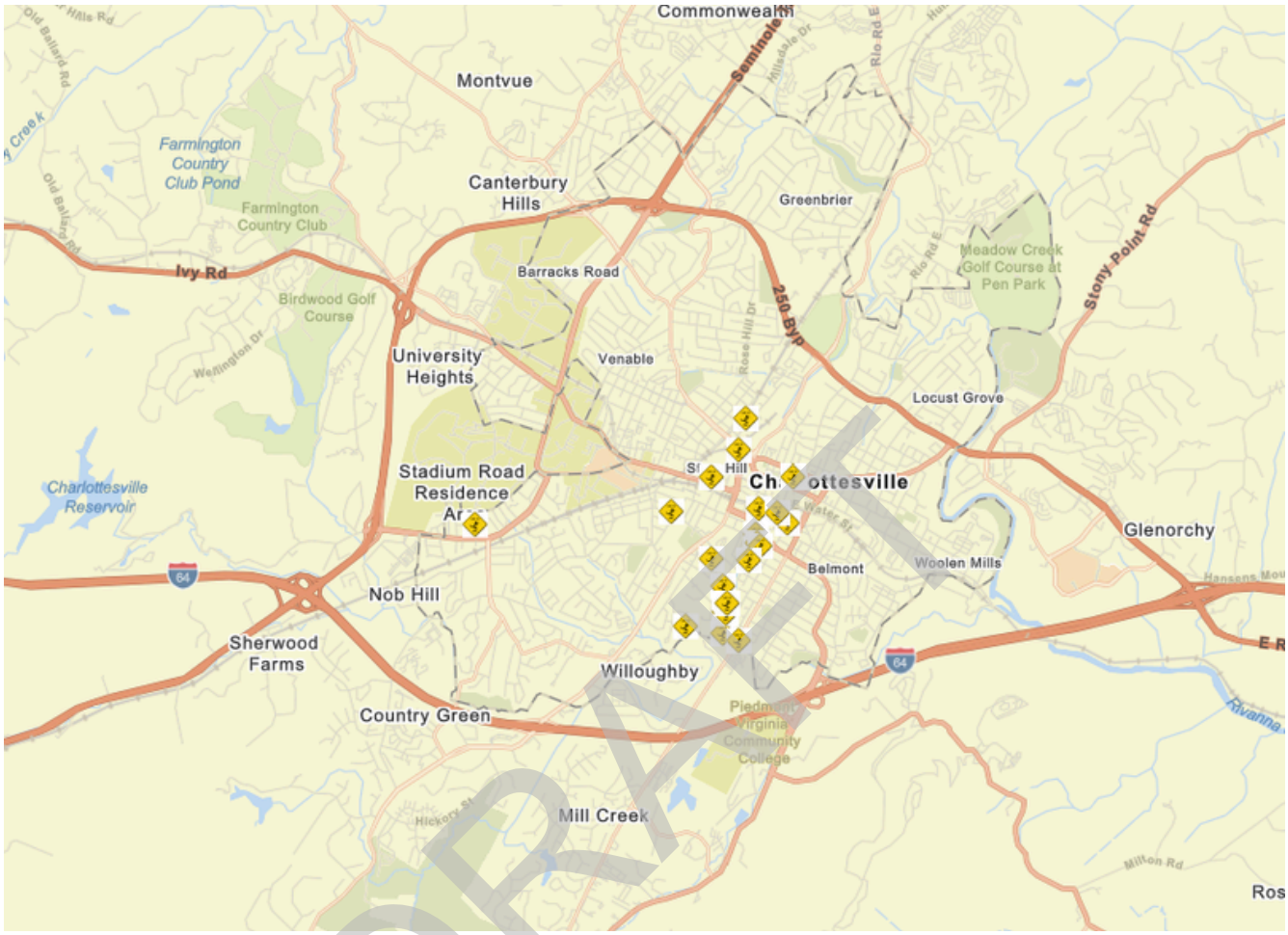
Assessment Results

23 locations had standing water or signs of water ponding in Charlottesville.

Estimated Repair Costs

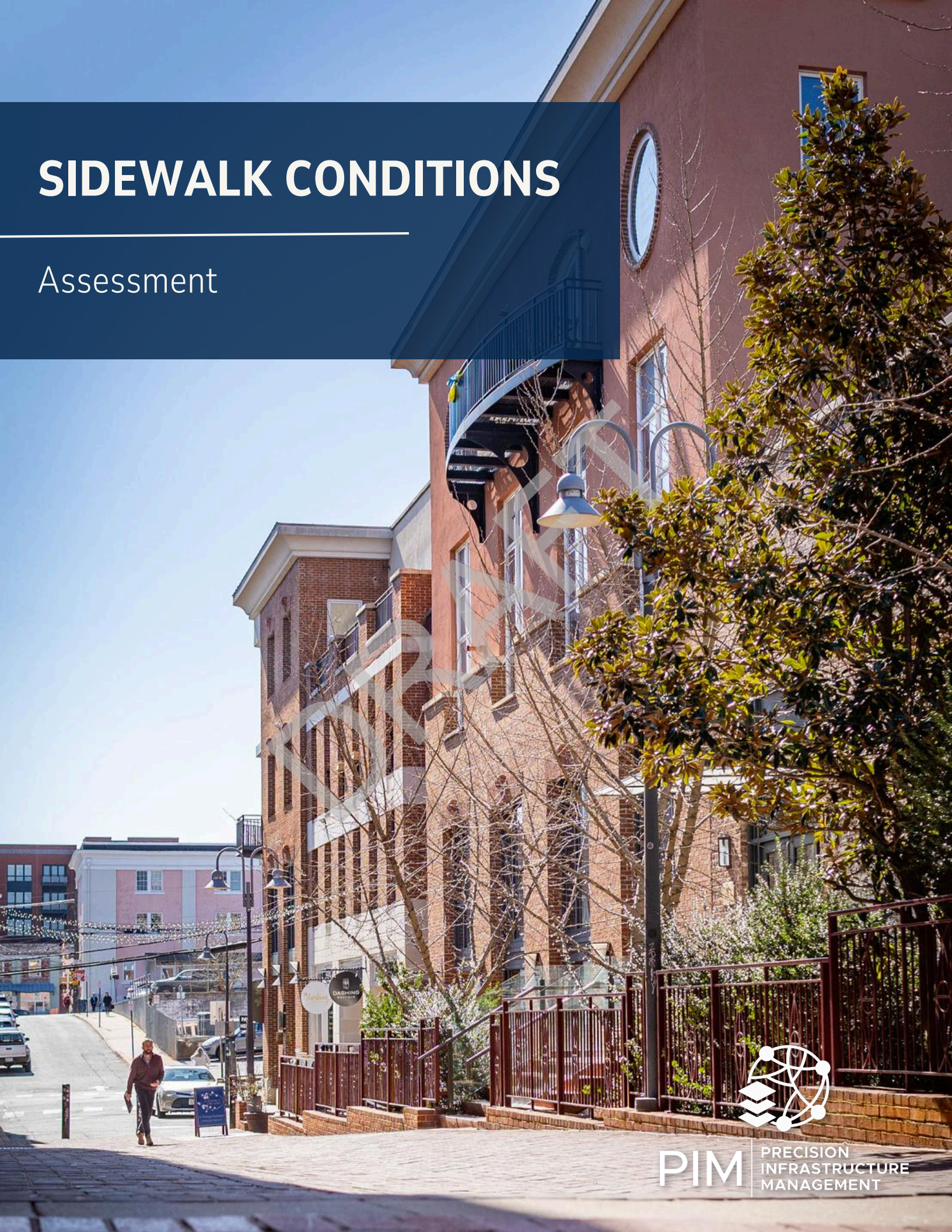
Remediation for ponding can cost between $2,500 and $15,000 depending on the severity of the ponding issue and whether alternative maintenance activity options are available. It is likely that there are additional ponding locations throughout the city. Collection for this barrier can be difficult if no water is present.

Locations & Examples of Ponding



SIDEWALK CONDITIONS

Assessment



Sidewalk Conditions

Assessment Specification

Sidewalk Vertical Height Displacement (VHD) Severity class:

- Small (.25 in. up to .49 in.)
- Medium (.5 in. up to .99 in.)
- Large (1.0 in. up to 2.5 in.)
- Demolish and Replace (>2.5 in. or > 4 cracks, significant spalling, unstable sections, large voids) [D&R]

Sidewalk Conditions Results

There were 30,703 sidewalk conditions (VHD and D&R locations) recorded during the assessment.

Vertical Height Displacement (VHD) & Demolition and Repairment (D&R) Totals

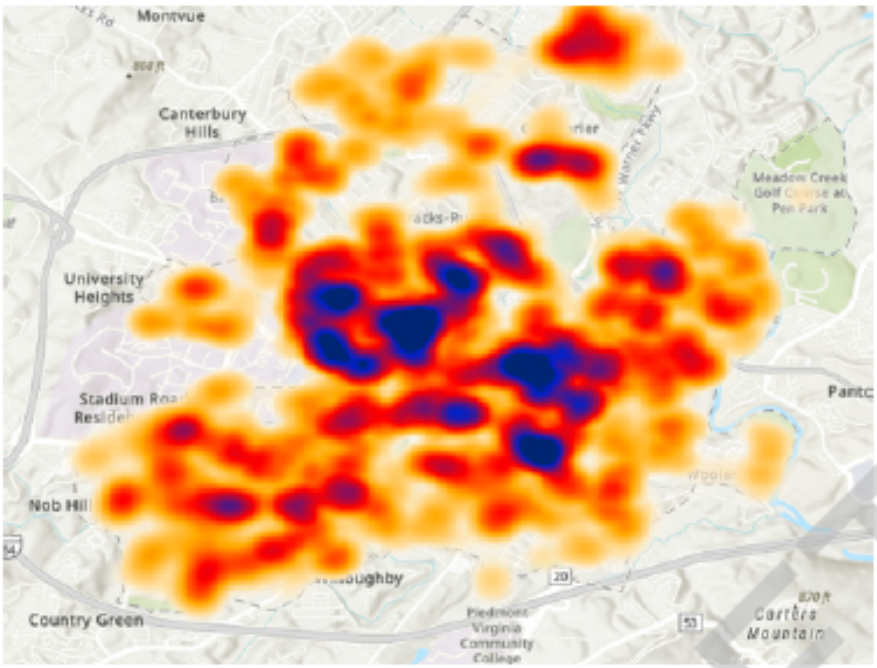
Small	**13,195**
Medium	**12,336**
Large	**1,658**
D & R	**3,514**

Estimated Repair Costs

VHD repairs are based on an average cost of $5 per square foot for remediation using an alternative maintenance activity like horizontal saw cutting.

Per Charlottesville staff, D&R cost will be approximately $75 per square foot of panel replaced.

VHD Locations



SMALL (.25 in. up to .49 in.)

MEDIUM (.5 in. up to .99 in.)

LARGE (1.0 in. up to 2.5 in.)

DEMOLISH AND REPLACE (>2.5 in.)

Obstructions

Assessment Specification

The assessment looked at objects protruding within the ROW, of which a total of 6,383 were found during the assessment. The 6,383 obstructions are broken down into 3 fields shown below:

- Vegetative – Significant vegetation blocking the ROW.
- Ground – Physical barriers that obstruct the ROW. Examples include signposts, fire hydrants, and telephone poles.
- Vertical – Physical obstructions less than 80 inches off the ROW that create head clearance issues.

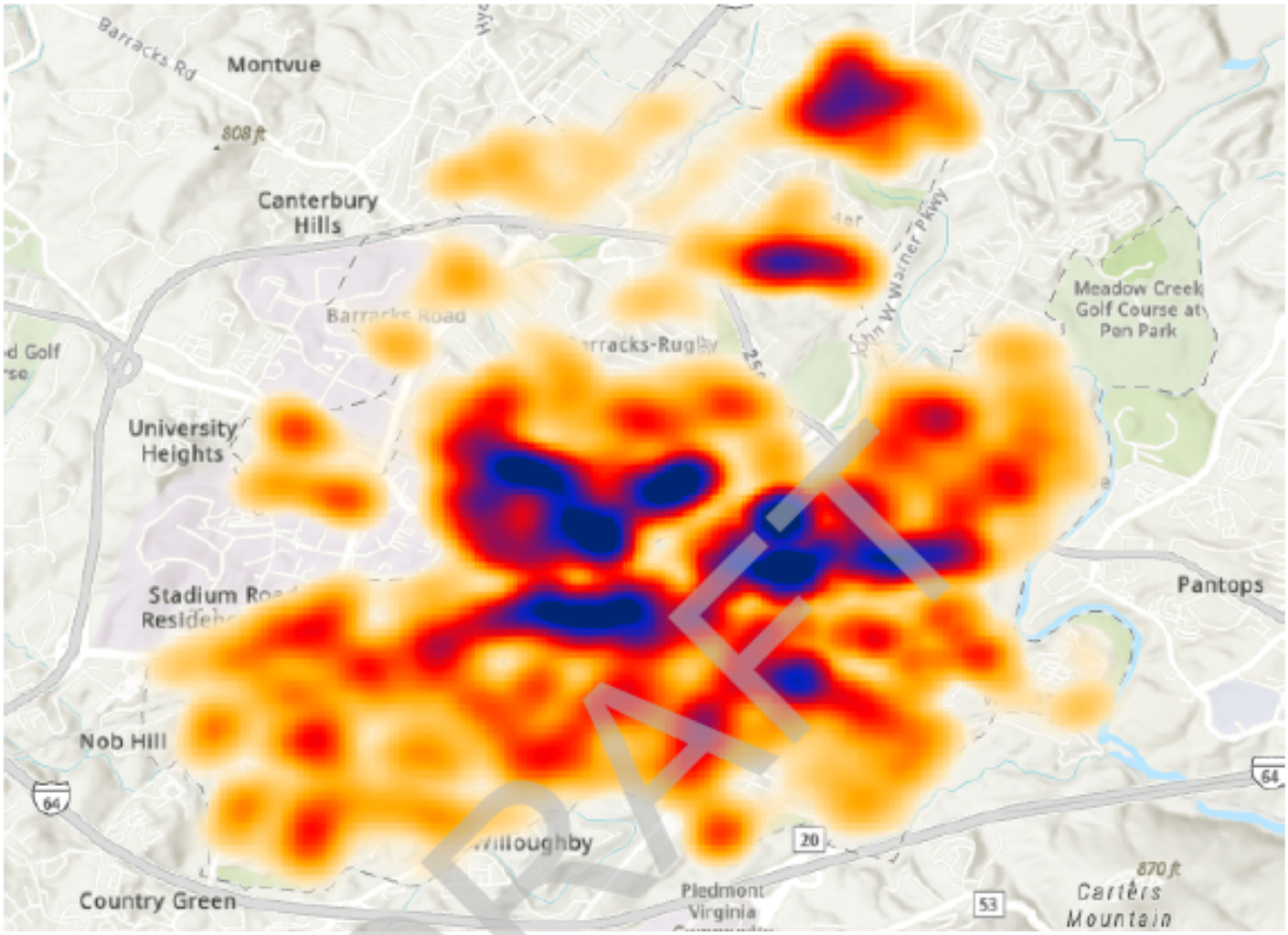
VHD Assessment Results

Vegetative	2,553
Ground	3,465
Vertical	365

Estimated Repair Costs

Using data from previous projects, PIM estimates the cost of removing vegetative barriers at $150 per obstruction and $5,000 to mitigate ground/vertical obstructions. Costs for these items, especially ground obstructions, can vary widely depending on the nature of the obstruction. PIM will be performing additional assessment on these obstructions to determine cost with greater specificity.

Obstruction Locations and Examples



Less Than 4 ft. Passable Surface

Assessment Specification

PROWAG requires sidewalks to be 4 ft. wide or greater to provide adequate space for walking/wheeling.

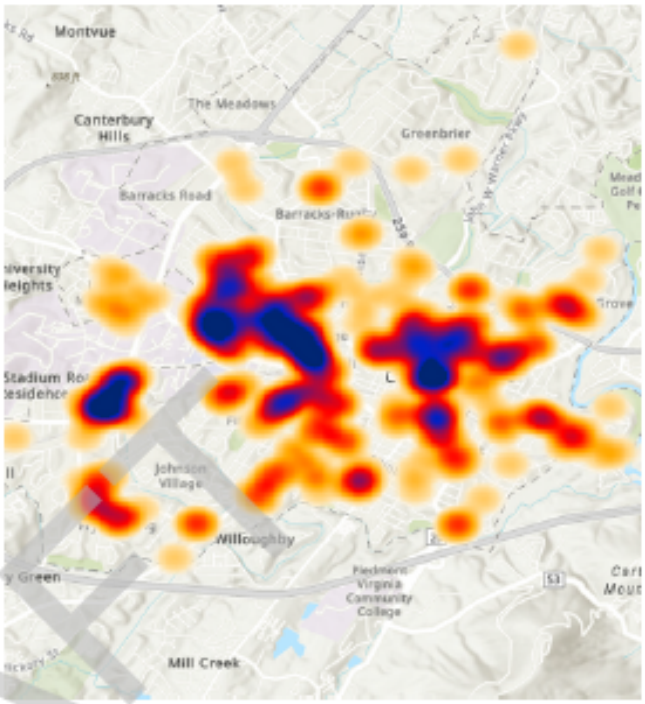
Assessment Results

There were 313 sections of non-4 ft. wide passable sidewalk surfaces identified during the assessment due either to less than 4 ft. wide concrete pours or to erosion of the sidewalk resulting in a less than 4 ft. passable surface.

Estimated Repair Costs

The only remedial action for sidewalk that is less than 4 ft. by design or by degradation is to demolish and replace the existing sidewalk. PIM estimates it would cost $14,182,500 to replace the PROWAG non-compliant sections of sidewalk.

Locations and Examples



EXAMPLES

Cross Slopes > 4% for more than 50 ft.

Assessment Specification

PIM collected locations on city sidewalk that had a greater than 4% cross slope for more than 50 ft. This collection item is intended to find the highest priority and most pervasive issues creating ADA barriers.

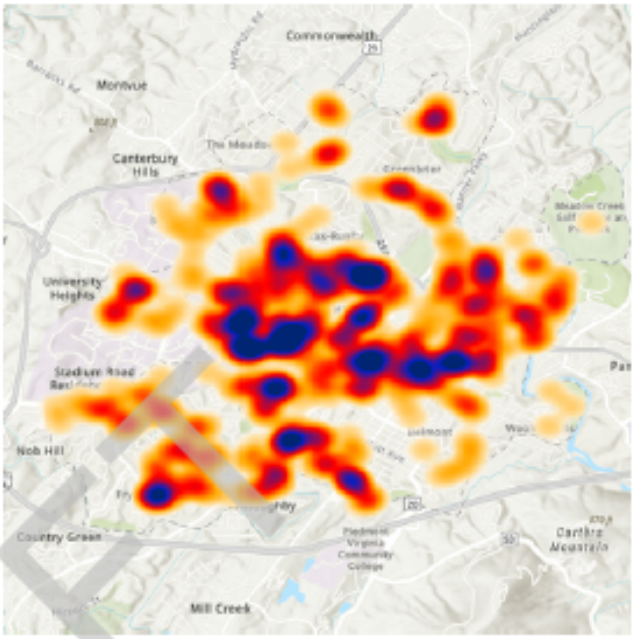
Assessment Results

There were 521 such locations encountered during the assessment.

Estimated Repair Costs

The only remedial action for extreme cross slope barriers is to demolish and replace the existing sidewalk. PIM estimates the total cost of remediation for these cross slope issues is $9,693,750.

Locations and Examples



EXAMPLES

Driveway Cross Slopes

Assessment Specification

For many decades driveways were designed in ways that are now considered non-compliant for the ROW. Typical design allowed homeowners or builders to cut through the existing sidewalk at slopes exceeding current cross slope requirements. PIM collected these barriers separately to allow Charlottesville flexibility in remediation strategies.

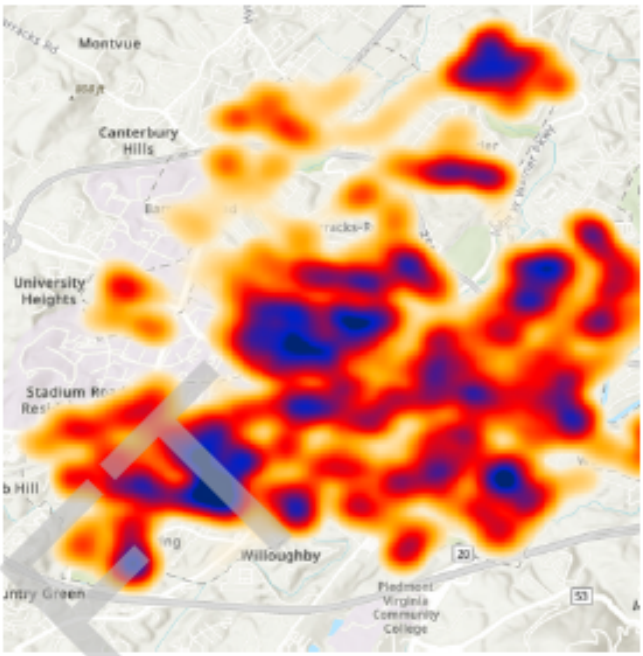
Assessment Results

There were 4,561 such locations encountered during the assessment.

Estimated Repair Costs

The only remedial action for driveway cross slope issues is to demolish and replace the existing sidewalk. PIM estimates the total cost of remediation for these cross slope issues is $43,792,500.

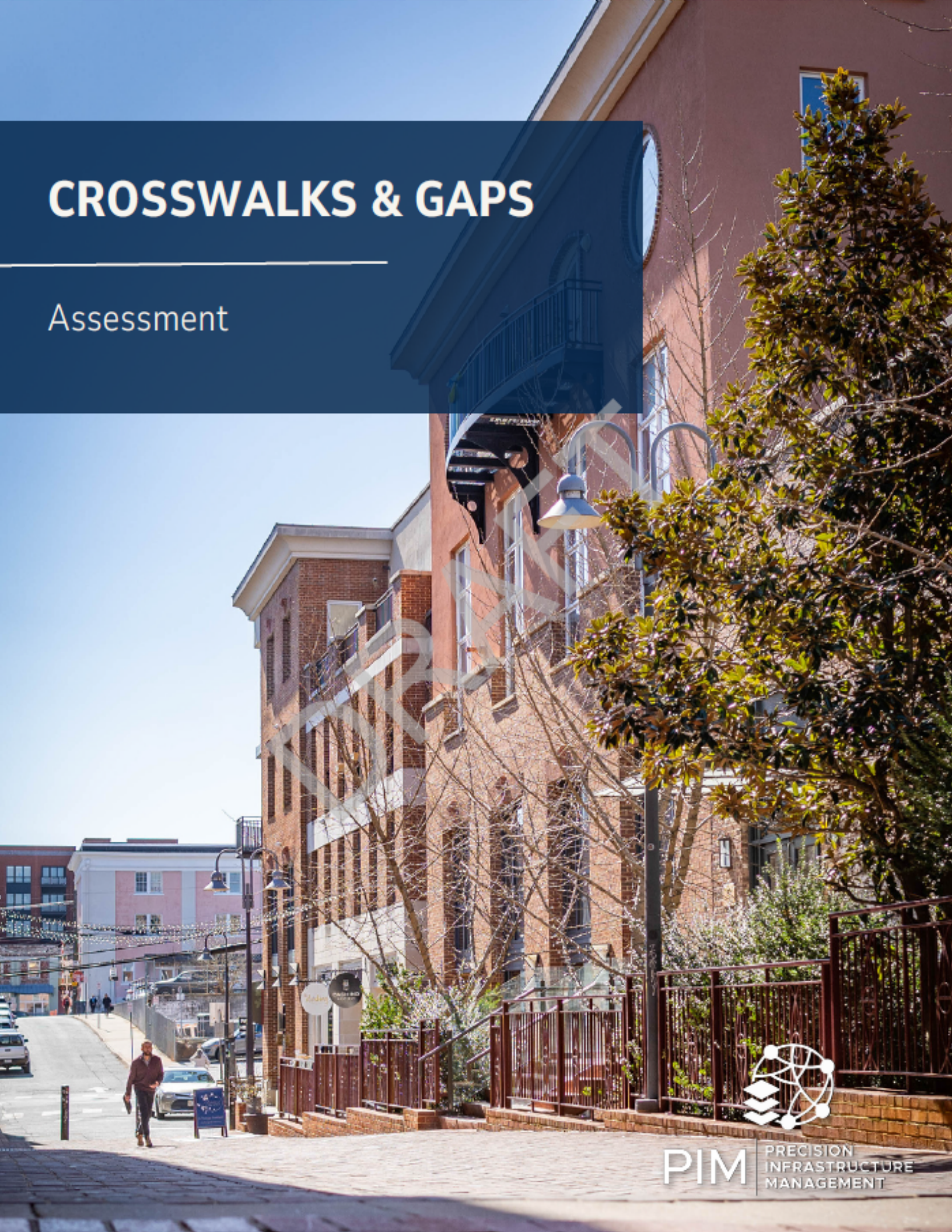
Locations and Examples



EXAMPLES

CROSSWALKS & GAPS

Assessment



PIM PRECISION INFRASTRUCTURE MANAGEMENT

Crosswalks

Assessment Specification

PIM assessed both ends of marked crosswalks to determine if their slope was compliant with the 5% running slope maximum allowable under PROWAG at uncontrolled crosswalks. Further assessment is recommended in the future.

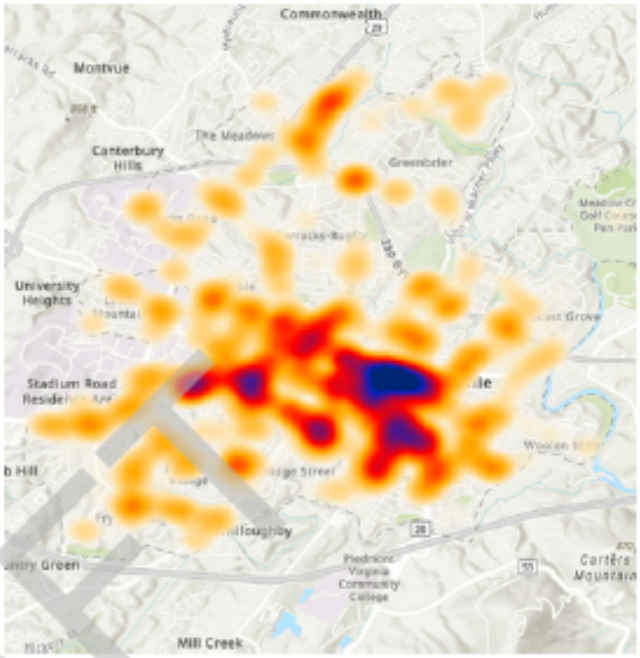
Assessment Results

During the assessment, 436 crosswalks were found to have barriers. There are likely additional barriers not contemplated in this assessment.

Estimated Repair Costs

The replacement/repair costs for these items vary widely due to the different nature of work required. PIM used $1,750 as an estimate for cost per location. Total cost for repair is estimated to be $763,000.

Locations and Examples



EXAMPLES

Gaps and Footpaths

Assessment Specification

In addition to ADA compliance items, Charlottesville requested that PIM note sidewalk gaps and footpaths. These are areas where additional sidewalk would improve the pedestrian experience and generally increase accessibility for all residents and visitors.

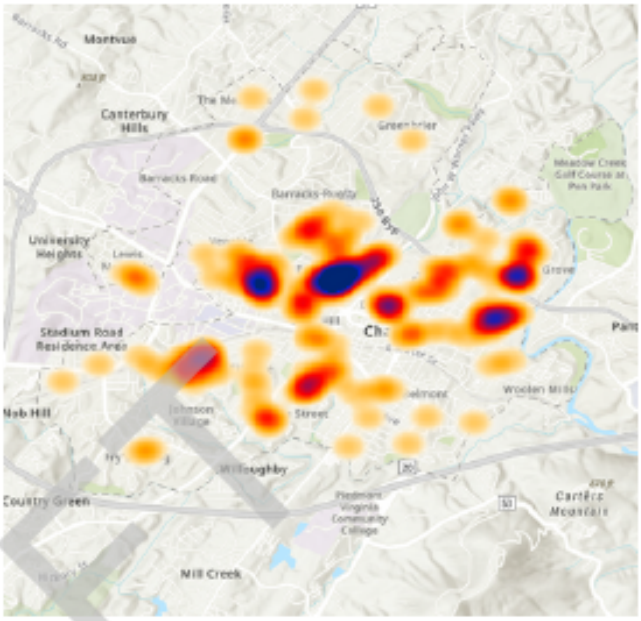
Assessment Results

There were 167 such locations encountered during the assessment.

Estimated Repair Costs

PIM estimates it would cost the City of Charlottesville $4,696,875 to add the new sidewalk necessary to connect the sidewalk gaps and footpaths flagged during PIM's assessment.

Locations and Examples



EXAMPLES

NON-DEFICIENT

Findings

PIM PRECISION INFRASTRUCTURE MANAGEMENT

RESIDENTIAL RAMPS

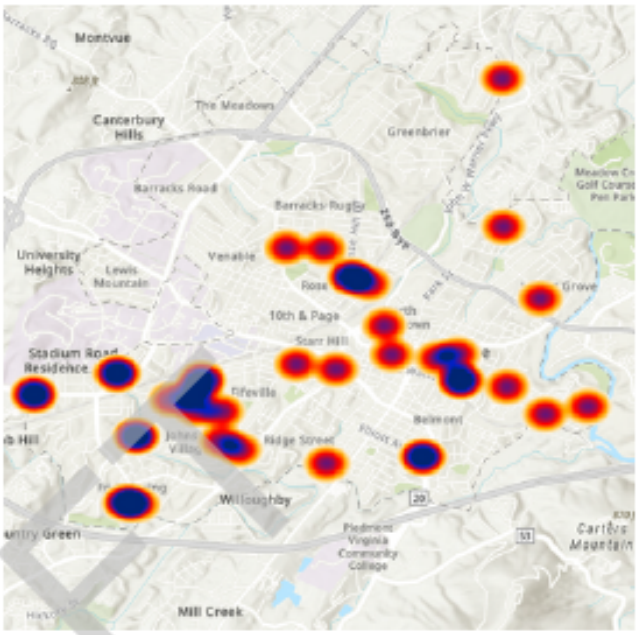
Assessment Specification

PIM collected residential disability ramps connecting residences to driveways or City ROW. These ramps are reliable, but imperfect, indicators that someone with a disability lives in the home. This is not a barrier item but is instead used to prioritize repairs.

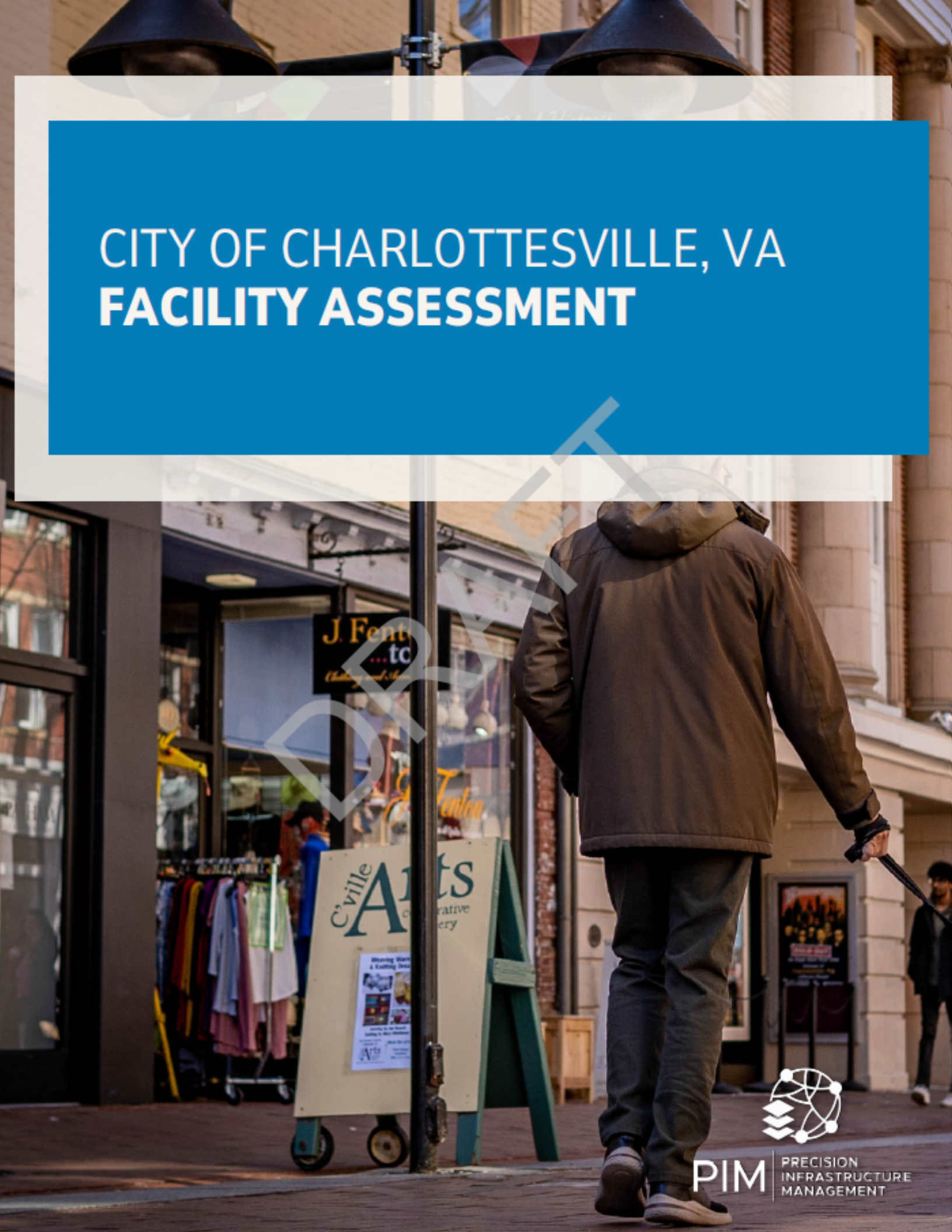
Assessment Results

There were 39 such locations encountered during the assessment.

Locations and Examples



EXAMPLES



CITY OF CHARLOTTESVILLE, VA
FACILITY ASSESSMENT

PIM | PRECISION INFRASTRUCTURE MANAGEMENT

INTRODUCTION

Overview, Process, & Summary

PIM | PRECISION INFRASTRUCTURE MANAGEMENT

Introduction

The City of Charlottesville, VA, contracted with Precision Infrastructure Management to complete an Americans with Disabilities Act Self-Assessment of the City's parks and facilities. PIM CS LLC completed the Self-Assessment **in 2024.** This report is a comprehensive review of the facilities assessment.

The Study found a total of **2,697 unique ADA barriers across 42 facilities assessed for this phase of the Transition Plan. Additional facilities will be assessed in future phases.**

Self-Assessment

Overview

Under Title II of the ADA (28 CFR Sec. 35.105), public entities are required to perform a Self-Assessment of their facilities on public property and within public rights-of-way in order to identify any obstacles or barriers to accessibility that need to be addressed. This includes park facilities owned and operated by Title II entities. The general categories of items evaluated for the City's facilities include:

- Accessible Routes
- On and off-street Parking
- Absence of curb ramps
- Curb ramps assessments
- Doors and Gates
- Signs and Alarms
- Play Areas
- Assembly Areas
- Hazards & Protruding Objects
- Kitchens, Kitchenettes, and Wet bars
- Counters, Surfaces, & Fountains
- Knee Clearance
- Toilets, Bathing Rooms, and Saunas

Process & Findings

Precision Infrastructure Management employed ADA field assessment technicians to physically inspect each facility in Charlottesville. Technicians used a number of tools to identify ADA barriers within the facilities. All data is stored within BlueDAG, an industry-leading ADA assessment software. Data includes photographs and other associated metadata. The methodology used to conduct the condition study followed the 2010 ADA Standards for Accessible Design. After surveying, PIM estimated prices and assigned priorities to each barrier. Certain barriers require additional levels of assessment to provide accurate costing information. These barriers have been labeled as requiring "Capital Investment."

General Barrier Removal Information

The ADA does not have specific prioritization requirements for remediating accessibility barriers. However, the Department of Justice's Title III Technical Assistance Manual says the following with respect to the priority for removing barriers where readily achievable:

III-4.4500 Priorities for barrier removal. *The Department's regulation recommends priories for removing barriers in existing facilities. Because the resources available for barrier removal may not be adequate to remove all existing barriers at any given time, the regulation suggests a way to determine which barriers should be mitigated or eliminated first. The purpose of these priorities is to facilitate long-term business planning and to maximize the degree of effective access that will result from any given level of expenditure. these priorities are not mandatory. Public accommodations are free to exercise discretion in determining the most effective "mix" of barrier removal measures to undertake in their facilities.*

Prioritization Process

This regulation suggests that a public accommodation's **first priority should be to enable individuals with disabilities to physically enter its facility**. This priority on "getting through the door" recognizes that providing physical access to a facility from public sidewalks, public transportation, or parking is generally preferable to any alternative arrangements in terms of both business efficiency and the dignity of individuals with disabilities.

The next priority is for measures that provide access to those areas of a place of public accommodation where goods and services are made available to the public.

The third priority should be providing access to restrooms, if restrooms are provided for use by customers or clients.

The fourth priority is to remove any remaining barriers to using the public accommodation's facility by, for example, lowering telephones.

The priority order for addressing barriers on a path of travel to a primary function area can provide some guidance. Those issues are to be addressed in this order:

- An accessible entrance
- An accessible route to the primary function area
- Restroom access
- An accessible telephone, an accessible drinking fountain, access to other elements such as parking and storage

Additionally, if there is someone with a disability who has had difficulty accessing the goods, services, or programs of a facility, priority could be given to removing the barriers that are causing that barrier.

List of Facilities Assessed

Buford Middle School
1000 Cherry Ave

Burnley-Moran Middle School
1300 Long St

Bypass Fire Station
350 US-250 BYP

Carver Recreation Center
233 4th St NW

Charlottesville Area Transit (CAT) Administrative Offices
1545 Avon Street Ext

CAT Downtown Transit Station
615 E Water St

Charlottesville Area Technical Education Center (CATER)
1000 Rio Rd E

Central Library
201 E Market St

Charlottesville Circuit Court
315 E High St

Charlottesville High School & Charlottesville City Schools
1400 Melbourne Rd

City Hall
605 E Main St

City Hall Annex
120 7th St NE

Community Attention (Foster Families)
414 4th St NE

Community Attention (Youth Program)
909 E Market St

Crow Recreation Center
1700 Rose Hill Dr.

Fontaine Fire Station
2420 Fontaine Ave Ext

Gordon Avenue Library
1500 Gordon Ave

Greenbrier Elementary School
2228 Greenbrier Dr

Charlottesville/Albemarle Health Department
1138 Rose Hill Dr

Historical Society
200 2nd St NE

Human Services (House)
907 E Jefferson St

Charlottesville/Albemarle Juvenile and Domestic Relations Court
411 E High St

Jackson Via Elementary
508 Harris Rd

Johnson Elementary School
1645 Cherry Ave

Juvenile and Domestic Relations Court
411 E High St.

Key Recreation Center
800 E Market St

Lewis and Clark Center
1490 Darden Towe Park

Lugo McGuinness Academy
341 11th St NW

Market Street Leased Spaces
546 E Market St

McGuffey Art Center
201 2nd St NW

Meadowcreek Golf Course
1400 Pen Park Rd

Police Station and General District Court
606 E Market St

Preston Morris Building
407 E High St

Public Works Administration
305 4th St NW

Ridge Fire Station
203 Ridge St

Charlottesville Transit Public Transportation
1505 Avon Street Ext

Smith Aquatic Center
1000 Cherry Ave

Summit Elementary
1000 Belmont Ave

Summit Elementary
1000 Belmont Avenue

Trailblazer Elementary
406 14th St NW

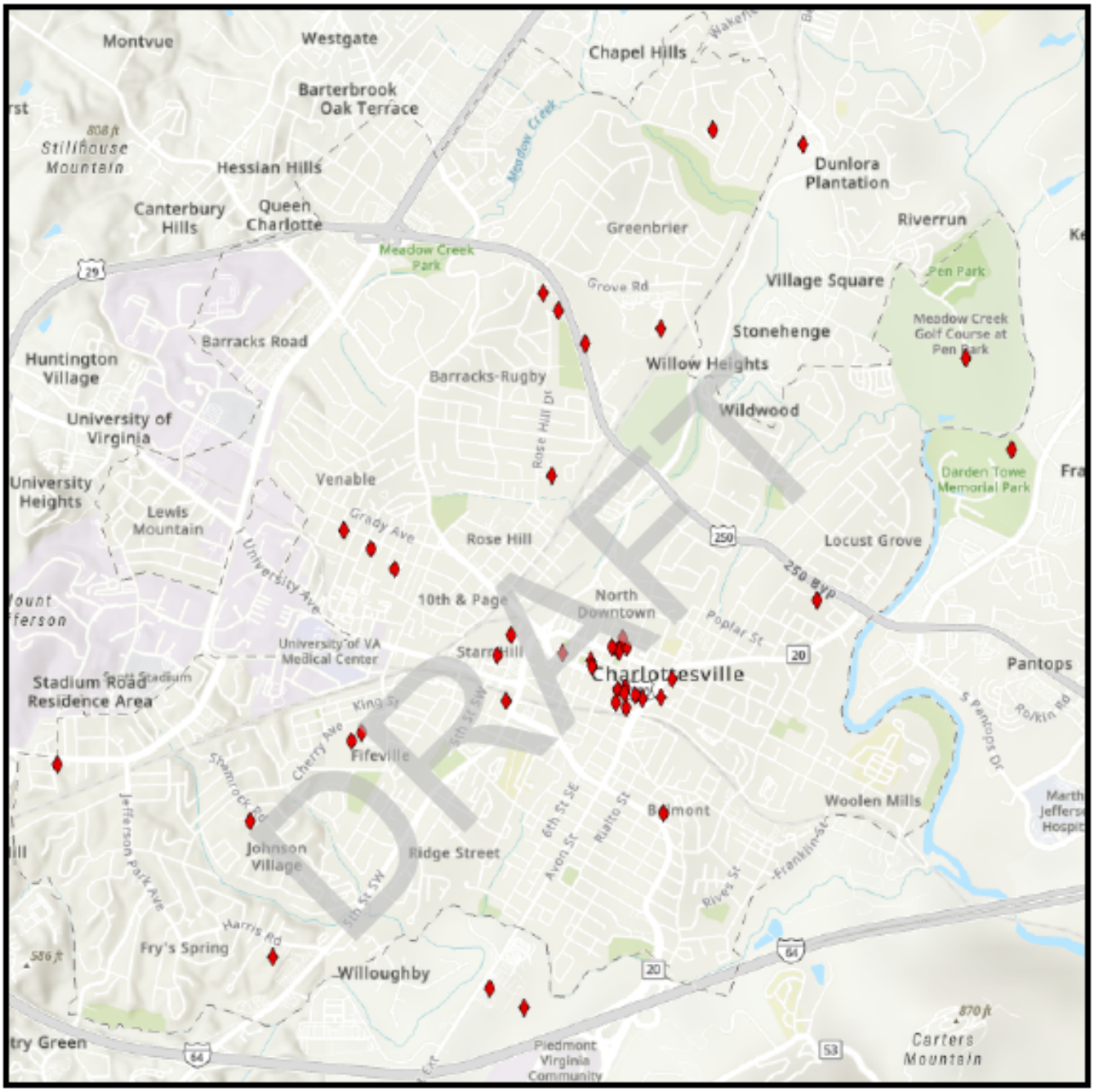
Virginia Discovery Museum
524 E Main St

Walker Upper Elementary
1564 Dairy Rd

Wheeler Building
401 E High St

*These were facilities provided to PIM for assessment. Some facilities, such as recreation centers within parks, were assessed as part of the Parks Assessment. Other facilities are included as sub-sections of the facilities here. Additional facilities needing assessment will be included in future project phases.

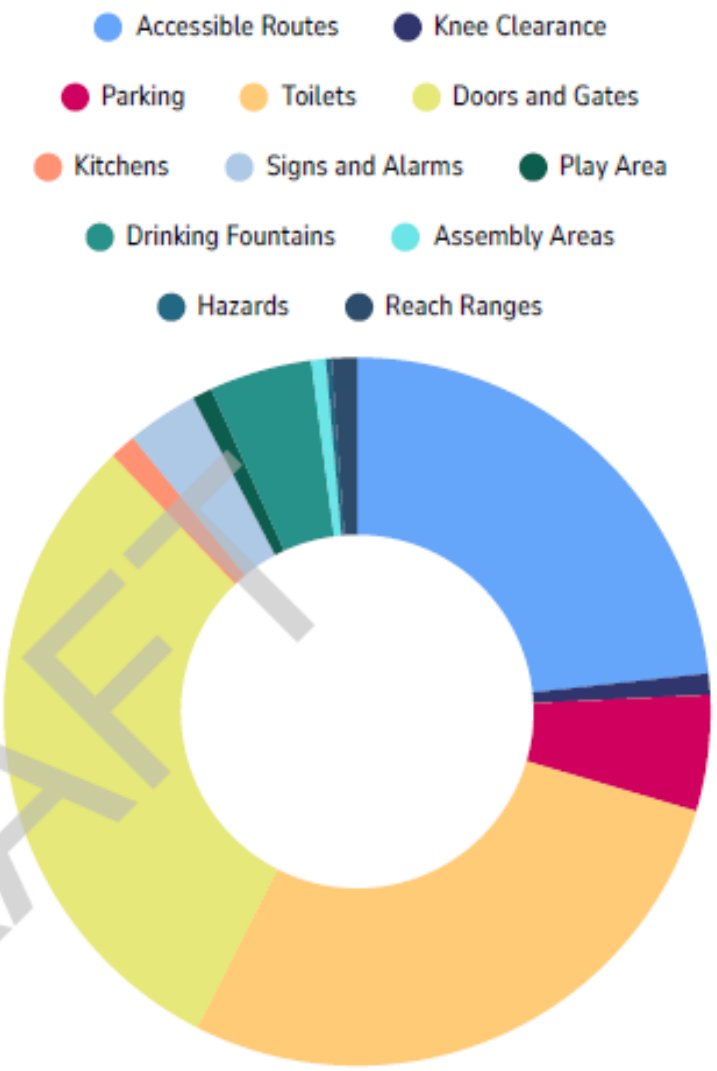
Map of Facilities Assessed



Caption: Map displaying a list of facilities assessed throughout Charlottesville, notated with a red mark.

Total Findings: Facility Groups

Accessible Routes	628
Knee Clearance	26
Parking	143
Toilets, Bathing Rooms, And Saunas	753
Doors and Gates	820
Hazards & Protruding Objects	7
Kitchens, Kitchenettes, and Wet Bars	32
Reach Ranges	31
Signs and Alarms	88
Play Area	24
Counters/Surfaces/Fountains	127
Assembly Areas	18



Toilet and Bathing Rooms barrier comprise **27.9%** of the total findings.

Doors and Gate barriers comprise **30.4%** of the total findings.

Accessible Route barriers comprise **23.3%** of the total findings.

The remaining barriers comprise **18.4%** of the total findings.

Pricing Determinations

This assessment was conducted by Precision Infrastructure Management's assessment technicians and recorded in BlueDAG, an industry-leading assessment tool, to evaluate elements such as entrances, interior paths, restrooms, and amenities for compliance with ADA standards.

Each facility report provides detailed barrier descriptions, references to ADA 2010 standards, and prioritized recommendations for remediation. Pricing estimates are included to assist with budgeting decisions; however, these estimates reflect material costs only and do not account for labor.

Pricing estimates are derived based on readily available cost data from public sources for commonly required materials. For barriers that are too complex to estimate due to their size or scope, such as significant structural modifications, the term "Capital Investment" is used in place of an estimated cost. This designation indicates the need for a more comprehensive evaluation to determine the associated costs.

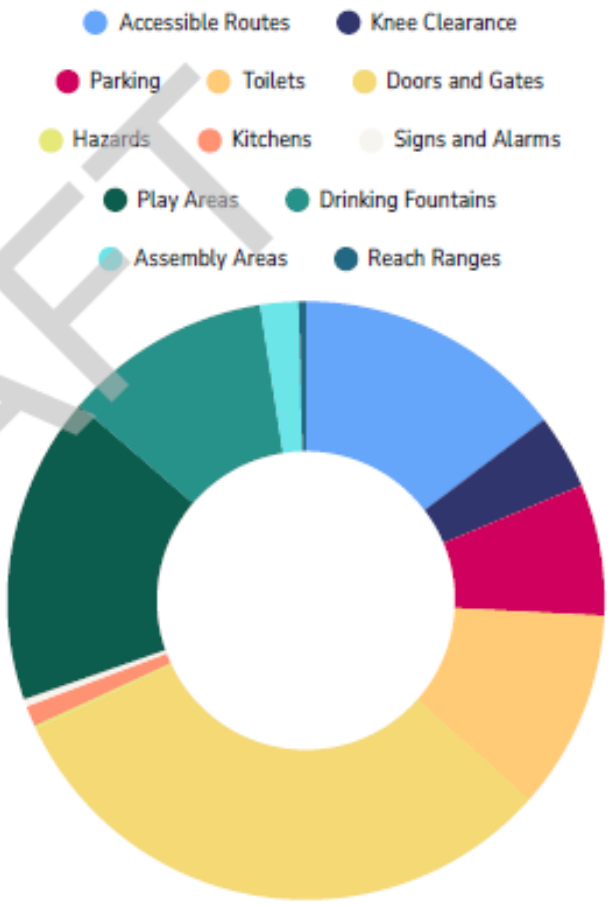
PRECISION INFRASTRUCTURE MANAGEMENT

Budget and Capital Investments

The numbers below are the combined estimates of the cost to repair these barriers in each group. However, this number does not reflect total cost to repair all barriers across the 42 facilities assessed. There are a number of barriers that fall under the term "Capital Investment." Capital Investment is used in place of an estimated cost when a barrier is too complex to estimate remediation cost due to the size and scope of the barrier noted. Material cost is included in the estimate, but labor is not. Labor is typically 100% of the cost of material, though this percentage varies dramatically per project.

Cost by Group Budget High

Accessible Routes	$582,267
Knee Clearance	$160,000
Parking	$281,910
Toilets, Bathing Rooms, And Saunas	$426,475
Doors and Gates	$1,244,060
Hazards & Protruding Objects	$7,600
Kitchens, Kitchenettes & Wet Bars	$44,000
Reach Ranges	$14,700
Signs and Alarms	$15,850
Play Areas	$660,700
Counters/Surfaces/Fountains	$445,500
Assembly Areas	$82,500



* Further additional assessments, once completed, may increase cost due to additional repairs found in those facilities.

Overviews

Assessment Results

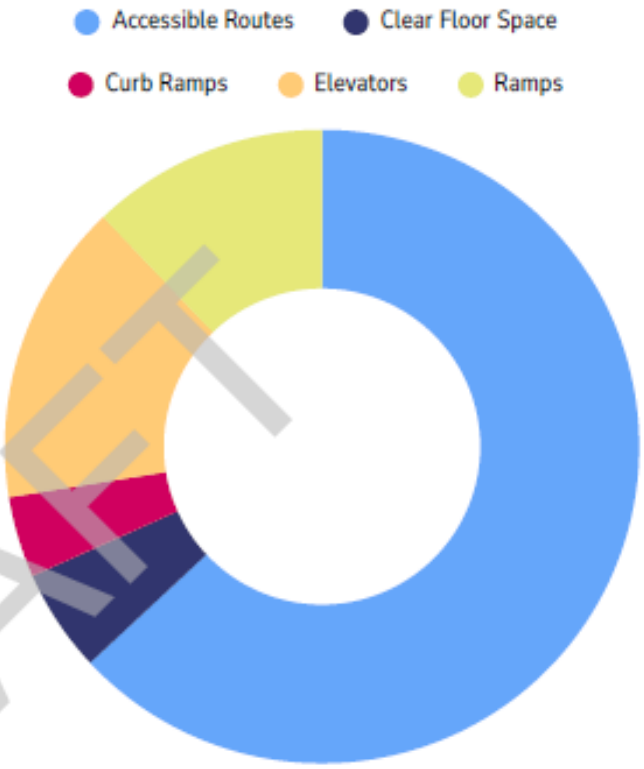
PIM PRECISION INFRASTRUCTURE MANAGEMENT

Assessment Results

There were 628 total findings related to Accessible Route barriers.

Accessible Route Type Breakdown

Accessible Routes	396
Clear Floor Space	33
Curb Ramps	26
Ramps	76
Elevator & Lifts	97



Type	Barriers	Low End Cost	High End Cost
Accessible Routes	396	$34,115	$366,280
Clear Floor Space	33	$700	$10,300
Curb Ramps	26	$21,120	$80,840
Ramps	76	$14,570	$67,392
Elevator & Lifts	97	$16,945	$57,455
Totals	628	$87,450	$582,267

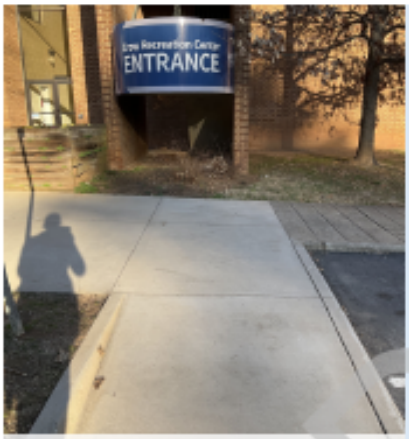
Examples of Accessible Route Barriers

ACCESSIBLE ROUTE

The route of travel does not provide a minimum width of 36 inches.

The clear width shall be permitted to be reduced to 32 inches minimum for a length of 24 inches maximum provided that reduced width segments are separated by segments that are 48 inches long minimum and 36 inches wide minimum.

Citation: 2010 ADAS 403.5.1
Recommendation: Reconfigure space to provide compliant clear width.



ACCESSIBLE ROUTE

The accessible path of travel between the building entrance and the accessible parking has cross slopes greater than 2%.

Surface cross slopes shall not exceed 1 unit vertical in 48 units horizontal (2-percent slope).

Citation: 2010 ADAS 403.3
Recommendation: Repour accessible path to compliant slope. Capital investment.

CURB RAMP

The transition from the curb ramp to the walk, gutter or street is not flush and free of abrupt changes in level.

Transitions from ramps to walks, gutters or streets shall be flush and free of abrupt changes in level. Maximum slopes of adjoining gutters, road surface immediately adjacent to the curb ramp, or accessible route shall not exceed one unit vertical in 20 units horizontal (5-percent slope).

Citation: 2010 ADAS 406.1
Recommendation: Cut or remove VHD

Water Ponding in Accessible Routes

Water ponding at the bottom of curb ramps can create significant ADA barriers in the pedestrian access route, especially for those using wheelchairs. This accumulation of water can lead to slippery surfaces, increasing the risk of falls and injuries. For wheelchair users, water ponding presents a barrier that can make it difficult or even impossible to navigate the ramp. The wheels of a wheelchair can get stuck in the water, causing delays or forcing users to find alternative routes in the traffic lane, creating hazardous pedestrian experiences. Additionally, standing water can cause structural damage over time, leading to uneven surfaces that further impede accessibility. Such conditions are ADA barriers and pose safety hazards, reducing the overall usability of pedestrian pathways for everyone.

Ponding at the bottom of a curb ramp is a separate remediation issue from retrofitting a curb ramp, as installing a new ramp does not necessarily eliminate ponding issues.

Estimated Repair Costs

Remediation for ponding can cost between $2,500 and $15,000 depending on the severity of the ponding issue and whether alternative maintenance activity options are available.

Caption: Ponding in an accessible route.

Sidewalk Conditions

Assessment Specification

Vertical height displacements are a frequent barrier found along the sidewalk on the full exterior of facilities. These barriers, which are present wherever an elevation change of 1/4 inch or greater is present, can be mitigated using cost effective alternative maintenance activities. Based on historical data, PIM estimates 197 vertical height displacements per each mile of sidewalk.

Sidewalk Conditions Results

Noting individual vertical height displacement locations along the accessible route was not within the scope of this assessment. However, based on historical data, VHDs are the No.1 barrier class on accessible routes

Estimated Repair Costs

VHD repairs are based on an average cost of $5 per square foot for remediation using an alternative maintenance activity such as horizontal saw cutting.

Demolition & Replacement cost will be approximately $75 per square foot of panel replaced, if used instead of the alternative maintenance activity. Data on VHDs next to facilities is not included in the Right-of-Way assessment data.

Caption: VHD on a Charlottesville sidewalk.

Knee Clearance

There were 26 total findings related to Knee Clearance barriers.

Type	Barriers	Low End Cost	High End Cost
Knee Clearance	26	$8,200	$160,000

Examples

KNEE CLEARANCE

The knee clearance is not a minimum of 27 inches above the finished floor.

The knee clearance shall be 11 inches deep minimum at 9 inches above the finish floor or ground, and 8 inches deep minimum at 27 inches above the finish floor or ground and 30 inches wide minimum.

Citation: 2010 ADAS 306.3.3
Recommendation: Move counter to height that provides compliant knee clearance.

KNEE CLEARANCE

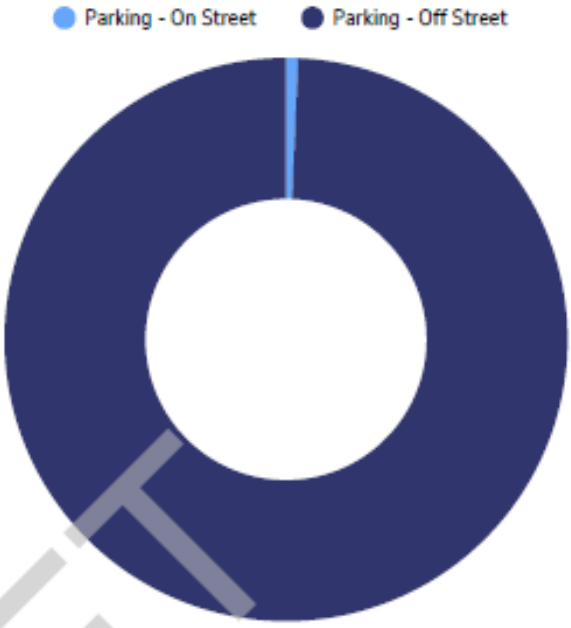
The knee clearance is not compliant.

The knee clearance shall be 11 inches deep minimum at 9 inches above the finish floor or ground, and 8 inches deep minimum at 27 inches above the finish floor or ground and 30 inches wide minimum.

Citation: 2010 ADAS 306.3.3
Recommendation: Add ADA picnic table in compliant location.

Parking

There were 143 total findings related to Parking barriers.

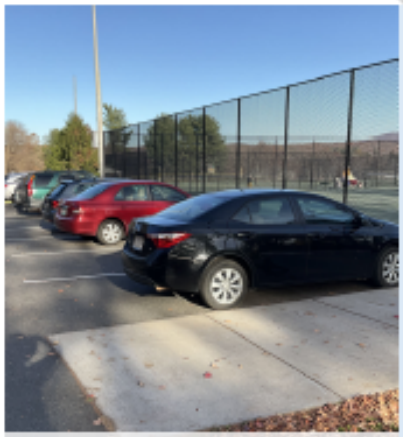


Parking Breakdown

Parking - On Street	1
Parking - Off Street	142

Type	Barriers	Low End Cost	High End Cost
On Street	1	$1,000	$3,600
Off Street	142	$54,240	$278,310
Totals	143	$55,240	$281,910

Example



PARKING LOT

There are no accessible parking stalls.

Each lot where parking is provided for the public as clients, guests or employees, shall provide accessible parking and shall be located on the shortest accessible route of travel from adjacent parking to an accessible entrance.

Citation: 2010 ADAS 208.2
Recommendation: Create accessible van designated space and adjoining access aisle

Toilet, Bathing Rooms, Saunas, and Locker Room Breakdown

There were 753 total findings related to Toilet & Bathing barriers.

Type	Barriers	Low End Cost	High End Cost
Toilet & Bathing Rooms	716	$12,370	$343,145
Saunas and Steam Rooms	15	$3,300	$16,150
Pool/Spa	2	$3,100	$51,500
Dressing/Fitting/Locker Rooms	20	$4,315	$15,680
Total	753	$23,085	$426,475

Examples

DOORS

The water closet compartment is missing a loop handle on the one side of the door.

Water closet compartments must be equipped with a door that has a loop or U-shaped handle on both sides of the door near the latch. The latch must be flip-over style, sliding or other hardware not requiring the user to grasp or twist.

Citations: 2010 ADAS 604.8.1.2
Recommendation: Install door loop handle.

CLEAR FLOOR SPACE

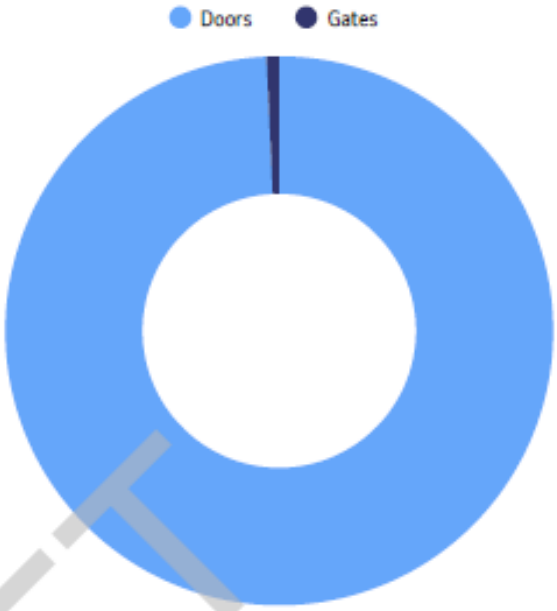
The lavatory's clear floor space is not a minimum 30 inches wide by 48 inches deep.

A 30 inch by 48 inch clear floor space positioned for a forward approach with knee and toe clearance shall be provided.

Citations: 2010 ADAS 606.2
Recommendation: Relocate trash can to provide clear floor space for lavatories.

Doors and Gates

There were 820 total findings related to Door and Gate barriers.



Doors and Gates Breakdown

Doors	814
Gates	6

Type	Barriers	Low End Cost	High End Cost
Doors	814	$92,235	$1,242,060
Gates	6	$350	$2,000
Totals	820	$92,585	$1,244,060

Examples

DOOR CLOSER

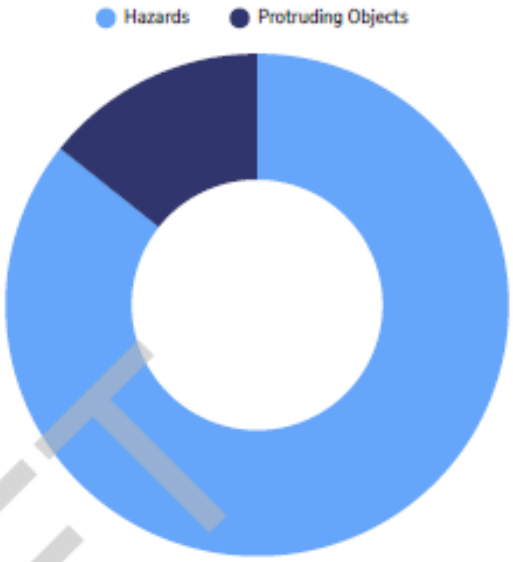
The door is equipped with a door closer and returns to a closed position too quickly.

Door closers and gate closers shall be adjusted so that from an open position of 90 degrees, the time required to move the door to a position of 12 degrees from the latch is 5 seconds minimum.

Citation: ADAS 2010 404.2.8.1
Recommendation: Adjust or replace door closer.

Hazards & Protruding Objects

There were 7 total findings related to Hazard and Protruding Object barriers.



Hazard & Protruding Objects Type Breakdown

Hazards	6
Protruding Objects	1

Type	Barriers	Low End Cost	High End Cost
Hazards	6	$1,080	$7,000
Protruding Obj.	1	$20	$600
Total	7	$1,100	$7,600

Examples

FOUNTAIN

The drinking fountains project into the headroom clearance in the circulation path.

Wall-mounted objects that have leading edges between 27 inches and 80 inches from the floor must not project more than 4 inches into the circulation path. Protruding objects that extend to the floor or within 27 inches of the floor are cane detectable and are therefore not hazardous. Where it is necessary or desirable to have objects protrude from the wall, a manner of cane detection must be provided.

Citation: ADAS 2010 307.2
Recommendation: Relocate or provide cane detection

Kitchens, Kitchenettes, and Wet Bars

There were 32 Total Findings related to Kitchen and Bars barriers.

Type	Barriers	Low End Cost	High End Cost
Kitchens, Kitchenettes, And Wet Bars	32	$7,295	$44,000

Examples

SINKS

The top of the sink is above the allowable height requirement.

Sinks shall be installed with the front of the higher of the rim or counter surface 34 inches maximum above the finish floor or ground.

Citation: ADAS 2010 606.3
Recommendation: Reconfigure sinks to compliant height. Capital investment.

RANGE

The controls are located such that operation require reaching across burners.

Where knee and toe space is provided, the underside of the range or cooktop shall be insulated or otherwise configured to prevent burns, abrasions, or electrical shock. The location of controls shall not require reaching across burners

Citation: ADAS 2010 804.6.4
Recommendation: Install compliant stove

Reach Ranges

There were 31 Total Findings related to Reach Range barriers.

Type	Barriers	Low End Cost	High End Cost
Reach Ranges	31	$330	$14,700

Examples

REACH RANGE

The (seat cover dispenser) is positioned too high for either a side or front approach.

Where a clear floor or ground space allows a parallel approach to an element and the side reach is unobstructed, the high side reach shall be 48 inches maximum and the low side reach shall be 15 inches minimum above the finish floor or ground.

Citation: ADAS 2010 308.1
Recommendation: Move seat cover dispenser to compliant location.

REACH RANGE

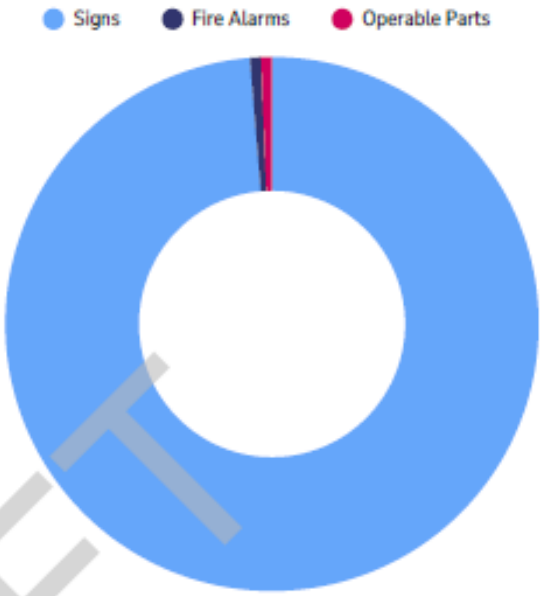
The (call button) is positioned too high for either a side or front approach.

Where a clear floor or ground space allows a parallel approach to an element and the side reach is unobstructed, the high side reach shall be 48 inches maximum and the low side reach shall be 15 inches minimum above the finish floor or ground.

Citation: ADAS 2010 308.1
Recommendation: Relocate button to compliant range

Signs/Fire Alarms/Operable Parts

There were 88 total findings related to Sign/Fire Alarm/Operable Part barriers.



Operable Parts Type Breakdown

Signs	66
Operable Parts	3
Fire Alarms	15

Type	Barriers	Low End Cost	High End Cost
Signs	71	$525	$7,950
Operable Parts	2	-	$5,650
Fire Alarms	15	$1,050	$2,250
Totals	88	$1,575	$15,850

Examples

SIGNAGE

Clear floor space is not provided at the tactile door sign.

Signs containing tactile Characters shall be located so that a clear floor space of 18 inches minimum by 18 inches minimum, centered on the tactile Characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.

Citation: ADAS 2010 703.4.2
Recommendation: Move sign to compliant location

Play Areas

There were 24 total findings related to Play Area barriers.

Type	Barriers	Low End Cost	High End Cost
Play Areas	24	$104,920	$660,700

Examples

TRANSFER PLATFORM

The transfer platform is not within the compliant range above the ground.

The height of transfer platforms shall be 11 inches minimum and 18 inches maximum measured to the top of the surface from the ground or floor surface.

Citation: ADAS 2010 1008.3.1.2
Recommendation: Reconfigure transfer platform to compliant height.

SURFACE

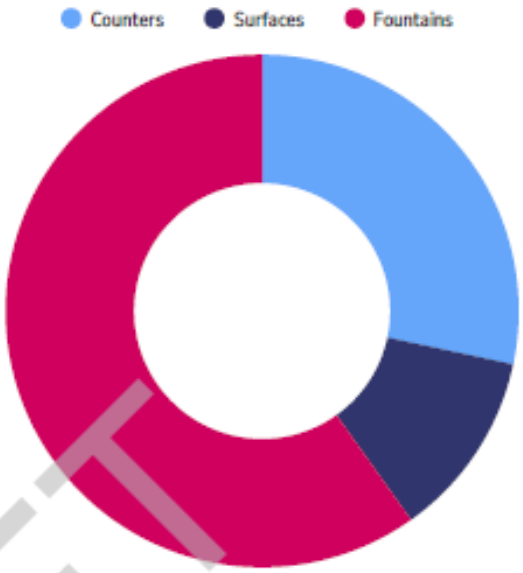
An accessible route is not provided within the play area or it does not connect accessible ground level components, elevated components, or the entry and exit points of the play components.

At least one accessible route shall be provided within the play area.

Citation: ADAS 2010 206.2.17.1
Recommendation: Create accessible route into play areas and between elements. Capital investment

Counters, Surfaces, and Fountains

There were 127 total findings related to Counter, Surface, and Fountain barriers.

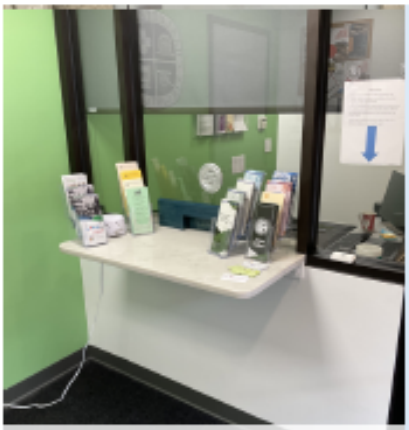


Surfaces Type Breakdown

Sales and Service Counters/Tables	36
Drinking Fountains	76
Dining, Bar, and Work Surfaces	15

Type	Barriers	Low End Cost	High End Cost
Counters	36	$4,250	$53,800
Fountains	76	$31,600	$339,400
Work Surfaces	15	$2,750	$52,300
Totals	127	$38,600	$445,500

Examples



COUNTER

The counter is higher than 36 inches above the floor.

A portion of the counter surface that is 30 inches long minimum and 36 inches high maximum shall be provided. Knee and toe space shall be provided under the counter. A clear floor or ground space shall be positioned for a forward approach to the counter.

Citation: 2010 ADAS 904.4.2
Recommendation: rebuild to compliant height. capital investment

Assembly Areas

There were 18 total findings related to Assembly Area barriers.

Type	Barriers	Low End Cost	High End Cost
Assembly Areas	18	$10,025	$82,500

Examples

SEATING

The floor surface at the wheelchair seating spaces is sloped greater than 2%

Floor and ground surfaces shall not be sloped steeper than 1:48 (2%) and shall be stable, firm, and slip resistant
Changes in level are not permitted.

Citation: 2010 ADAS 802.1.1 Exception
Recommendation - Raise/level floor to compliant slope. Capital investment.

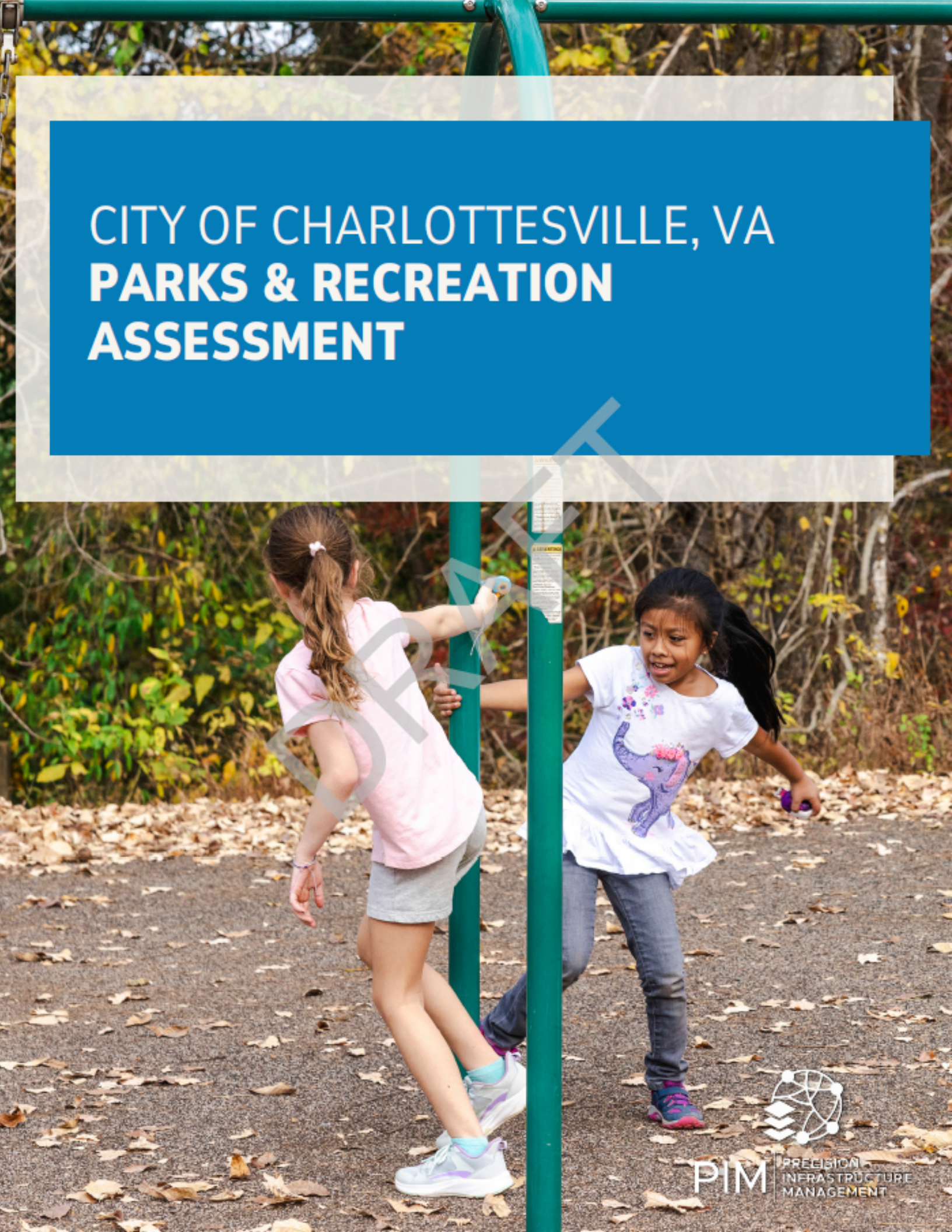
SEATING

Based on the number of seats provided in this area (390), there should be a minimum of (6) wheelchair seating spaces.

Wheelchair spaces shall be provided in assembly areas with fixed seating.

Citation: 2010 ADAS 221.2 + 221.2.1.1
Recommendation - Provide additional accessible wheelchair seating spaces. Capital investment

CITY OF CHARLOTTESVILLE, VA
PARKS & RECREATION ASSESSMENT



PIM | PRECISION INFRASTRUCTURE MANAGEMENT

INTRODUCTION

Overview, Process, & Summary

PIM | PRECISION INFRASTRUCTURE MANAGEMENT

Introduction

The City of Charlottesville, VA, contracted with Precision Infrastructure Management to complete an Americans with Disabilities Act Self-Assessment of the City's parks and facilities. PIM completed the Self-Assessment **in 2024.** This report is a comprehensive review of the facilities assessment.

The Study found a total of **1,029 unique ADA barriers across 30 parks**. A breakdown of the barriers by category is covered in the ADA Barrier Detail section of this report.

Self-Assessment

Overview

Under Title II of the ADA (28 CFR Sec. 35.105), public entities are required to perform a Self-Assessment of their facilities on public property and within public rights-of-way in order to identify any obstacles or barriers to accessibility that need to be addressed. This includes park facilities owned and operated by Title II entities. The general categories of items evaluated for the City's facilities include:

- Accessible Routes
- on and off-street Parking
- Absence of curb ramps
- Curb ramps assessments
- Doors and Gates
- Signs and Alarms
- Play Areas
- Assembly Areas
- Hazards & Protruding Objects
- Kitchens, Kitchenettes, and Wet bars
- Counters, Surfaces, & Fountains
- Knee Clearance
- Toilets, Bathing Rooms, and Saunas

Process & Findings

Precision Infrastructure Management employed ADA field assessment technicians to physically inspect each park in Charlottesville. Technicians used a number of tools to identify ADA barriers within the facilities. All data is stored within BlueDAG, an industry-leading ADA assessment software. Data includes photographs and other associated metadata. The methodology used to conduct the condition study followed the 2010 ADA Standards for Accessible Design. After surveying, PIM estimates prices and assigns priorities to each barrier. Certain barriers require additional levels of assessment to provide accurate costing information. These barriers have been labeled as requiring "Capital Investment."

General Barrier Removal Information

The ADA does not have specific prioritization requirements for remediating accessibility barriers. However, the Department of Justice's Title III Technical Assistance Manual says the following with respect to the priority for removing barriers where readily achievable:

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The next priority is for measures **that provide access to those areas of a place of public accommodation where goods and services are made available to the public.**

The third priority should be **providing access to restrooms, if restrooms are provided for use by customers or clients.**

The fourth priority is to remove **any remaining barriers to using the public accommodation's facility by, for example, lowering telephones.**

The priority order for addressing barriers on a path of travel to a primary function area can provide some guidance. Those issues are to be addressed in this order:

1. An accessible entrance
2. An accessible route to the primary function area
3. Restroom access
4. An accessible telephone, an accessible drinking fountain, access to other elements such as parking and storage

Additionally, if there is someone with a disability who has had difficulty accessing the goods, services, or programs of a facility, priority could be given to removing the barriers that are causing that barrier.

List of Parks Assessed

Azalea Park
304 Old Lynchburg Rd.

Bailey Park
990 Hillcrest Rd.

Belmont Park
725 Stonehenge Ave.

Benjamin Tonsler Park
500 Cherry Ave

Booker T. Washington Park
1001 Preston Ave.

Court Square Park
405 E High St.

Darden Towe Park*
1445 Darden Towe Park
Charlottesville, VA 22911

Fifeville Park
1200 King St.

Forest Hills Park
1022 Forest Hills Ave.

Fry's Springs Park
124 Park Rd.

Greanleaf SP Park
1598 Rose Hill Dr.

Greenbrier Park
1933 Greenbrier Dr.

Heyward Community Forest
1730 Reservoir Rd.

Hill Park
609 Elsom St

Ivy Creek Natural Area*
1780 Earlysville Rd.

Jordan Park
1607 6th St SE

Market Street Park
101 E Market St.

McGuffey Park
201 2nd St NW

McIntire Park
375 US-250 BYP

Meade Park
300 Meade Ave.

Meadowcreek Community Garden
2030 Morton Dr.

Northeast Park
1001 Sheridan Ave.

Pen Park
1300 Pen Park Rd

Quarry Park
420 Quarry Rd

Ragged Mountain Natural Area
1730 Reservoir Rd

Riverview Park
1909 Chesapeake St

Rives Park
926 Rives St

Schenk's Greenway
711 McIntire Rd

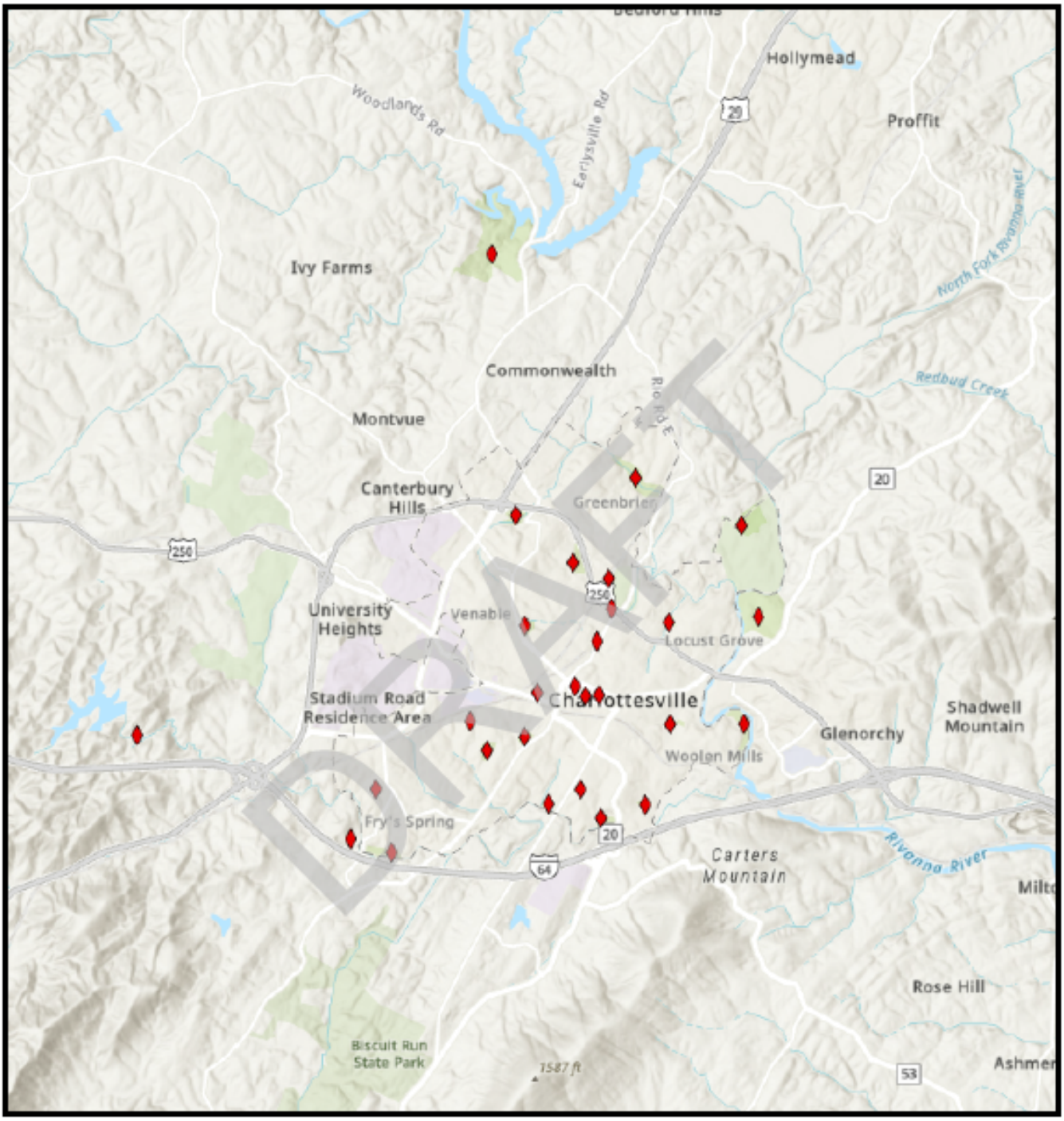
Starr Hill Park
7th Street NW & Elsom St.

West Azalea Park
405 Old Lynchburg Rd

Note: Recreation and aquatic centers located within park boundaries were assessed as part of the parks. PIM was instructed to not assess Hartman Mill.

* These parks are co-owned with Albemarle County, VA

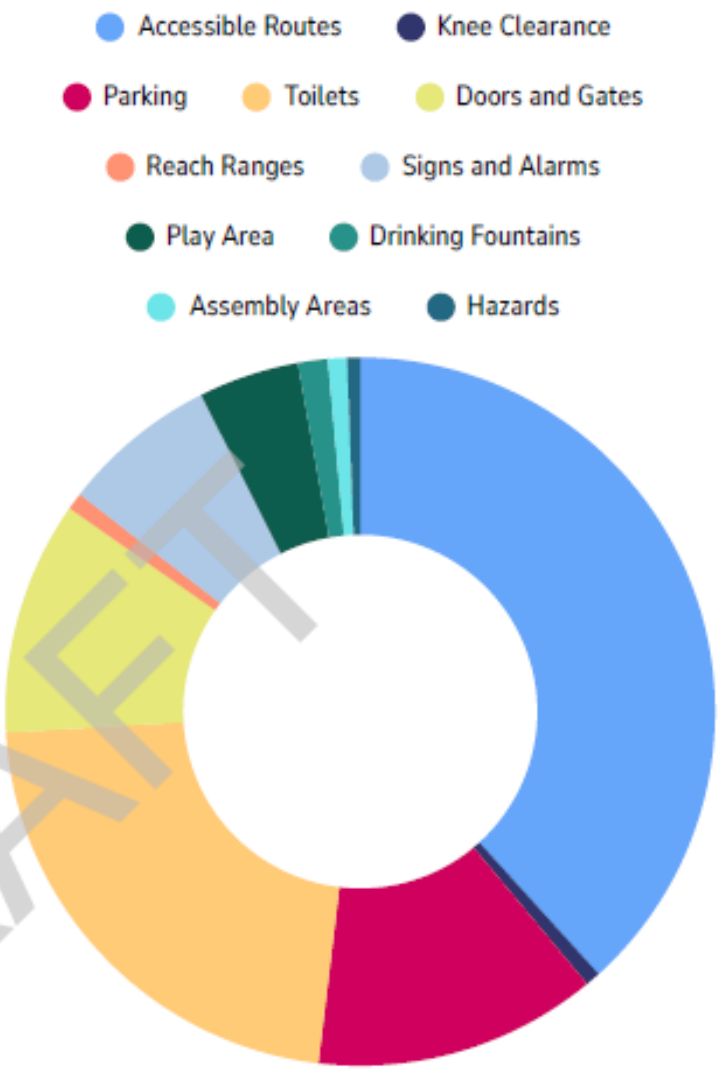
Map of Parks Assessed



Caption: Parks assessed are noted with red diamonds.

Total Findings: Facility Groups

Accessible Routes	394
Knee Clearance	7
Parking	133
Toilets, Bathing Rooms, And Saunas	228
Doors and Gates	110
Hazards & Protruding Objects	6
Reach Ranges	8
Signs and Alarms	73
Play Area	47
Counters/Surfaces/Fountains	14
Assembly Areas	9



Toilet and Bathing Rooms barrier comprise **22.2%** of the total findings.

Doors and Gate barriers comprise **10.7%** of the total findings.

Accessible Route barriers comprise **38.3%** of the total findings.

The remaining barriers comprise **28.78%** of the total findings.

Pricing Determinations

This assessment was conducted by Precision Infrastructure Management's assessment technicians and recorded in BlueDAG, an industry-leading assessment tool, to evaluate elements such as entrances, interior paths, restrooms, and amenities for compliance with ADA standards.

Each facility report provides detailed barrier descriptions, references to ADA 2010 standards, and prioritized recommendations for remediation. Pricing estimates are included to assist with budgeting decisions. These estimates reflect material costs only and do not account for labor.

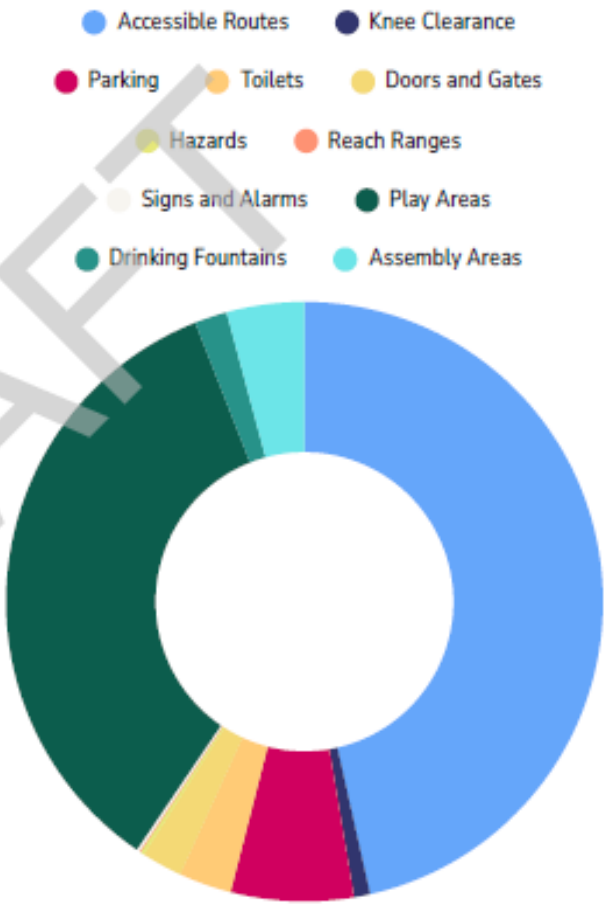
Pricing estimates are derived based on readily available cost data from public sources for commonly required materials. For barriers that are too complex to estimate due to their size or scope, such as significant structural modifications, the term "Capital Investment" is used in place of an estimated cost. This designation indicates the need for a more comprehensive evaluation to determine the associated costs.

Budget and Capital Investments

The numbers below are the combined estimates of the cost to mitigate these barriers in each group. However, this number does not reflect total cost to repair all barriers. There are a number of barriers that fall under the term "Capital Investment." Capital Investment is used in place of an estimated cost when a barrier is too complex to estimate remediation cost due to the size and scope of the barrier noted. Material cost is included in the estimate, but labor is not. Typically labor is expected to be 100% of the cost of material, though this percentage varies dramatically per project.

Cost by Group Budget High

Accessible Routes	$1,448,715
Knee Clearance	$27,000
Parking	$207,450
Toilets, Bathing Rooms, And Saunas	$88,480
Doors and Gates	$68,715
Hazards & Protruding Objects	$7,100
Reach Ranges	$2,000
Signs and Alarms	$5,120
Play Areas	$1,076,000
Counters/Surfaces/Fountains	$55,000
Assembly Areas	$131,000



Overviews

Assessment Results

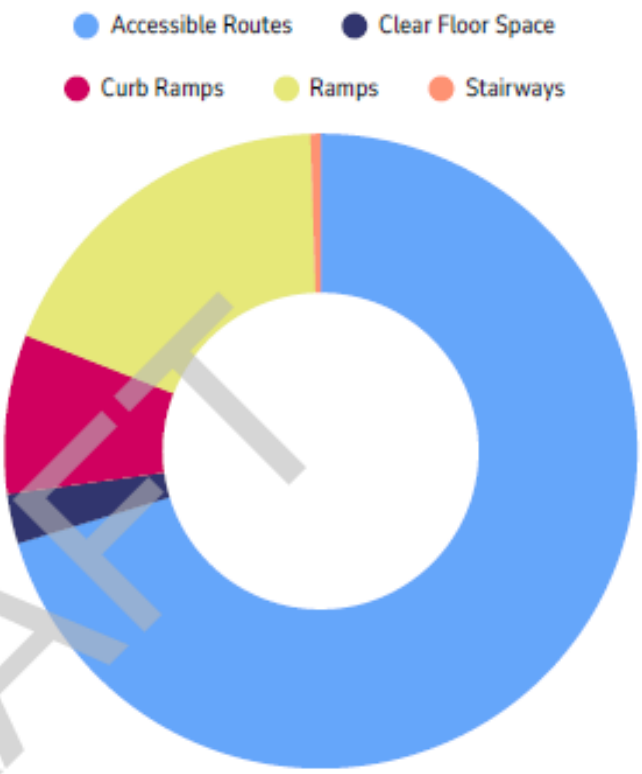
PIM | PRECISION INFRASTRUCTURE MANAGEMENT

Assessment Results

There were 394 total findings related to Accessible Route barriers.

Accessible Route Type Breakdown

Accessible Routes	277
Clear Floor Space	10
Curb Ramps	32
Ramps	73
Stairways	2



Type	Barriers	Low End Cost	High End Cost
Accessible Routes	277	$60,341	$1,247,140
Clear Floor Space	10	$600	$6,000
Curb Ramps	32	$28,170	$99,700
Ramps	73	$21,785	$92,275
Stairways	2	-	$3,600
Totals	394	$110,896	$1,448,715

Examples of Accessible Route Barriers

ACCESSIBLE ROUTE

No accessible route to boat launch - stairs

There is no accessible route to the accessible element.
At least one accessible route shall connect accessible buildings, accessible facilities, accessible elements, and accessible spaces that are on the same site.

Citation: 2010 ADAS 206.2.2
Create accessible route to element. Capital investment.

ACCESSIBLE ROUTE

No accessible route to baseball diamond, non-ADA bleachers, player seating, or trash can

There is no accessible route to the accessible element.
At least one accessible route shall connect accessible buildings, accessible facilities, accessible elements, and accessible spaces that are on the same site.

Citation: 2010 ADAS 206.2.2
Recommendation: Create accessible route to elements; provide ADA bleacher

CURB RAMP

The curb ramp on the accessible route has cross slopes greater than 2%.

Surface cross slopes shall not exceed one unit vertical in 48 units horizontal (2-percent slope).

Citation: 2010 ADAS 405.3 + 406.1
Recommendation: Replace curb ramp

Water Ponding in Accessible Routes

Water ponding at the bottom of curb ramps can create significant ADA barriers in the pedestrian access route, especially for those using wheelchairs. This accumulation of water can lead to slippery surfaces, increasing the risk of falls and injuries. For wheelchair users, water ponding presents a barrier that can make it difficult or even impossible to navigate the ramp. The wheels of a wheelchair can get stuck in the water, causing delays or forcing users to find alternative routes in the traffic lane, creating hazardous pedestrian experiences. Additionally, standing water can cause structural damage over time, leading to uneven surfaces that further impede accessibility. Such conditions are ADA barriers and pose safety hazards, reducing the overall usability of pedestrian pathways for everyone.

Ponding at the bottom of a curb ramp is a separate remediation issue from retrofitting a curb ramp, as installing a new ramp does not necessarily eliminate ponding issues.

Estimated Repair Costs

Remediation for ponding can cost between $2,500 and $15,000 depending on the severity of the ponding issue and whether alternative maintenance activity options are available.

Caption: Example of water ponding.

Sidewalk Conditions

Assessment Specification

Vertical height displacements are a frequent barrier found along accessible routes. These barriers, which are present wherever an elevation change of 1/4 inch or greater is present, can be mitigated using cost effective alternative maintenance activities. Based on historical data, PIM estimates 171 vertical height displacements for each mile of sidewalk.

Sidewalk Conditions Results

Noting individual vertical height displacement locations along the accessible route was not within the scope of this assessment. However, based on historical data, VHDs are the No.1 barrier class on accessible routes and further assessment/remediation is recommended.

Estimated Repair Costs

VHD repairs are based on an average cost of $5 per square foot for remediation using an alternative maintenance activity such as horizontal saw cutting.

Demolition & Replacement cost will be approximately $75 per square foot of panel replaced, if used instead of the alternative maintenance activity. Data on VHDs within parks is not included in the Right-of-Way assessment data.

Caption: Example of sidewalk vertical height displacement..

Knee Clearance

There were 7 total findings related to Knee Clearance barriers.

Type	Barriers	Low End Cost	High End Cost
Knee Clearance	7	$3,600	$27,000

Examples

KNEE CLEARANCE

The knee clearance is not compliant.

The knee clearance shall be 11 inches deep minimum at 9 inches above the finish floor or ground, and 8 inches deep minimum at 27 inches above the finish floor or ground and 30 inches wide minimum.

Citation: 2010 ADAS 306.3.3
Recommendation: Replace with compliant unit

KNEE CLEARANCE

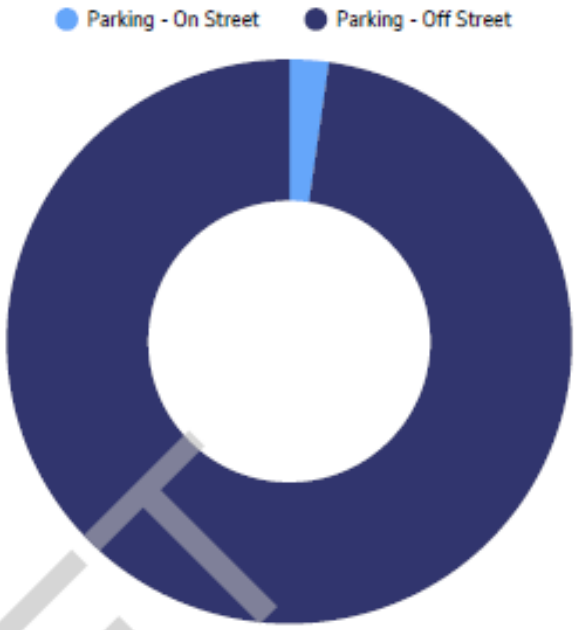
The knee clearance is not compliant.

The knee clearance shall be 11 inches deep minimum at 9 inches above the finish floor or ground, and 8 inches deep minimum at 27 inches above the finish floor or ground and 30 inches wide minimum.

Citation: 2010 ADAS 306.3.3
Recommendation: provide ADA-Compliant Picnic table

Parking

There were 133 total findings related to Parking barriers.



Parking Breakdown

Parking - On Street	3
Parking - Off Street	130

Type	Barriers	Low End Cost	High End Cost
On Street	3	$200	$3,750
Off Street	130	$36,260	$203,700
Totals	133	$36,460	$207,450

Example

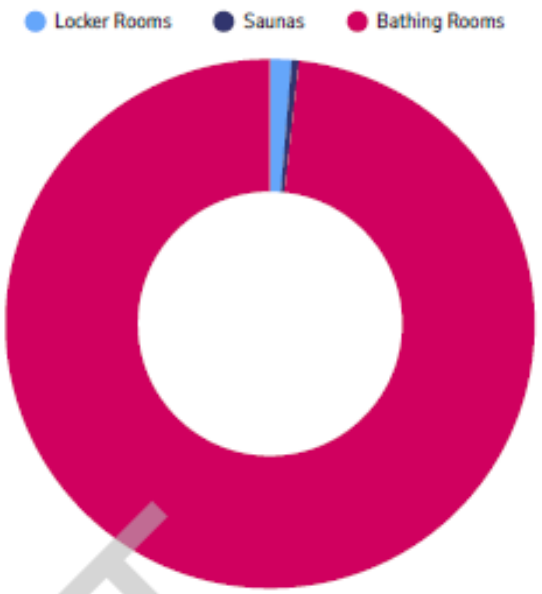
ACCESS AISLE

The cross slope (short dimension) of the access aisle exceeds 2%.

The cross slope in an accessible parking stall and the access aisle must not exceed 2%.

Citation: 2010 ADAS 502.4
Recommendation: Repave and repaint

Toilet & Bathing Rooms/Locker Rooms Breakdown



There were 228 total findings related to Toilet & Bathing barriers.

Type	Barriers
Dressing / Fitting / Locker Rooms	3
Saunas and Steam Rooms	1
Toilet and Bathing Rooms	224

Type	Barriers	Low End Cost	High End Cost
Dressing / Fitting / Locker Rooms	3	$65	$1,500
Saunas and Steam Rooms	1	$65	$1,500
Toilet and Bathing Rooms	224	$2,720	$85,480
Totals	228	$2,850	$88,480

Examples

PIPE INSULATION

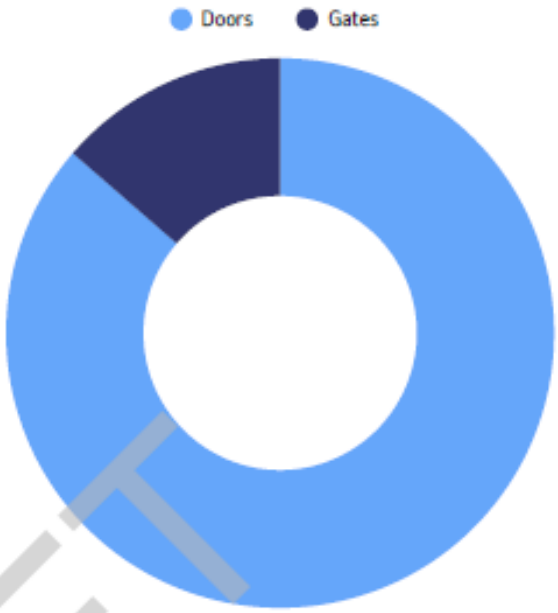
The water and drain pipes under the lavatory are not adequately insulated.

Water supply and drain pipes under lavatories and sinks shall be insulated or otherwise configured to protect against contact. There shall be no sharp or abrasive surfaces under lavatories and sinks.

Citations: 2010 ADAS 606.5
Recommendation: Install insulation kit

Doors and Gates

There were 110 total findings related to Door and Gate barriers.



Doors and Gates Breakdown

Doors	95
Gates	15

Type	Barriers	Low End Cost	High End Cost
Doors	95	$2,045	$58,790
Gates	15	$1,010	$9,925
Totals	110	$3,055	$68,715

Examples

DOOR CLOSER

The door is equipped with a door closer and returns to a closed position too quickly.

Door closers and gate closers shall be adjusted so that from an open position of 90 degrees, the time required to move the door to a position of 12 degrees from the latch is 5 seconds minimum.

Citation: ADAS 2010 404.2.8.1
Recommendation: Adjust or replace door closer.

Hazards & Protruding Objects

There were 6 total findings related to Hazard and Protruding Object barriers.

Accessible Route Type Breakdown

Hazards	6

Type	Barriers	Low End Cost	High End Cost
Hazards	6	$280	$7,100

Examples

FOUNTAIN

The drinking fountains project into the headroom clearance in the circulation path.

Wall-mounted objects that have leading edges between 27 inches and 80 inches from the floor must not project more than 4 inches into the circulation path. Protruding objects that extend to the floor or within 27 inches of the floor are cane detectable and are therefore not hazardous. Where it is necessary or desirable to have objects protrude from the wall, a manner of cane detection must be provided.

Citation: ADAS 2010 307.2
Recommendation: Install detectable warning bars

Reach Ranges

There were 8 Total Findings related to Reach Range barriers.

Type	Barriers	Low End Cost	High End Cost
Reach Ranges	8	-	$2,000

Examples

SOAP DISPENSER

The soap dispenser is out of reach range because the depth of the obstruction is greater than 25 inches.

Where a high forward reach is over an obstruction, the clear floor space shall extend beneath the element for a distance not less than the reach depth over the obstruction. Where the reach depth exceeds 20 inches, the high forward reach shall be 44 inches maximum and the reach depth shall be 25 inches maximum.

Citation: ADAS 2010 308.3.2
Recommendation: Lower or relocation dispenser

PAPER TOWELS

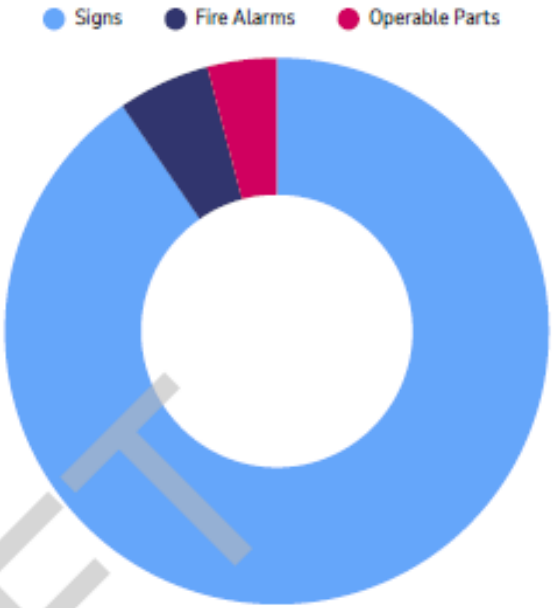
The (paper towel dispenser) is positioned too high for either a side or front approach.

Where a clear floor or ground space allows a parallel approach to an element and the side reach is unobstructed, the high side reach shall be 48 inches maximum and the low side reach shall be 15 inches minimum above the finish floor or ground.

Citation: ADAS 2010 308.3.2
Recommendation: Move paper towel dispenser to compliant height.

Signs/Fire Alarms/Operable Parts

There were 73 total findings related to Sign/Fire Alarm/Operable Part barriers.



Accessible Route Type Breakdown

Signs	66
Operable Parts	3
Fire Alarms	4

Type	Barriers	Low End Cost	High End Cost
Signs	66	$495	$2,570
Operable Parts	3	-	$1,950
Fire Alarms	4	$280	$600
Totals	73	$775	$5,120

Examples

SIGNAGE

The wall sign is incorrectly located.

Where permanent identification signs are provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space on the latch side, including at double leaf doors, signs shall be placed on the nearest adjacent wall, preferably on the right.

Citation: ADAS 2010 703.4.1
Recommendation: Move sign to compliant location

Play Areas

There were 47 total findings related to Play Area barriers.

Type	Barriers	Low End Cost	High End Cost
Play Areas	47	$8,540	$1,076,000

Examples

TRANSFER PLATFORM

The transfer space is sloped greater than 2%. Floor or ground surfaces of a clear floor or ground space shall not have changes in level. Slopes not steeper than 1:48 shall be permitted.

Citation: ADAS 2010 1008.3.1.3
Recommendation: Maintain surface or replace with compliant alternate material

SURFACE

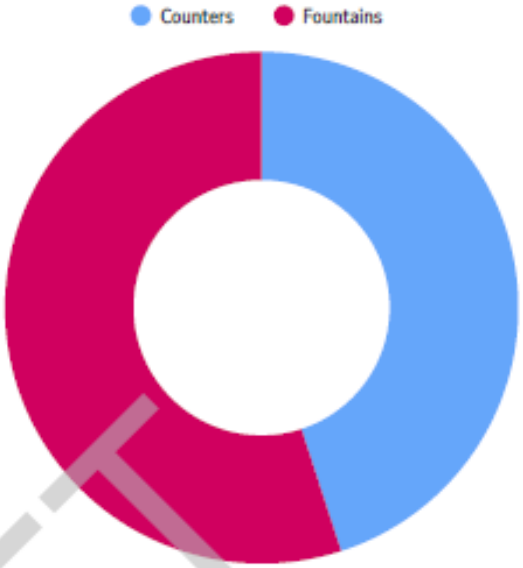
Compliance with ASTM F1951 for accessibility for **ground surfaces** on accessible routes, clear floor or ground spaces, and turning spaces has not been determined. Ground surfaces shall comply with ASTM F 1951. Ground surfaces shall be inspected and maintained regularly and frequently to ensure continued compliance with ASTM F 1951.

Citation: ADAS 2010 1008.2.6.1
Recommendation: Replace with compliant play surface. Capital investment.

Counters, Surfaces, and Fountains

There were 14 total findings related to Counter, Surface, and Fountain barriers.

Sales and Service Counters/Tables	2
Drinking Fountains	12



Type	Barriers	Low End Cost	High End Cost
Counters	2	-	-
Fountains	12	$6,700	$55,000
Totals	14	$6,700	$55,000

Examples

COUNTER

The counter surface is greater than 36 inches off the finished floor.

A portion of the counter surface that is 36 inches long minimum and 36 inches high maximum above the finish floor shall be provided.

Citation: 2010 ADAS 904.4.1
Recommendation: Reconfigure/rebuild counter to compliant height. Capital investment.

Assembly Areas

There were 9 total findings related to Assembly Area barriers.

Type	Barriers	Low End Cost	High End Cost
Assembly Areas	9	$43,000	$131,000

Examples

SEATING

The wheelchair spaces are not provided at the entry of the bleachers.

In bleachers, wheelchair spaces shall not be required to be provided in rows other than rows at points of entry to bleacher seating.

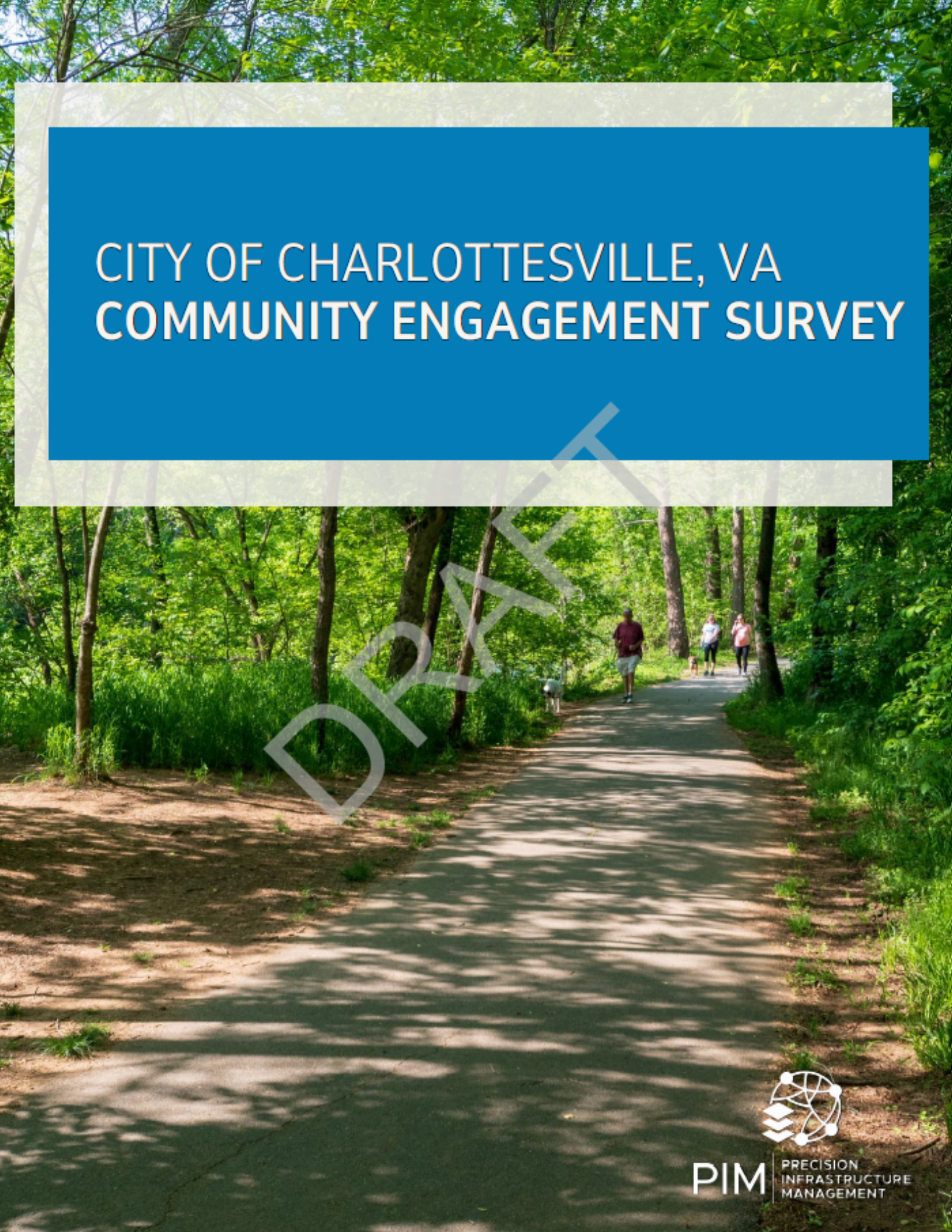
Citation: 2010 ADAS 221.2.3.2 Exception 2
Recommendation - Provide compliant seating

SEATING

The wheelchair spaces are not provided at the entry of the bleachers.

In bleachers, wheelchair spaces shall not be required to be provided in rows other than rows at points of entry to bleacher seating.

Citation: 2010 ADAS 221.2.3.2 Exception 2
Recommendation - replace with compliant bleachers



CITY OF CHARLOTTESVILLE, VA
COMMUNITY ENGAGEMENT SURVEY

PIM | PRECISION INFRASTRUCTURE MANAGEMENT

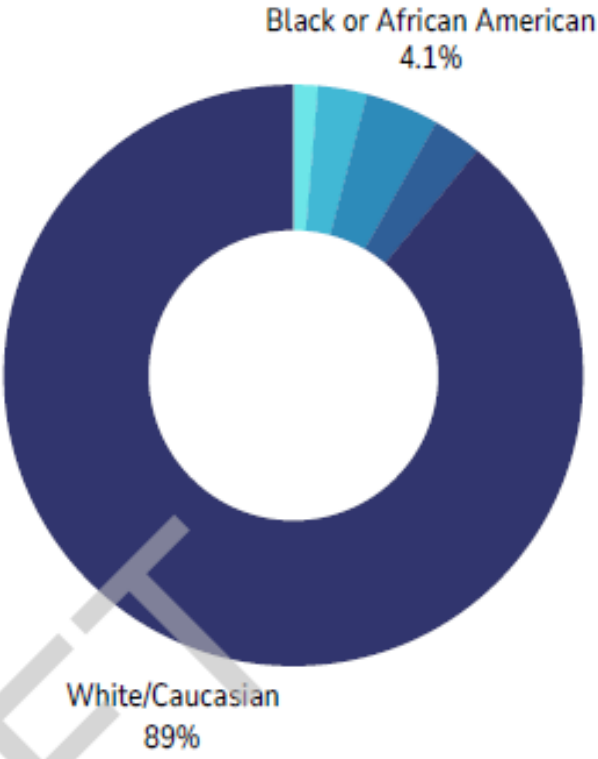
Introduction

In 2023, the City of Charlottesville initiated an assessment for its Americans with Disabilities Act Transition Plan to improve accessibility across town facilities, programs, and services. A key part of this effort was the ADA Transition Plan Community Engagement Survey, which aimed to gather feedback from residents on barriers faced by individuals with disabilities. The survey covered public rights-of-way, town facilities, parks, programs, and digital accessibility to ensure a comprehensive assessment of accessibility needs.

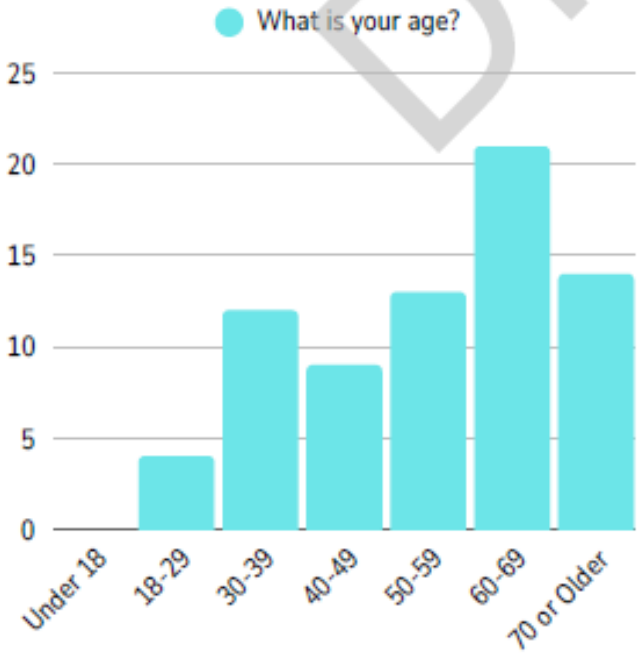
To further involve the community, the City of Charlottesville held public engagement sessions, allowing residents to voice concerns and provide suggestions for accessibility improvements. The insights gained from the survey and these discussions will help identify barriers, guide self-evaluation efforts, and shape a detailed transition plan. This plan will outline specific actions and timelines to address accessibility challenges, reinforcing Charlottesville's commitment to fostering an inclusive and accessible environment for all residents.

Demographic Information

The majority of respondents (89%) identify as White/Caucasian, with the next largest group being those who identified as Black or African American (4.23%). Other racial/ethnic groups each make up a small percentage of the total responses, with Asian / Pacific Islander and Hispanic each representing 2.82% of the participants.



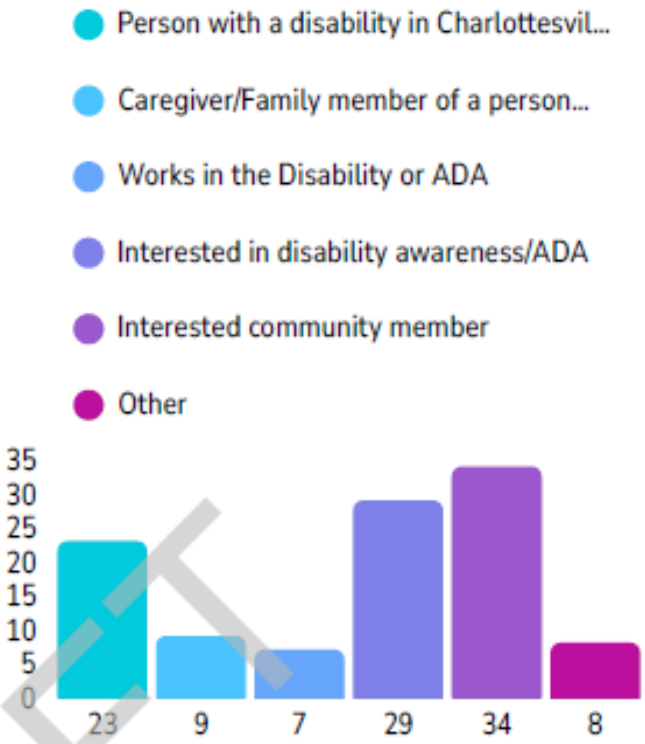
The survey results show that the majority of respondents identified as White/Caucasian (65), with smaller representations from Black or African American (3), Hispanic (2), and American Indian or Alaskan Native (1).



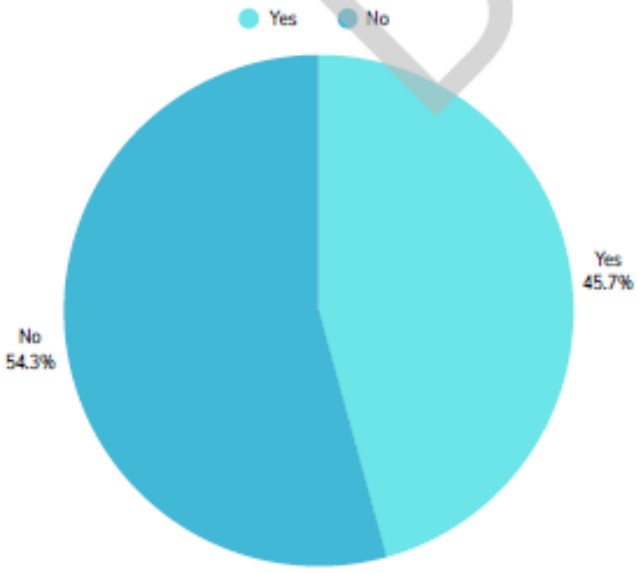
This chart presents the age distribution of 73 respondents, with the majority (28.77%) falling in the 60–69 age group. The lowest representation comes from those under 18 (0%) and the 40–49 category (12.33%), indicating an older demographic among participants.

Interest and Participation

The majority of respondents (49.32%) identified themselves as interested community members, demonstrating strong public engagement with and interest in the City of Charlottesville's ADA Self-Evaluation and Transition Plan. Additionally, 39.73% of respondents indicated interest in the ADA in general, with responses including individuals who work in the City of Charlottesville, family members of someone with a disability, City planners, and City employees, highlighting a diverse range of stakeholders invested in accessibility and ADA-related initiatives.



Do you participate in a program or service offered by the City of Charlottesville?

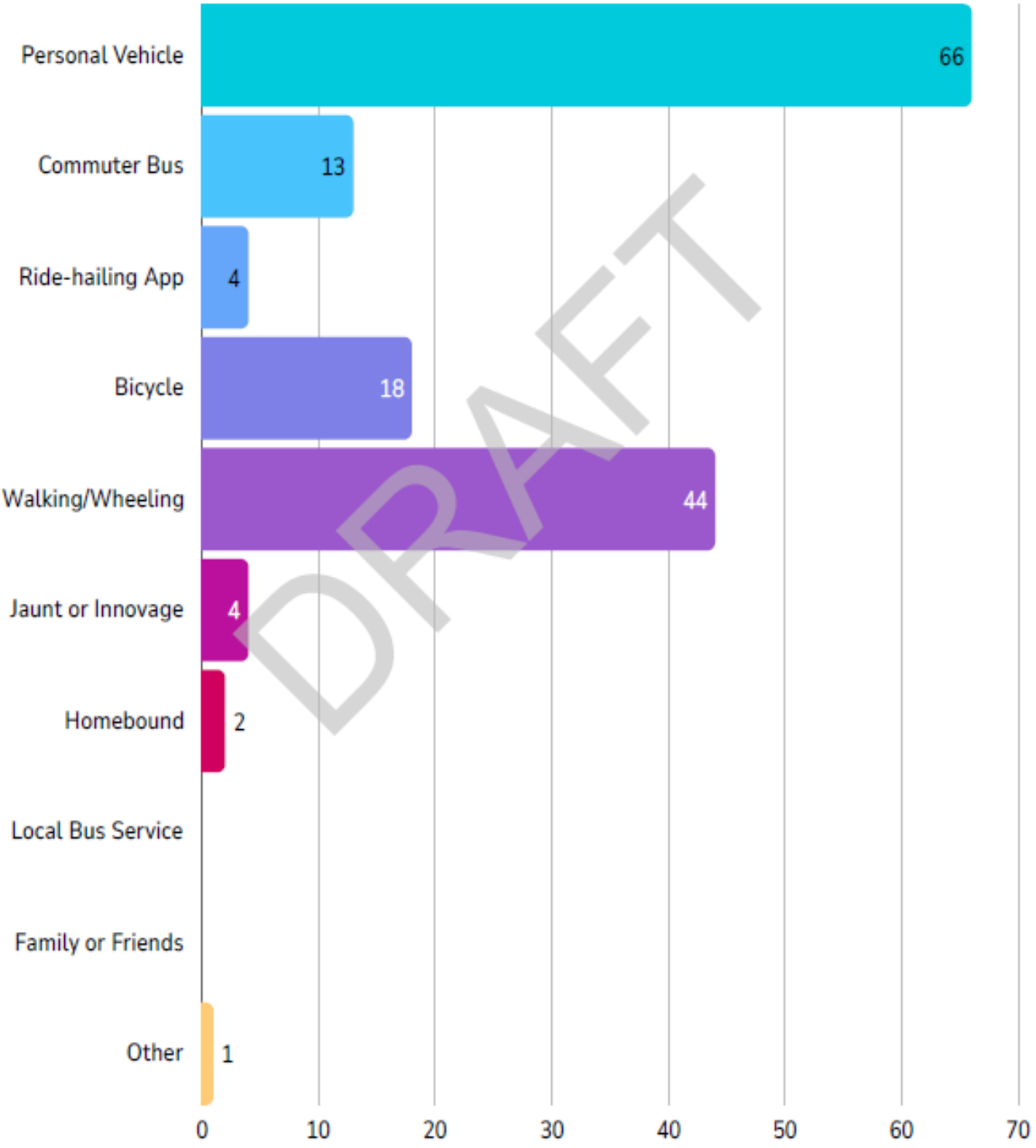


Reported Programs, Services, and Activities

- **Active Transportation & Public Infrastructure**
  - Focus: Daily mobility, safe streets, and use of transit and sidewalks.
- **Parks, Recreation & Community Amenities**
  - Focus: Enjoyment and use of public open spaces, recreational facilities, and community events.
- **Civic Engagement, Social Services & Community Involvement**
  - Focus: Active participation in civic processes, social services, and broader community initiatives.

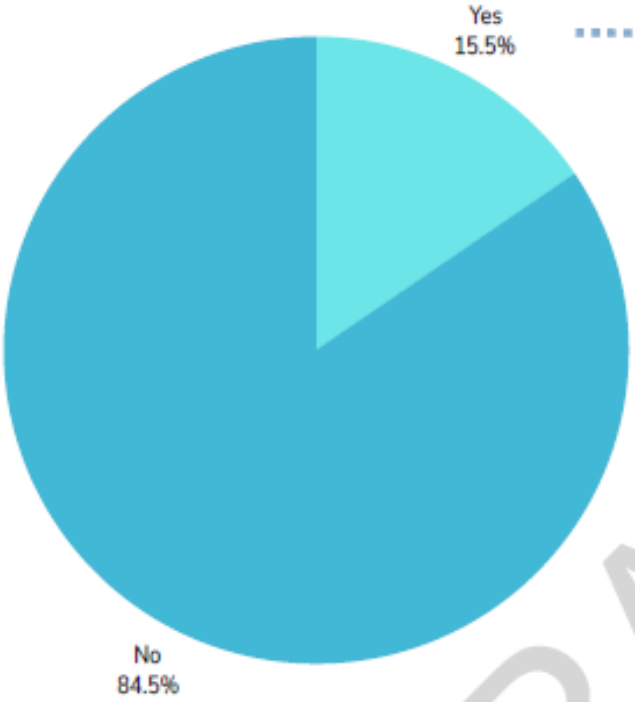
Transportation

The majority of respondents (90.41%) rely on personal vehicles as their primary mode of transportation, while 60.27% also engage in walking or wheeling. A smaller portion (24.66%) use bicycles, while 2.74% are home-based.



Reasonable Modifications

Have you ever requested a reasonable modification for a disability from the City?



- Crosswalk on Fairway
- Sidewalk Obstructions
- Removal of barriers from bike lane
- Changes to parking
- Applications for Jaunt passes
- Disability parking
- Zoom accommodations
- Curb cuts on Rugby Road
- ADA compliant sidewalks

Are there any City services or buildings that are hard to access or could be made better for accessibility? Please list them and share details.

- Sidewalks are often missing, uneven, or abruptly end.
- Utility poles, signs, and parked scooters clutter the sidewalks.
- Crossing streets is dangerous due to poor lighting and weak crosswalks.
- Some disabled residents report narrow sidewalks and missing ramps.
- Current policies fail to enforce proper maintenance and scooter management.
- Inadequate transit and bike lanes force long trips for basic needs.
- Inaccessible meetings and communication hinder civic engagement.
- Economic and social inequities leave disabled and low-income residents feeling excluded.

City Policies

Can you think of any City policies that are/are not accessible for people with disabilities?

INFRASTRUCTURE

Sidewalks and trails vary widely—from well-maintained stretches to sections that are missing, uneven, or obstructed by utility poles and scooters.

SAFETY

Many respondents emphasize the need for continuous, barrier-free sidewalks with proper curb ramps, safe crosswalks, and reliable pedestrian signals to protect vulnerable users.

TRANSIT AND SERVICE ACCESS

Citizens appreciate services such as JAUNT, CAT, and accessible bus options (often highlighted through platforms like the MyCville app), though they call for improved frequency and expanded reach.

POLICY AND COMMUNITY ENGAGEMENT

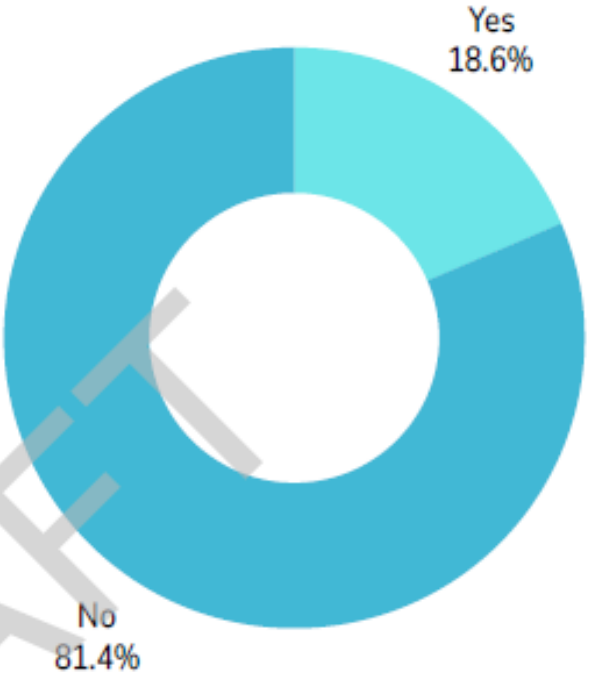
While policies and initiatives exist to improve accessibility, many feel that a lack of adequate funding, enforcement, and proactive planning leaves the city falling short of truly serving all residents.

Charlottesville Staff

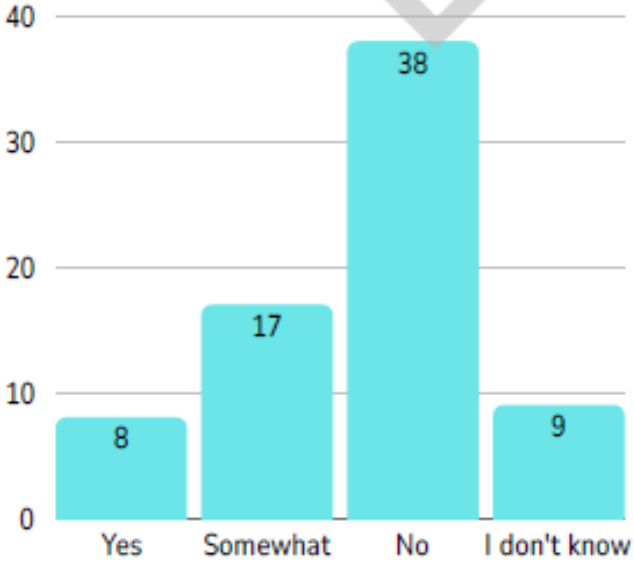
Do you know which City staff member to contact if you need help accessing a service or building?

Common Answers:

- City Manager Sam Sanders Jr.
- ADA@Charlottesville.gov
- ParksandRec@Charlottesville.gov
- Paul Rudacille
- ADA Coordinator (does not name)
- "No (but not for want of trying)"



Do City staff usually help when solving problems for people with disabilities? Are they supportive and positive?

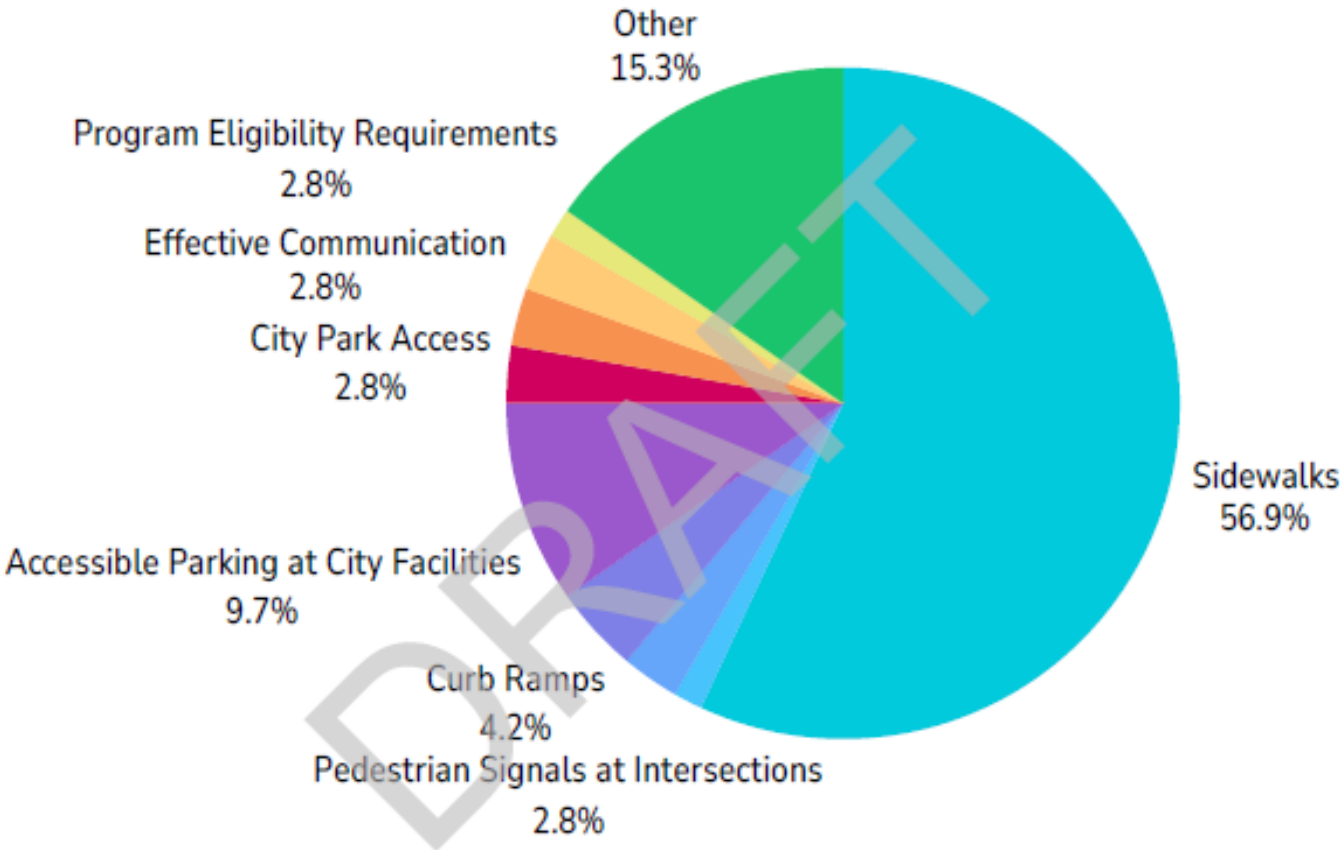


8 (11.11%) stated that town staff are helpful in addressing accessibility issues, while 17 (23.61%) found them somewhat helpful. 38 respondents (52.78%) reported negative experiences, and 9 (12.5%) selected "Do not know"

Highest Priorities to Improve Accessibility

What are the top priorities for Charlottesville to improve accessibility?

Sidewalk improvements and crosswalk enhancements (56.9%) and other (15.3%) were the top concerns. Respondents also highlighted the need for more curb ramps (4.2%), better accessible parking at City facilities (9.7%), and improved park access (2.8%).



General Concerns

Do you have any more feedback about accessibility in City parks or facilities? Is there anything else you'd like to share about public facilities?

- Sidewalks and pedestrian paths are often missing, uneven, or obstructed, making safe passage difficult.
- Public spaces suffer from clutter, with scooters, bikes, and utility poles blocking critical walking areas.
- Many facilities lack sufficient accessible features like ramps, benches, and designated parking for disabled citizens.
- Dangerous street crossings, poor lighting, and inadequate transit options further hinder safe mobility.
- Weak policy enforcement and inconsistent maintenance practices leave these accessibility issues unaddressed.

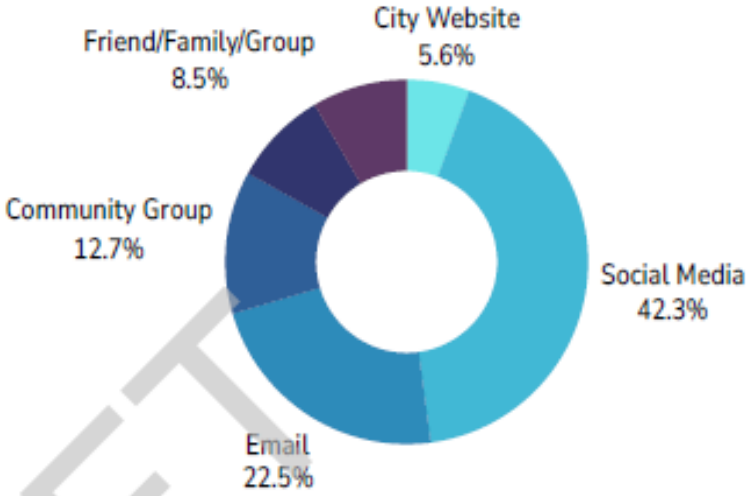
Please list the general address or area of sidewalk in Charlottesville that you find particularly unusable/dangerous and why.

- Inadequate Sidewalk Infrastructure: Many neighborhoods lack continuous, wide, and well-maintained sidewalks.
- Poor Lighting & Crosswalk Safety: Insufficient lighting and broken signals make street crossings dangerous.
- Obstructions on Sidewalks: Utility poles, discarded scooters/bikes, and other obstacles block pedestrian pathways.
- Limited Accessibility for Disabled Users: Narrow sidewalks, missing ramps, and steep curbs hinder safe mobility for wheelchair users and others.
- Car-Centric Urban Design: Roads and zoning favor vehicles over pedestrians, making the city hard to navigate without a car.
- Weak Policy Enforcement: Lax enforcement of maintenance, parking, and safety regulations exacerbates accessibility problems.
- Geographic Disparities: Certain areas and corridors, such as JPA, Pantops, and downtown, face more severe accessibility challenges.
- Safety Risks for Vulnerable Groups: Poor infrastructure puts children, the elderly, and visually impaired pedestrians at greater risk.
- Lack of Complementary Amenities: Inadequate accessible parking, benches, and transit stops further limit safe mobility.

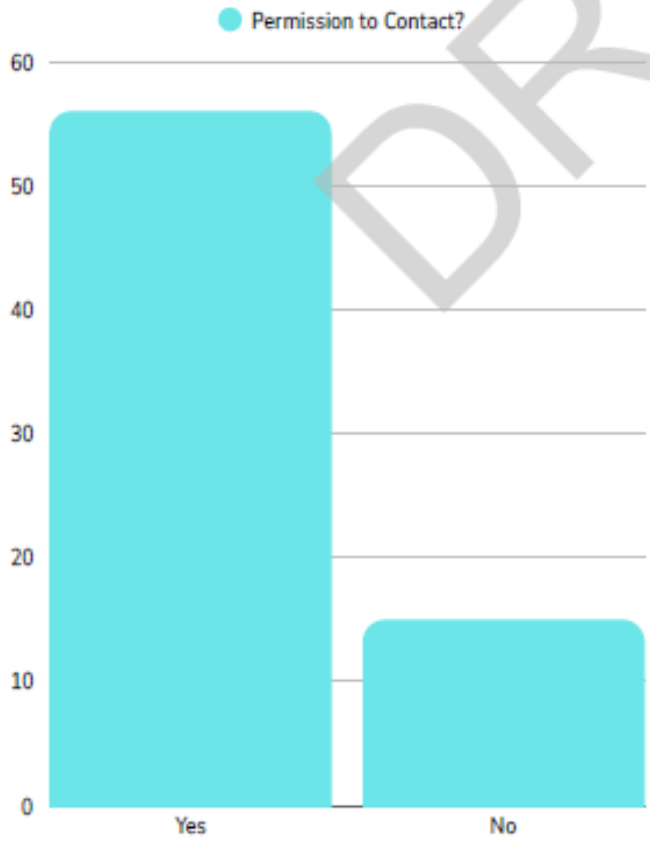
Respondent Information

How did you hear about this community engagement survey?

Respondents learned about the survey's availability primarily from social media (42.25%), while community groups and email made up 35.2% of total responses.



Does the City or their representatives have your permission to follow up with you for additional information on any of the above responses?



The majority of respondents (78.87%) gave permission for City officials to contact them about their responses.

Public Engagement Meetings - Feedback Summary

Two public townhall meeting was held to discuss the city's Transition Plan, bringing together city staff, community advocates, and members of the public. The meeting focused on identifying barriers to accessibility and gathering feedback on the city's approach to improving compliance with the Americans with Disabilities Act (ADA).

Key Discussion Points:

- **Sidewalk & Infrastructure Accessibility:** Participants raised concerns about cracked, obstructed, and missing sidewalks, which force pedestrians, including those with mobility impairments, into unsafe conditions. A citywide sidewalk assessment is underway to document these issues and guide remediation efforts. Questions were raised about how repairs are prioritized and the level of accountability for long-term maintenance.

- **Community Input & Survey Methods:** City representatives explained that a data-driven approach is being used to prioritize high-traffic areas, including technology-based tracking tools. Community members emphasized the need for direct input from people with disabilities to ensure the most impactful changes are made. The city's plan was described as a "living document", meaning updates will be made continuously based on new information and ongoing engagement.

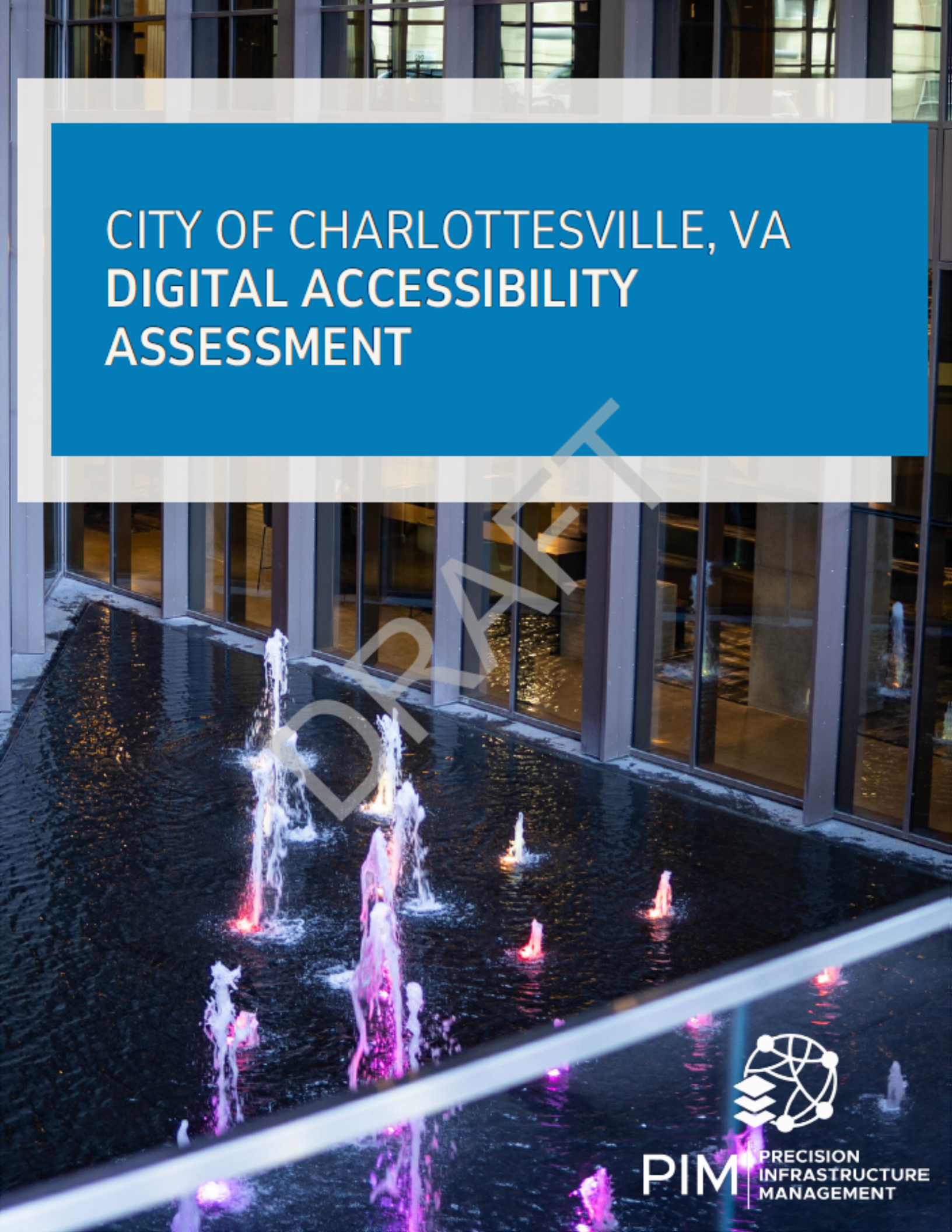
- **Public Transit & Facility Accessibility:** Concerns were raised about public facilities, including restrooms and city-leased buildings, that lack accessibility features. Additionally, city websites and digital services were identified as difficult to navigate for users with disabilities, partly due to staff turnover and inconsistent training on accessibility best practices.

- **Traffic Signals & Crosswalk Safety:** Many participants pointed out issues with pedestrian crossing signals, including malfunctioning buttons, inaccessible placements, and insufficient crossing times. There was discussion about how new infrastructure can be designed to meet accessibility standards, with suggestions including audible signals, cell phone-activated crossing requests, and automated pedestrian recall systems to remove the need for pressing buttons.

- **Accountability & Oversight:** Several participants expressed concerns that ADA-related issues are often only addressed after complaints and that there is limited transparency in how ADA funding is allocated and used. There were also concerns that some accessibility initiatives face resistance from individuals who do not prioritize their importance. Calls were made for stronger public education on the value of accessibility and more robust enforcement mechanisms.

- **Next Steps & Community Engagement:** The meeting concluded with a discussion on how to sustain public engagement and ensure accessibility remains a priority. Suggestions included clearer communication about ongoing improvements, stronger enforcement of accessibility policies, and expanded public education efforts.

- **Conclusion:** The townhall highlighted ongoing barriers to accessibility in the city's infrastructure and the need for continuous engagement, funding transparency, and enforcement. While progress is being made through assessments and planning, the meeting reinforced the importance of community input and long-term accountability to ensure accessibility improvements are effectively implemented.



CITY OF CHARLOTTESVILLE, VA
DIGITAL ACCESSIBILITY ASSESSMENT

PIM PRECISION INFRASTRUCTURE MANAGEMENT

Charlottesville Digital Accessibility Assessment 2024

Executive Summary

Title II of the Americans with Disabilities Act (ADA) prohibits discrimination against individuals with disabilities and aims to ensure equal access to public programs, services, and activities. This includes Information and Communication Technology (ICT). Section 508 of the Rehabilitation Act requires federal agencies and recipients of federal funding to make their ICT accessible to people with disabilities. The Web Content Accessibility Guidelines (WCAG) is an international standard for web accessibility that provides guidance and best practices for making web content and digital documents accessible to people with disabilities.

In 2018, WCAG 2.0 was identified as the Section 508 equivalent. In 2024, WCAG 2.1 was promulgated as a rule and adopted by the Office of Management and Budget (OMB). This new rule was codified as Subpart H of the ADA regulations. Implementation guidance and expectations vary based on the organization's size; however, by July 2027, all covered public entities are required to meet WCAG 2.1 AA to the maximum extent feasible, unless it creates a legal, administrative, or financial undue burden. The regulation outlines expectations for digital content as follows:

Title 28 Chapter I Part 35 § 35.200 (a)(1-2): *A public entity shall ensure that the following are readily accessible to and usable by individuals with disabilities:*

- *Web content that a public entity provides or makes available, directly or through contractual, licensing, or other arrangements; and*
- *Mobile apps that a public entity provides or makes available, directly or through contractual, licensing, or other arrangements.*

The new rule mandates that all covered entities, including state and local governments, ensure their websites, mobile applications, and other digital content comply with WCAG 2.1 Level AA standards by July 2027. Regarding Charlottesville's obligations under Subpart H, Title 28 Chapter I Part 35 states:

Title 28 Chapter I Part 35 § 35.200 (b)(2): *Beginning April 26, 2027, a public entity with a total population of less than 50,000 or any public entity that is a special district government shall ensure that the web content and mobile apps that the public entity provides or makes available, directly or through contractual, licensing, or other arrangements, comply with Level A and Level AA success criteria and conformance requirements specified in WCAG 2.1, unless the public entity can demonstrate that compliance with this section would result in a fundamental alteration in the nature of a service, program, or activity or in undue financial and administrative burdens.*

To comply with this new regulation, covered entities should:

1. Assess its digital products and online services for accessibility.
2. Develop a remediation plan and establish processes to improve the accessibility of its online content.
3. Modify its policies and procedures to ensure new content is compliant with WCAG 2.1 AA guidelines.

This document represents the first step Charlottesville should take to comply with **Subpart H - Web and Mobile Accessibility**.

Potential Impacts of Non-Compliance

Failure to comply with the new ADA regulations can have adverse impacts on covered entities, including:

- **Legal Risks:** Non-compliance with ADA regulations can result in lawsuits, penalties, and legal fees. The DOJ has the authority to investigate complaints and enforce compliance, potentially leading to costly litigation and settlements.
- **Reputation Damage:** Public entities that fail to provide accessible services may suffer reputational harm. Negative publicity and community backlash can erode public trust and confidence in the county's commitment to inclusivity and equal access.
- **Exclusion of Residents:** Non-compliance can lead to the exclusion of individuals with disabilities from accessing vital public services and information. This can result in barriers to employment, education, healthcare, and civic participation for residents with disabilities.

- **Financial Implications:** Delaying compliance efforts can lead to higher costs in the long term. Proactive investment in web accessibility can prevent more expensive remedial work and legal expenses down the line.

However, by adhering to the new web accessibility rules and proactively addressing accessibility barriers, Charlottesville can fulfill its obligations under the ADA, foster an inclusive community, and enhance the quality of life for all its residents.

Scope

The **Charlottesville Digital Accessibility Assessment 2024** evaluates the accessibility of selected templates and documents against WCAG 2.1. This assessment focuses on a sample of templates, as the WCAG-EM methodology recommends, and includes key findings and recommendations for improving accessibility across these sampled applications.

Methodology

The assessment utilized a combination of automated tools and manual testing processes, including:

- Accessibility Insights for Web
- AXE Dev Tools
- WAVE
- NVDA (NonVisual Desktop Access)
- ChromeVox
- HTML Validator
- Testing across multiple operating systems (Windows, Mac, Mobile OS, Android, Chrome)
- PDF Accessibility Checker (PAC)

Testing process for each Charlottesville.gov template:

- Conduct assessment utilizing Accessibility Insights for Web (developed by Microsoft and Deque).
- Run WAVE to verify results.
- Test for parsing errors utilizing NuHTML Validator.
- Assess with a screen reader.

- Test for adaptability with a variety of browsers, devices, and user configurations.
- Apply custom styling and other scripts to identify barriers and verify results.
- QA: Review all results, recreate barriers, and compile into individual reports.
- Compile final report.

In addition, a Fast-Pass report was conducted on eight additional applications identified by Charlottesville and backlinked to Charlottesville.gov. This included:

- Annual Report
- Cat Public
- Community Connect
- GIS Viewer
- Historic Preservation
- Large Item Pickup Form
- Pay or View
- Splash

Key Findings

Websites/Applications

The accessibility assessment of Charlottesville.gov reveals varying levels of compliance with WCAG 2.1 guidelines, highlighting both successes and areas for improvement. Key issues identified include missing or incorrect alt text for images, which impairs the experience of screen reader users, and inadequate text equivalents for PDFs and multimedia content. Additionally, some components are not fully keyboard accessible, and there are links without clear descriptions, hindering navigation for users with disabilities.

Addressing these issues will enhance the accessibility of the site and its backlinked applications. Recommended actions include adding or improving alternative text for all images, improving the site's structure through proper heading hierarchy, fixing contrast issues, and ensuring all interactive elements are accessible via keyboard. These improvements will help ensure compliance with WCAG 2.1 and provide a more inclusive experience for all users.

PDF Documents

A high-level review of 30 PDF documents hosted on Charlottesville.gov was conducted using the PDF Accessibility Checker (PAC) to assess compliance with PDF/UA and WCAG 2.1 criteria. Key accessibility features like document structure, semantics, and WCAG principles such as perceivable, operable, understandable, and robust were tested.

The review revealed errors across 30 PDFs, with issues including missing alternative text, improper tagging, and incorrect reading order. The findings highlight the need to prioritize and remediate critical documents to ensure accessibility and compliance with Subpart H of ADA regulations.

High-Level Implications

From an accessibility standpoint, these findings indicate that the current state of online content hosted by Charlottesville does not fully support users with disabilities, potentially exposing Charlottesville to compliance risks and limiting access for individuals relying on assistive technologies. These barriers could result in difficulties for users in navigating, understanding, and interacting with digital content, leading to an overall negative user experience.

Recommendations

To improve access to Charlottesville's programs, services, and activities, and ensure compliance with the DOJ's ruling on digital accessibility, the following activities are recommended:

- **Formation of an Access Steering Committee:**
  - Create an Access Steering Committee that includes stakeholders agency-wide to oversee and support accessibility improvements.
  - Ensure that the Access Steering Committee works collaboratively across all relevant departments.
- **Implementation of Technical Fixes:**
  - Prioritize work based on use, legal requirements, organizational capacity, and strategic alignment with administrative initiatives.
  - Develop a remediation plan.
  - Revise procurement processes and provisions to ensure accessibility is incorporated into new products and updates to existing products.
- **Creation of Training and Awareness Initiatives:**

    - Conduct training sessions for development, design, and content teams on WCAG 2.1 compliance.
    - Raise awareness about the importance of accessibility and how to implement accessible design practices.
    - Develop accessibility guidance for vendors.
- **Implementation of Monitoring Efforts for Continuous Improvement:**
    - Establish a feedback loop to gather input from users with disabilities.
    - Regularly update digital applications to maintain compliance with the latest accessibility standards.

By implementing these recommendations, Charlottesville can enhance the accessibility of its digital applications, ensure compliance with ADA requirements, and provide an inclusive digital experience for all users.

PDF **Accessibility Evaluation**

PDF documents were selected by searching for files with the .pdf naming designation on Charlottesville.gov. In total, PIM assessed 30 documents using the PDF Accessibility Checker (PAC).

The PDF Accessibility Checker assesses documents against PDF/UA and WCAG 2.1 criteria. This includes a test of key accessibility features in portable documents like PDF semantics, structural elements, document settings, and WCAG principles like Perceivable, Operable, Understandable, and Robust.

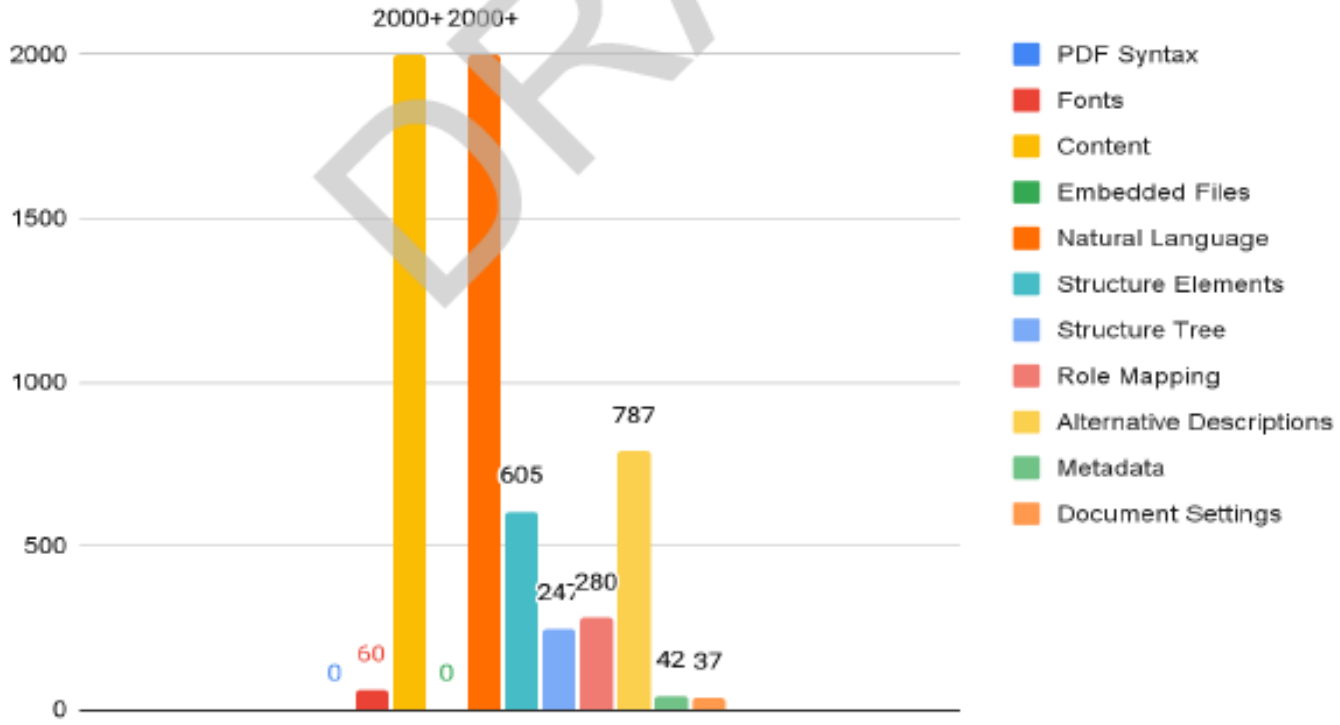
The following documents were assessed using PAC:

- Transgender and Gender-Diverse People Services Brochure
- Land Book 2024
- OED Newsletter August 29, 2204 (pdf)
- CY 2014 Annual Report (PDF)
- Budget Kick-off Presentation - September 16, 2024 (PDF)
- 2023 Fiscal Year Adopted Budget (PDF)
- Downtown Walking Tour Brochure (PDF)
- Agreement in Lieu of Stormwater Management Plan (PDF)
- Charlottesville Human Rights Ordinance
- FY23 City Energy and Water Performance Report (PDF)
- View the System Map (PDF)
- Disabled Veteran's and Spouses Application for Real Estate Tax Exemption (PDF)
- RFP 24-31 VOLUNTARY GROUP BENEFITS PROGRAMS (PDF)
- As-Built Guideline and Checklist (PDF)
- RFQ 24-06 ADA AND SIDEWALK UPGRADE AND REPAIR WORK (PDF)
- Americans with Disabilities Act (ADA) Committee (form)
- ADA Paratransit Services
- Disabled Veteran's Application for Personal Property Tax Exemption (PDF)
- FY25-29 CIP_ADOPTED (PDF)
- City of Charlottesville Employee Census (PDF)
- Charlottesville Affordable Housing Plan (2021 March)
- 2024 City Council Work Session Schedule (PDF)

- 2023 CPD Annual Report - Accessible (PDF)
- City of Charlottesville Anti-Bullying Standard Operating Procedure (PDF)
- Charlottesville Area Transit Equal Employment Opportunity Program (PDF)
- How to Apply for Financial Assistance - CommonHelp
- Council Agenda Item - GHG Reduction Goal Draft - 2019-05-06 (PDF)
- OpenGov Training - Operating Budget Process Instructions for Departments FY 26 (PDF)
- IFB 24-56 CATEC ELECTRICAL EQUIPMENT REPLACEMENT - PHASE 2 (PDF)
- Charlottesville Adopted New GHG Reduction Goals

In regard to documents assessed with PAC, when tested against PDF/UA criteria, 2,740,784 errors were identified across 30 PDFs. However, it should be emphasized that, while these errors do represent a failure to comply with PDF/UA criteria, many errors may be disregarded and/or would be resolved in bulk with remedial work. As is the case with remediation work in other types of online content, style changes, structural changes, or process changes often result in hundreds or thousands of errors being resolved with a handful of fixes.

The following chart illustrates the types of errors identified by PAC when assessed against PDF/UA criteria.



It should also be noted that the preceding chart represents failures that the PDF Accessibility Checker can assess and not all PDF/UA guidelines, which include:

- PDF1: Applying text alternatives to images with the Alt entry in PDF documents
- PDF2: Creating bookmarks in PDF documents
- PDF3: Ensuring correct tab and reading order in PDF documents
- PDF4: Hiding decorative images with the Artifact tag in PDF documents
- PDF5: Indicating required form controls in PDF forms
- PDF6: Using table elements for table markup in PDF Documents
- PDF7: Performing OCR on a scanned PDF document to provide actual text
- PDF8: Providing definitions for abbreviations via an E entry for a structure element
- PDF9: Providing headings by marking content with heading tags in PDF documents
- PDF10: Providing labels for interactive form controls in PDF documents
- PDF11: Providing links and link text using the Link annotation and the /Link structure element in PDF documents
- PDF12: Providing name, role, value information for form fields in PDF documents
- PDF13: Providing replacement text using the /Alt entry for links in PDF documents
- PDF14: Providing running headers and footers in PDF documents
- PDF15: Providing submit buttons with the submit-form action in PDF forms
- PDF16: Setting the default language using the /Lang entry in the document catalog of a PDF document
- PDF17: Specifying consistent page numbering for PDF documents
- PDF18: Specifying the document title using the Title entry in the document information dictionary of a PDF document
- PDF19: Specifying the language for a passage or phrase with the Lang entry in PDF documents
- PDF20: Using Adobe Acrobat Pro's Table Editor to repair mistagged tables
- PDF21: Using List tags for lists in PDF documents
- PDF22: Indicating when user input falls outside the required format or values in PDF forms
- PDF23: Providing interactive form controls in PDF documents

Review all PDF/UA requirements.

The PDF Accessibility Checker also tests against WCAG 2.1 criteria. This test is useful because it provides a more user-friendly view of how PDFs that fail to comply with accessibility guidelines impact users with disabilities.

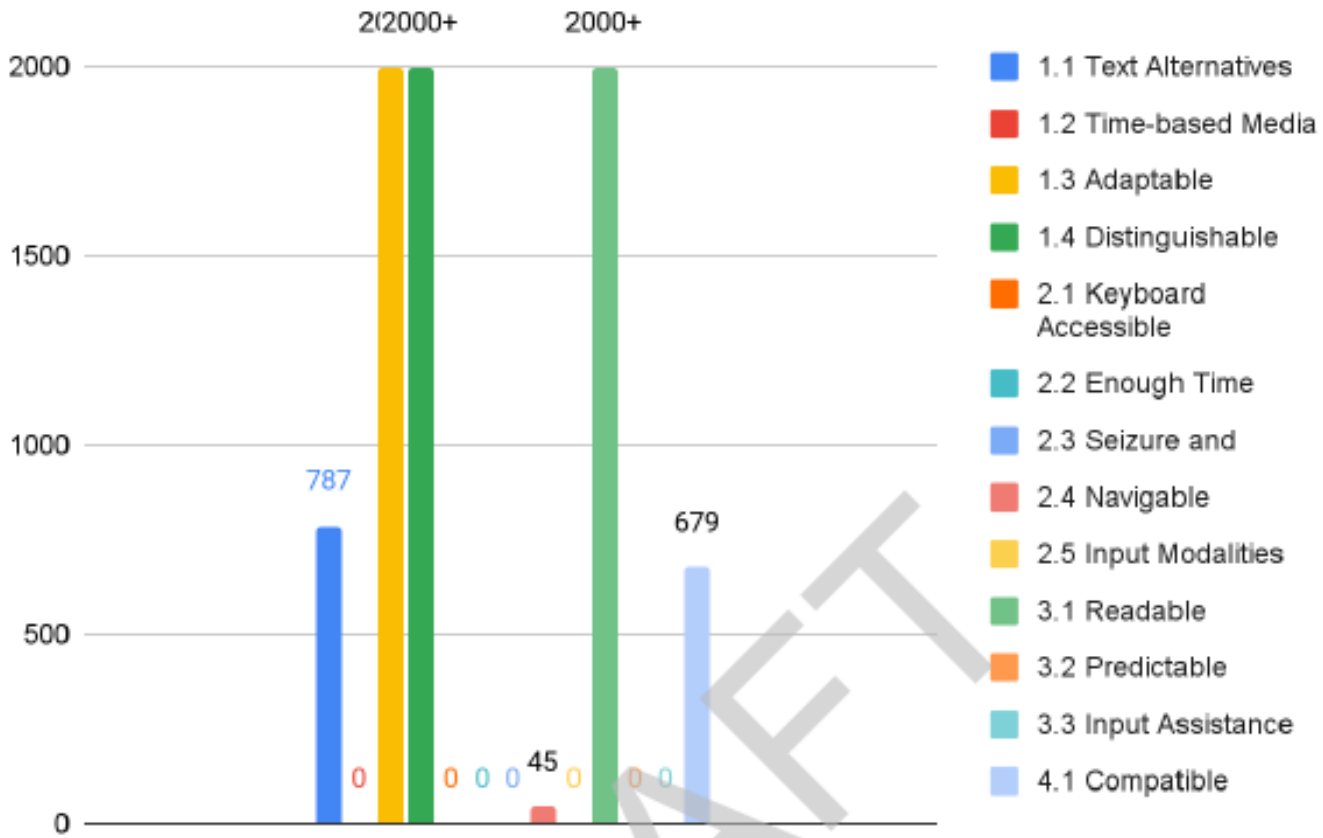
For example, documents that fail to pass the **alternative descriptions** test may be missing alt text or accessible link names. The link above, titled "**Review all PDF/UA requirements**," is an example of an accessible link name. Content that is not **readable** may represent character encoding issues that prevent users of assistive technology from accessing the information or fail language designation tests that interfere with assistive technology's ability to properly convey information.

This is important because portable documents often serve as the primary method to convey program information or access a program or service. If the document cannot be accessed with assistive technology, some users will not be able to participate or benefit from the program, service, or activity. Furthermore, users who have limited access to technology and use portable documents to navigate information may be limited in participation due to intersectional socioeconomic constraints.

For example, customers who do not have access to cellular service may rely on a portable document to access a bus schedule or complete an application. Where users who have access to cellular service can use an online version of the bus schedule if the document is not accessible, other users with limited cellular access cannot. This is why covered entities should incorporate document remediation work into their web accessibility improvement efforts.

In regard to documents that could be assessed with PAC, when tested against WCAG 2.1 criteria, 2,544,760 errors were identified across 30 PDFs.

The following chart illustrates the types of errors identified by PAC when assessed against WCAG 2.1 criteria.



As is the case for PDF/UA, the preceding chart represents errors that PAC assesses for and may not be a complete representation of all document accessibility issues. However, the data provided by PAC provides insights into the types of accessibility issues found in portable documents.

All PAC document assessments can be found in All PDF Reports.

Charlottesville.gov

URLs: https://www.charlottesville.gov/, https://www.charlottesville.gov/1077/Agendas-Minutes, https://charlottesvilleva.portal.civicclerk.com/event/2201/files/agenda/5095, https://www.charlottesville.gov/274/Americans-with-Disabilities-Act-ADA-Coor, https://experience.arcgis.com/experience/1c7960f57c25460e825a166b0e28d830/, https://www.charlottesville.gov/1713/Bus-Stop-Lookup, https://na2.documents.adobe.com/public/esignWidget?wid=CBFCIBAA3AAABLblqZhBuV6GmLgSYme0fzRnS7kj530usACCJ0-Thn1_R8exvfE29ABYj6u7SgDVr5ubo1pg*, https://www.charlottesville.gov/1473/Budget-Explorer, https://catpublic.etaspot.net/, https://www.charlottesville.gov/172/City-Attorney, https://www.charlottesville.gov/1573/City-Council-Meetings, https://www.communityconnect.io/info/va-cityofcharlottesville, https://www.charlottesville.gov/64/Emergency-Alert, https://www.charlottesville.gov/formcenter/City-Council-7/Email-Contact-Form-for-City-Council-124, https://gisweb.charlottesville.org/GisViewer/, https://largeitempickuppublic.charlottesville.org/, https://cpauthentication.civicplus.com/Identity/Account/Register?returnUrl=%2Fconnect%2Fauthorize%2Fcallback%3Fclient_id%3D5151a6ab-4f3b-427c-a1b4-6f4328684a7f%26redirect_uri%3Dhttps%253A%252F%252Fwww.charlottesville.gov%252FIdentityServer%252FSignInCallback%26response_type%3Dcode%2520id_token%2520token%26scope%3Dopenid%2520profile%2520email%26state%3D5065debe3120420eb38276768eb92060_https%253A%252F%252Fwww.charlottesville.gov%252F396%252FVoter-Registration-Elections%26nonce%3Dfb3e3008f317498e884d08d7ceffea33%26response_mode%3Dform_post%26showcreateaccount%3Ddone%26login_origin_uri%3Dhttps%253A%252F%252Fwww.charlottesville.gov%252F396%252FVoter-Registration-Elections, https://www.charlottesville.gov/1584/News, https://www.charlottesville.gov/CivicAlerts.aspx?AID=1726, https://www.charlottesville.gov/CivicAlerts.aspx?AID=1911, https://www.charlottesville.gov/list.aspx, https://www.charlottesville.gov/1742/Parks-Recreation, https://vacharlottesvilleweb.myvscloud.com/webtrac/web/splash.html, https://storymaps.arcgis.com/stories/346d7a5280394ecaba2a6c895653d279, https://www.charlottesville.gov/1021/Submit-a-MyCville-Service-Request-Online, https://www.charlottesville.gov/523/System-Map, https://www.charlottesville.gov/569/Pay-Your-Taxes, https://www.charlottesville.gov/470/Transit, https://www.invoicecloud.com/portal/(S(5na31b01mgtbrorlhr525yot))/2/Site.aspx?G=eab95003-e204-40d6-91d4-6b9e2a326f1e

Purpose

This section is structured to provide a detailed account of Charlottesville.gov compliance with each WCAG 2.1 criterion and, where applicable, notes on partial compliance and improvement opportunities.

Scope of Evaluation

The evaluation covers selected functionalities of Charlottesville.gov.

Technologies and processes used to test Charlottesville.gov:

- Accessibility Insights for Web.
- AXE Dev Tools.
- WAVE.
- NVDA.
- ChromeVox.
- HTML Validator.
- Windows.
- Mac.
- Mobile OS.
- Chrome OS.

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

Key Findings

The assessment revealed varying levels of compliance with WCAG 2.1 criteria, highlighting both strengths and areas needing improvement. Here are the main findings:

1. **Non-Text Content (1.1.1)**
    - Some images lack appropriate alt text or are not coded as decorative. This can create confusion for screen reader users, affecting their ability to comprehend image content.
    - PDFs lack text equivalents, further limiting accessibility.
2. **Info and Relationships (1.3.1, 1.3.5)**
    - Improper heading nesting and missing headings impair navigation for users of screen readers.
    - Some text fields are missing the correct HTML5 autocomplete attribute, reducing efficiency for users relying on assistive technology.
    - Key information does not appear in the accessibility tree, leaving some users unable to access vital content.
3. **Color and Contrast (1.4.3, 1.4.11)**
    - Several elements, including text and placeholder text, fail to meet minimum contrast standards, making content harder to read for users with visual impairments.
    - Some visual elements used to convey state or status also fail to meet color contrast requirements, hindering usability on mobile devices.
4. **Keyboard Accessibility (2.1.1)**
    - Certain components are not fully accessible via keyboard, leaving some users unable to navigate key areas of the website.
5. **Link Purpose and Focus Issues (2.4.4, 2.4.7)**
    - Links on some pages do not have discernible text, making it unclear what the link directs to, creating confusion for screen readers.
    - Certain elements do not provide a visible focus indicator when tabbing through, reducing navigability for users with low vision.
6. **Parsing and Labels (4.1.1, 4.1.2)**
    - Parsing errors, such as duplicate IDs, are present. These errors complicate navigation for assistive technologies and create technical debt that may impact future updates.

Recommendations

To enhance accessibility, consider the following recommendations:

1. **Non-Text Content (1.1.1)**:
    - Ensure all images have alternative text that is meaningful and corresponds to the image's purpose, whether informational or decorative.
    - Provide text equivalents for PDFs and other multimedia formats, such as transcripts for audio-visual content.
2. **Info and Relationships (1.3.1, 1.3.5)**:
    - Review and apply a proper heading structure to ensure logical navigation order.

- Implement proper labels and attributes like autocomplete for form inputs to facilitate more seamless interactions for users with assistive technologies.

3. **Color and Contrast (1.4.3, 1.4.11)**:
   - Adjust color contrast levels for all text, buttons, and visual elements, ensuring they meet the minimum 4.5:1 contrast ratio requirement for text and 3:1 for other elements.
   - Verify that placeholder text and other design components remain clearly visible, even in high-contrast settings.
4. **Keyboard Accessibility (2.1.1)**:
   - Ensure all interactive components are accessible via keyboard, and introduce bypass blocks for easier navigation across the site.
5. **Link Purpose and Focus (2.4.4, 2.4.7)**:
   - Add clear, descriptive text to links to communicate the link's purpose.
   - Ensure that all interactive elements provide a visible focus indicator for users who rely on keyboard navigation.
6. **Parsing and Labels (3.3.2, 4.1.1, 4.1.2)**:
   - Fix any parsing errors, such as duplicate IDs, and review the ARIA roles to ensure proper implementation.
   - Apply meaningful labels and instructions for all form fields to assist users, especially those relying on screen readers.

Addressing these barriers will improve the accessibility of the Charlottesville.gov application, ensuring its greater usability for all individuals, including those with disabilities.

View associated files.

WCAG 2.1 Report

This table documents the conformance of Charlottesville.gov with WCAG 2.1.

Table: Success Criteria, Level A/AA

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-Text Content (Level A)	Partially Supports	• Some images with text do not contain the image text verbatim in the alt text. • Some images coded as decorative have alt text. • Inaccessible PDFs without text equivalents present. • Some images do not have alt text.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Partially Supports	Some videos have text on screen that is not included in the transcript.
1.2.2 Captions (Prerecorded) (Level A)	Supports	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Partially Supports	Some videos with audio and visual text content do not have audio descriptions.
1.2.4 Captions (Live) (Level AA)	Not Applicable	
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	

1.3.1 Info and Relationships (Level A)	Partially Supports	• Some headings are improperly nested or missing. • Some meaningful content does not retain meaning with CSS disabled. • Some meaningful content does not appear in the accessibility tree.
1.3.2 Meaningful Sequence (Level A)	Partially Supports	• Some submenu navigation buttons do not appear to retain meaning when the page is linearized. • Some content is not functional when CSS is disabled.
1.3.3 Sensory Characteristics (Level A)	Supports	
1.3.4 Orientation (Level AA 2.1 only)	Supports	
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Partially Supports	Some text fields that serve certain purposes do not have the correct HTML5 autocomplete attribute.
1.4.1 Use of Color (Level A)	Partially Supports	Some images convey meaning with color without providing an effective alt-text equivalent.
1.4.2 Audio Control (Level A)	Supports	
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	• Some elements fail color contrast. • Some placeholder text fails color contrast.
1.4.4 Resize text (Level AA)	Partially Supports	Some content does not function properly with 200% zoom applied.
1.4.5 Images of Text (Level AA)	Does Not Support	Some images of text do not contain image text verbatim in alt-text.

1.4.10 Reflow (Level AA 2.1 only)	Partially Supports	Some content requires scrolling in two dimensions.
1.4.11 Non-Text Contrast (Level AA 2.1 only)	Partially Supports	• Some visual information that indicates the component's state fails color contrast. • Some visual information used to identify active components fails color contrast.
1.4.12 Text Spacing (Level AA 2.1 only)	Partially Supports	• Some content is obscured with styling applied. • Some content is not visible with styling applied.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	
2.1.1 Keyboard (Level A)	Partially Supports	Some components are not keyboard accessible.
2.1.2 No Keyboard Trap (Level A)	Supports	
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	
2.2.1 Timing Adjustable (Level A)	Not Applicable	
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	
2.4.1 Bypass Blocks (Level A)	Supports	

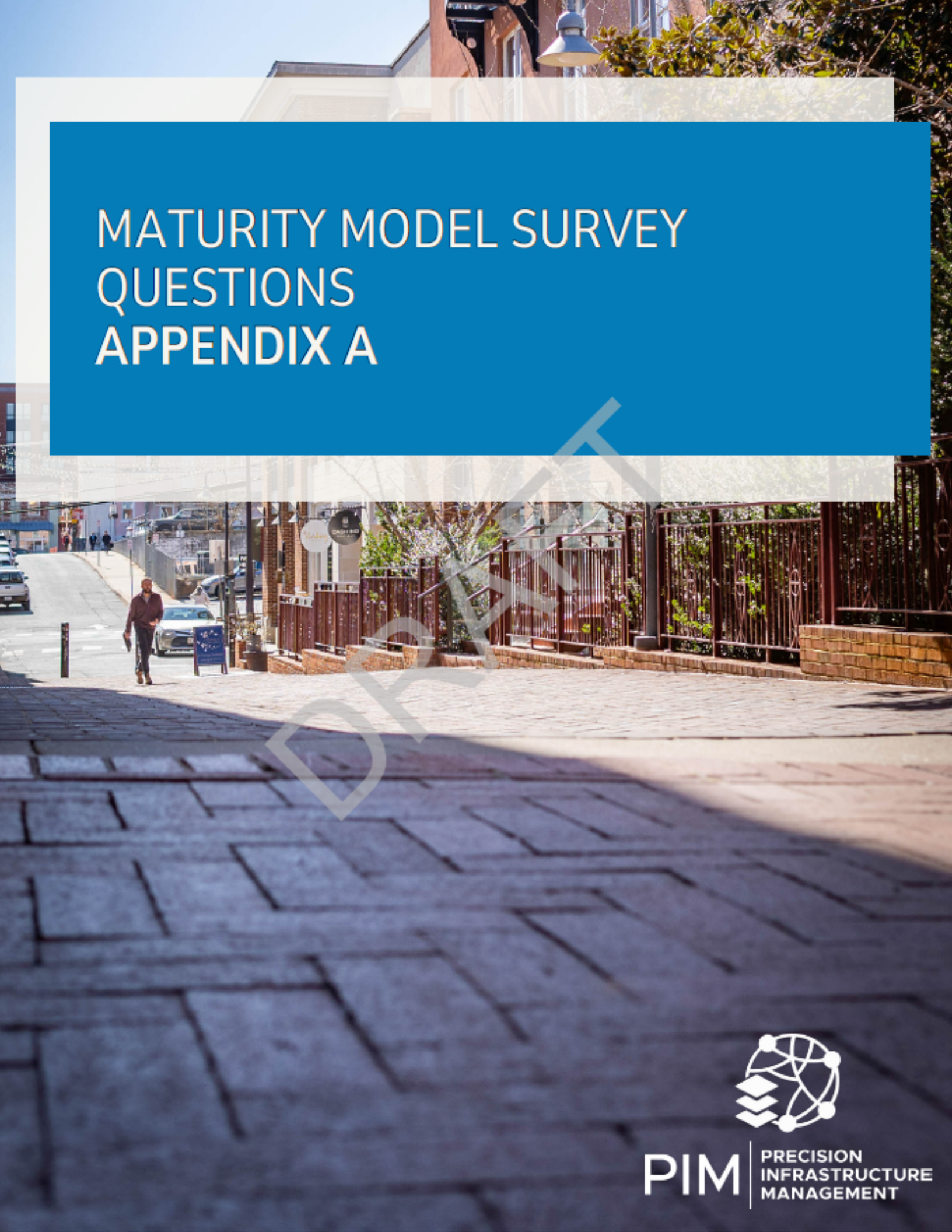
2.4.2 Page Titled (Level A)	Supports	
2.4.3 Focus Order (Level A)	Partially Supports	Some components reveal hidden content without moving input focus to the revealed content.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	Some links do not have discernible text.
2.4.5 Multiple Ways (Level AA)	Supports	
2.4.6 Headings and Labels (Level AA)	Supports	
2.4.7 Focus Visible (Level AA)	Partially Supports	Some components do not receive visible focus.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	
2.5.3 Label in Name (Level A 2.1 only)	Supports	
2.5.4 Motion Actuation (Level A 2.1 only)	Supports	
3.1.1 Language of Page (Level A)	Supports	
3.1.2 Language of Parts (Level AA)	Supports	
3.2.1 On Focus (Level A)	Supports	

3.2.2 On Input (Level A)	Partially Supports	Some user input causes a change of context.
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.1 Error Identification (Level A)	Supports	
3.3.2 Labels or Instructions (Level A)	Supports	
3.3.3 Error Suggestion (Level AA)	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	
4.1.1 Parsing (Level A)	Partially Supports	• Multiple parsing errors. • Duplicate IDs.
4.1.2 Name, Role, Value (Level A)	Partially Supports	• Some elements use unsupported ARIA roles. • Some ARIA commands do not have accessible names.
4.1.3 Status Messages (Level AA 2.1 only)	Supports	

Section 508

Table 2: Section 508 Remarks and Explanations.

Criteria	Conformance Level	Remarks and Explanations
No Disruption of Accessibility Features	Partially Supports	Some content is not visible in high-contrast mode.



MATURITY MODEL SURVEY QUESTIONS **APPENDIX A**

PIM | PRECISION INFRASTRUCTURE MANAGEMENT

Annual Survey Questions

The City of Charlottesville's Access Maturity Model includes five stages of maturity and five dimensions, or LOEs.

These five stages of maturity are:

- Undefined: No action has been taken in this LOE.
- Defined: Planning and review processes are in progress.
- Active: Implementation.
- Managed: Continuous improvement.
- Optimized: Innovation and best practice.

The City of Charlottesville's five dimensions are:

- Notification and Effective Communication
- Knowledge and Skills
- Support
- Community Engagement
- Governance

The Access Maturity Model is referenced here for the context. The regularly scheduled Access Maturity Model Survey should include questions that align with each dimension. For example, in the **Support** Dimension, the following question asks the respondent to rank the department's maturity against the **Managed** stage of the **Support** Dimension.

Example Survey Question:

Support (Dimension Question): Fully trained staff are able to support access-related inquiries and complaints. Multiple ways to communicate are implemented and continuously improved upon. Choose the most correct answer:

- Strongly Disagree - No action has been taken
- Disagree - We have defined the scope of this effort but have not implemented agency-wide plans
- Neutral - Policies and procedures have been implemented
- Agree - This effort is being actively managed and monitored by staff
- Strongly Agree - My agency is a best practice in this space

Scores from all five questions are then compiled and an average score Citywide is calculated. These scores are the inter-subjective opinion of the professionals within the organization's responsible for completing the tasks associated with each level of maturity.

This concept is demonstrated further in the following pages.

Annual Survey Question List

Question 1:

Regarding your Department, please select the answer that best fits the following statement.

Required ADA notifications are posted and an effective communication roadmap is in place. Processes are audited regularly and community input is viewed as a release gate for new services and activities.

Options:

- Strongly Disagree - No action has been taken
- Disagree - We have defined the scope of this effort but have not implemented agency-wide plans
- Neutral - Policies and procedures have been implemented
- Agree - This effort is being actively managed and monitored by staff
- Strongly Agree - My Department is a best practice in this space

Question 2:

Regarding your Department, please select the answer that best fits the following statement.

Role-based training programs are in place and are regularly audited, managed, and improved for effectiveness. Community input is critical to new training and awareness programs.

Options:

- Strongly Disagree - No action has been taken
- Disagree - We have defined the scope of this effort but have not implemented agency-wide plans
- Neutral - Policies and procedures have been implemented
- Agree - This effort is being actively managed and monitored by staff
- Strongly Agree - My department is a best practice in this space

Question 3:

Regarding your Department, please select the answer that best fits the following statement.

Fully trained staff are able to support access-related inquiries and complaints. Multiple ways to communicate are implemented and are continuously improved upon.

Options:

- Strongly Disagree - No action has been taken
- Disagree - We have defined the scope of this effort but have not implemented agency-wide plans
- Neutral - Policies and procedures have been implemented
- Agree - This effort is being actively managed and monitored by staff
- Strongly Agree - My agency is a best practice in this space

Annual Survey Question List

Question 4:

Regarding your Department, please select the answer that best fits the following statement.

My agency is a thought leader in access. Community input and engagement are standardized and expected in all development work. Input from individuals with lived experience is considered a release gate for new programming.

Options:

- Strongly Disagree - No action has been taken
- Disagree - We have defined the scope of this effort but have not implemented agency-wide plans
- Neutral - Policies and procedures have been implemented
- Agree - This effort is being actively managed and monitored by staff
- Strongly Agree - My Department is a best practice in this space

Question 5:

Regarding your Department, please select the answer that best fits the following statement.

My agency has an ADA Transition Plan and community input drives policy updates. All new programs, services, activities, facilities, and other places of public accommodation adhere to the principles of universal design. ADA barrier removal is being realized across all places of public accommodation.

Options:

- Strongly Disagree - No action has been taken
- Disagree - We have defined the scope of this effort but have not implemented agency-wide plans
- Neutral - Policies and procedures have been implemented
- Agree - This effort is being actively managed and monitored by staff
- Strongly Agree - My department is a best practice in this space

Annual Survey Questions (outcome)

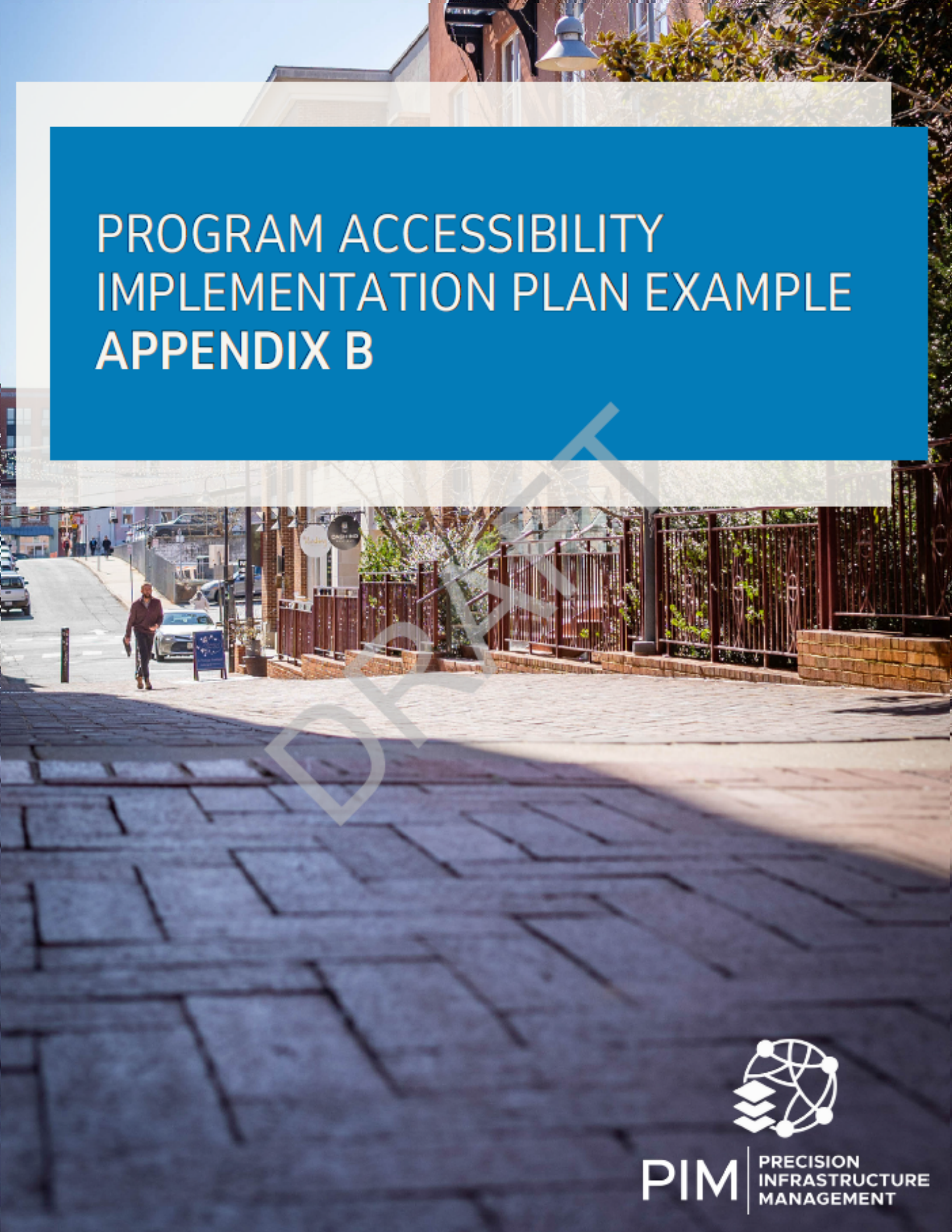
Year 1 Survey Responses (example):

Dim/Stage	Undefined	Defined	Repeatable	Managed	Optimized
Communication	No action	Planning	Implementing	Improving	Best practice
Skills	No action	Planning	Implementing	Improving	Best practice
Support	No action	Planning	Implementing	Improving	Best practice
Engagement	No action	Planning	Implementing	Improving	Best practice
Governance	No action	Planning	Implementing	Improving	Best practice

In this example, in the first year, departments ranked their scores, on average, as 1) Communication: **2** of 5, 2) Skills: **3** of 5, 3) Support: **2** of 5, 4) Engagement: **4** of 5, and 5) Governance: **1** of 5. For a total Maturity Model score of **2.4 of 5**.

In **Year 2**, respondents report growth in Communication and Governance, improving the score by .6 points overall for a total score of 3 **out** of **5**. [(3 + 3 + 2 + 4 + 3)/5 = **3**]

Dim/Stage	Undefined	Defined	Repeatable	Managed	Optimized
Communication	No action	Planning	Implementing	Improving	Best practice
Skills	No action	Planning	Implementing	Improving	Best practice
Support	No action	Planning	Implementing	Improving	Best practice
Engagement	No action	Planning	Implementing	Improving	Best practice
Governance	No action	Planning	Implementing	Improving	Best practice



PROGRAM ACCESSIBILITY IMPLEMENTATION PLAN EXAMPLE **APPENDIX B**

PIM | PRECISION INFRASTRUCTURE MANAGEMENT

Program Accessibility Implementation Plan (PAIP) - Sample

Program Accessibility Implementation Plan
Effective Date: 7/1/2024

The City of Charlottesville is committed to ensuring accessibility across all programs and services, in alignment with the Americans with Disabilities Act (ADA). This plan outlines key findings from assessments, stakeholder recommendations, and upcoming priorities to enhance accessibility efforts and maturity.

This Year's Data Collection Efforts

- Recent evaluations identified key areas for improvement:
  - Monitoring & Evaluation: Need for consistent assessment mechanisms.
  - Resource Allocation: Addressing disparities in accessibility tools and support across all departments.
  - Policy Standardization: Ensuring regular updates to accessibility policies and procedures.

Recommendations by the ADA Advisory Committee

The ADA Advisory Committee has provided recommendations for implementation, including:

- Establishing a centralized repository for accessibility resources and training.
- Provision of tools like CommonLook and Adobe Pro, now available in the Shared Drive.
- Expanding role-based training for accessibility compliance and technical implementation.

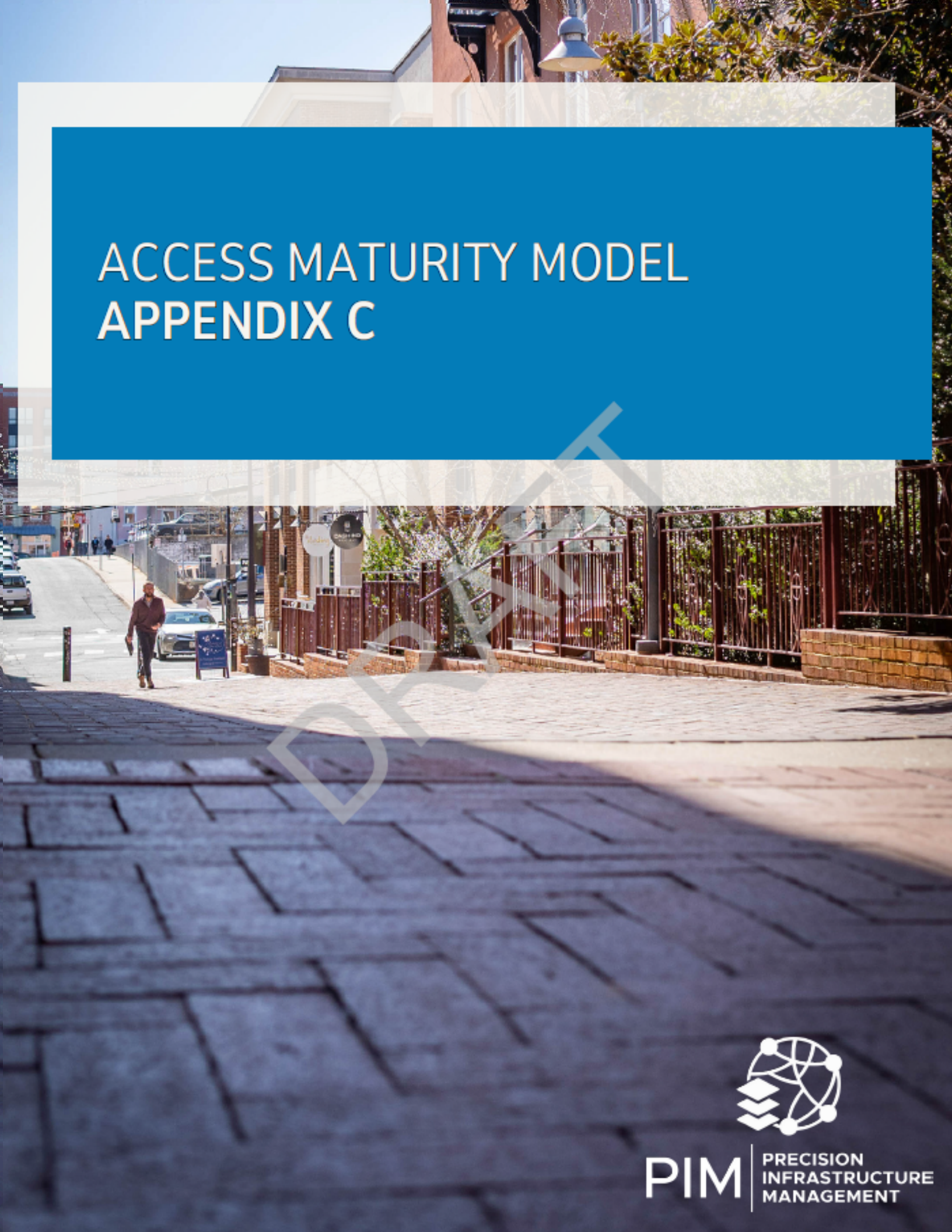
Guidance from Leadership and the ADA Office

- Leadership and the ADA Office have emphasized:
  - Commitment to Digital Compliance: Full adherence to WCAG 2.1 AA standards.
  - Training & Awareness: Increasing accessibility knowledge across all staff roles (via procured or developed training programs, etc.).
- Strategic Priorities: Aligning accessibility improvements with organizational goals and available resources.

Resources & Expectations for the Coming Year

- To align with the Access Maturity Model and survey efforts, the following actions are planned:
  - Training & Awareness Initiatives: Develop targeted training sessions and expand accessibility resources. (these resources and training programs can be found online in the employee share drive)

This plan will be reviewed and updated annually to ensure continuous improvement and sustained accessibility advancements.



ACCESS MATURITY MODEL
APPENDIX C

PIM PRECISION INFRASTRUCTURE MANAGEMENT

Access Maturity Model (high level dashboard, no proof points)

Dimension/Stage	Undefined	Defined	Repeatable	Managed	Optimized
Notification & Effective Communication	No notifications are posted, no efforts to ensure effective communication have been made, and no communication plan has been developed or published.	Required notifications and effective communication processes have been inventoried, need is recognized.	Notification and communication roadmap in place. Notifications have been posted, effective communication tools are in production.	Action items from this line of effort have been properly integrated into all relevant processes and are being monitored and managed by assigned staff.	Processes are audited on a regular basis, community input is elevated to release gate status on new processes, services, and activities.
Knowledge and Skills	No efforts to develop access-related knowledge and skills have been made.	Recognized need for organization-wide access and inclusion expertise and training. Planning initiated, not well-organized.	Workforce access skills development and training plan in place. Integration of assessment process is in progress, but not implemented consistently.	Training and turnover files have been developed for all roles and lines of effort are regularly audited for compliance with organizational policy.	Organization-wide role-based expertise in accessibility is well-defined, evaluated, and continuously enhanced.
Support	No access-related support efforts have been made for employees or customers.	Plans in place to provide basic information about access to customers and employees.	Dedicated resources are available for access in the Help section of customer-facing websites. FAQ/Help topics include common access questions and answers.	Surveys and other feedback mechanisms are in place to identify gaps in service. Advocacy groups are utilized to create more inclusive interactions.	Fully trained support staff able to support access-related inquiries and complaints. Multiple ways to communicate have been implemented and are continuously improved upon.
Community Engagement	No efforts to engage the community or incorporate related feedback in new program development.	Some awareness and recognition for the need for the incorporation of community engagement into program development. Inconsistent, decentralized.	Organizational effort to incorporate community engagement functions into program development. Staff are highly encouraged via SOPs/policies to engage the community prior to implementation.	Regular audits are conducted to ensure community engagement are incorporated into all new programming. Lived experience is codified in policy as a release gate.	Agency is a thought leader in access. Community input and engagement are standardized and expected in all development work.
Governance	No access-related governance in place.	Need for access-related policies and procedures is recognized, support staff have begun to be identified.	End-to-end defined and documented processes are available and transparent in a central repository. Barriers have been identified and policies reflect the agency's efforts to remove barriers.	Policies, procedures, and operations are controlled and measured with key performance indicators identified. Remaining barriers have begun to be remediated. Ongoing auditing in progress.	Community input drives policy updates. All new programs, services, activities, facilities, and other places of public accommodation adhere to the principles of Universal Design. ADA barrier removal is being realized across all POPAs.

Communication Dimension (with proof points)

Dimension: Communication	Undefined No notifications are posted, no efforts to ensure effective communication have been made, and no communication plan has been developed or published.	Defined Required notifications and effective communication processes have been inventoried, need is recognized.	Repeatable Notification and communication roadmap in place. Notifications have been posted, effective communication tools are in production.	Managed Action items from this line of effort have been properly integrated into all relevant processes and are being monitored and managed by assigned staff.	Optimized Processes are audited on a regular basis, community input is elevated to release gate status on new processes, services, and activities.
1.1 Implement Required Notification	No action.	Required notifications are in draft.	Publish required notifications.	Evaluate compliance with notification posting requirements.	Implement notification updates with relevant laws, practices, and procedures.
1.2 Implement Accommodation Processes	No action.	Accommodation policy and grievance procedure in draft.	Implement accommodation policy and grievance procedure.	Evaluate accommodation policy and grievance, review annually for errors and process updates.	Utilize user feedback and lived experience to make improvements to the accommodation and grievance process as needed.
1.3 Implement Auxiliary Aids and Services	No action.	Identify available auxiliary aids and services.	Implement guidance on auxiliary aids and services.	Evaluate use of auxiliary aids and services.	Refresh auxiliary aids and services with input from users with lived experience.
1.4 Implement Tools and Resources	No action.	Identify tools, resources, and processes.	Implement guidance on available tools, resources, and processes.	Evaluate tools, required resources, and policy and process refreshes.	Implement new tools and resources based on feedback from users with lived experience.

Knowledge and Skills Dimension (with proof points)

Dimension: Knowledge and Skills	Undefined No efforts to develop access-related knowledge and skills have been made.	Defined Recognized need for organization-wide access and inclusion expertise and training. Planning initiated, not well-organized.	Repeatable Workforce access skills development and training plan in place. Integration of assessment process is in progress, but not implemented consistently.	Managed Training and turnover files have been developed for all roles and lines of effort are regularly audited for compliance with organizational policy.	Optimized Organization-wide role-based expertise in accessibility is well-defined, evaluated, and continuously enhanced
2.1 Establish training minimums.	No action.	Inventory available training and relevant roles.	Implement training programs.	Evaluate training programs for improvement.	Refresh training initiatives utilizing lived experience and staff input.
2.2 Develop ongoing education initiatives.	No action.	Inventory existing education efforts and stakeholders.	Implement education and awareness campaign.	Evaluate education and awareness efforts.	Partner with existing education and awareness programs, implement improvements utilizing lived experience.
2.3 Develop monitoring programs to improve awareness.	No action.	Inventory existing monitoring programs.	Establish monitoring cadences.	Implement monitoring processes.	Utilize lessons learned through monitoring cadences to make improvements to training programs and education and awareness campaigns.

Support Dimension (with proof points)

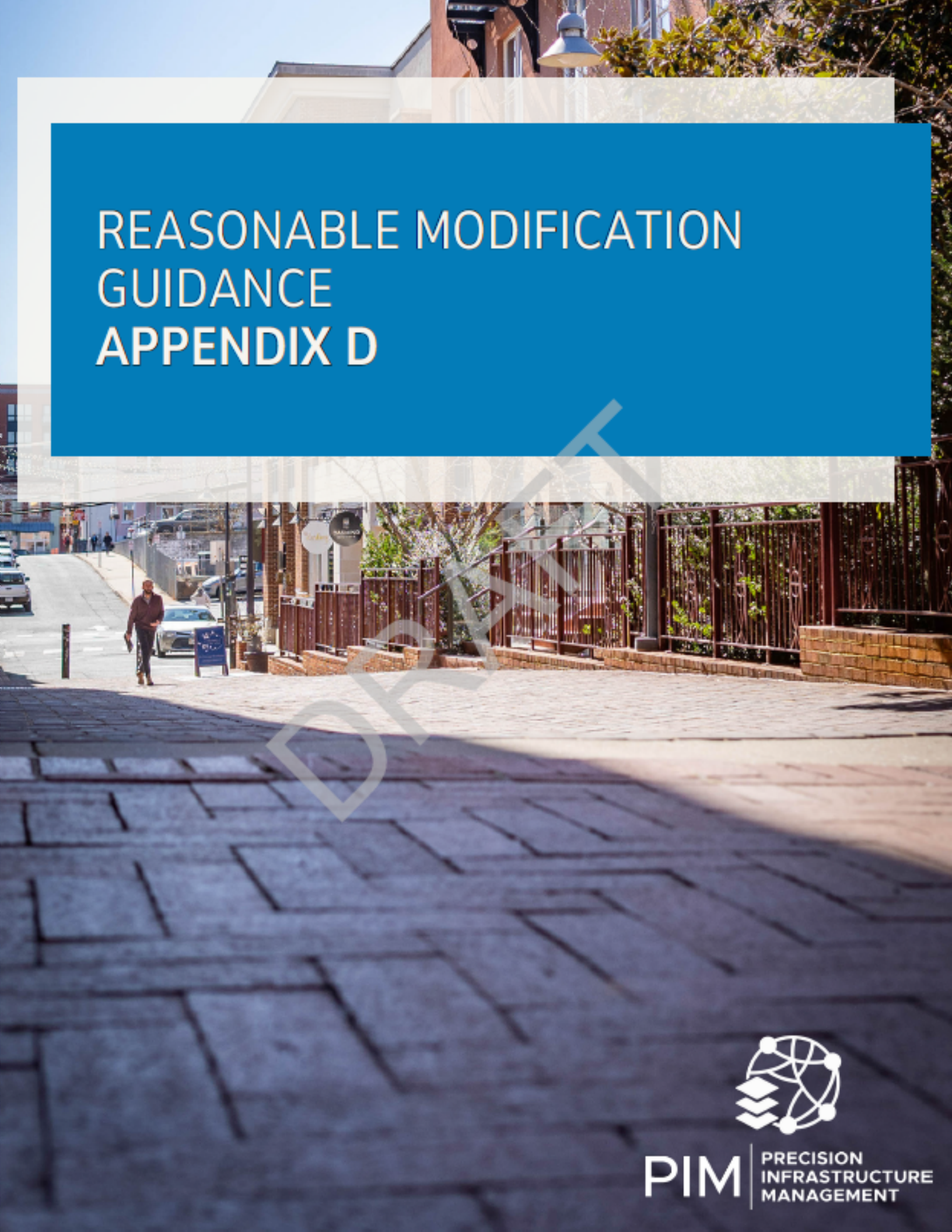
Dimension: Support	Undefined No access-related support efforts have been made for employees or customers.	Defined Plans in place to provide basic information about access to customers and employees.	Repeatable Dedicated resources are available for access in the Help section of customer-facing websites. FAQ/Help topics include common access questions and answers.	Managed Surveys and other feedback mechanisms are in place to identify gaps in service. Advocacy groups are utilized to create more inclusive interactions.	Optimized Fully trained support staff able to support access-related inquiries and complaints. Multiple ways to communicate have been implemented and are continuously improved upon.
3.1 Implement Help Section.	No action.	Inventory Help Section resources.	Implement Help Section resources.	Evaluate Help Section resources utilizing lessons learned and insight from lived experience and other community input.	Support staff make regular adjustments to Help Section based on lessons learned.
3.2 Implement staff training.	No action.	Inventory available staff training.	Implement relevant staff training regarding support.	Evaluate staff adherence and understanding of support mechanisms.	Support training is regularly updated as new gaps in service are identified.
3.3 Implement survey or feedback mechanism to improve.	No action.	Inventory available evaluation tools and data collection techniques.	Implement community survey or other feedback mechanism.	Utilize community feedback to make improvements to support services.	Feedback mechanisms are established, regularly updated, and utilized to make improvements to support services.

Community Engagement (with proof points)

Dimension: Community Engagement	Undefined No efforts to engage the community or incorporate related feedback in new program development.	Defined Some awareness and recognition for the need for the incorporation of community engagement into program development. Inconsistent, decentralized.	Repeatable Organizational effort to incorporate community engagement functions into program development. Staff are highly encouraged via SOPs/policies to engage the community prior to implementation.	Managed Regular audits are conducted to ensure community engagement are incorporated into all new programming. Lived experience is codified in policy as a release gate.	Optimized Agency is a thought leader in access. Community input and engagement are standardized and expected in all development work.
4.1 Implement awareness campaigns.	No action.	Inventory awareness efforts.	Develop awareness initiative and implement.	Utilize lessons learned and lived experience to improve targeted awareness efforts.	Community input is crucial to new awareness campaign efforts.
4.2 Implement community outreach efforts.	No action.	Inventory community outreach efforts.	Develop and implement community outreach efforts (targeted).	Utilize lessons learned and lived experience to improve community outreach efforts.	Community input drives new community outreach efforts.
4.3 Implement evaluation techniques.	No action.	Inventory evaluation techniques.	Implement evaluation efforts (managed).	Utilize lessons learned to improve evaluation efforts.	Evaluation techniques have improved to the extent that new best practices are identified regularly, which fosters improvement and inclusion.

Governance Engagement (with proof points)

Dimension: Governance	Undefined No access-related governance in place.	Defined Need for access-related policies and procedures is recognized, support staff have begun to be identified.	Repeatable End-to-end defined and documented processes are available and transparent in a central repository. Barriers have been identified and policies reflect the agency's efforts to remove barriers.	Managed Policies, procedures, and operations are controlled and measured with key performance indicators identified. Remaining barriers have begun to be remediated. Ongoing auditing in progress.	Optimized Community input drives policy updates. All new programs, services, activities, facilities, and other places of public accommodation adhere to the principles of Universal Design. ADA barrier removal is being realized across all POPAs.
5.1 Implement policies and procedures.	No action.	Inventory policies and procedures for access.	Revise, develop, and implement policies and procedures that demonstrate the organization's commitment to access.	Implement annual review process.	Policies and procedures are regularly updated using lessons learned logs, community input, and other methods of feedback.
5.2 Implement change management tools.	No action.	Inventory change management tools.	Implement change management tools and processes.	Implement evaluation processes to determine whether change management efforts are effective.	Community input is utilized to improve change management processes - specifically focused on creating more communication and feedback loops to streamline community-based revisions and policy modifications.
5.3 Implement barrier identification and removal program.	No action.	Inventory barrier removal efforts.	Develop and implement barrier removal plan.	Evaluate barrier removal program for effectiveness annually.	Community input is key to strategic shifts and prioritization throughout the barrier removal implementation process.
5.4 Incorporate community input into prioritization efforts.	No action.	Inventory community input sources.	Implement input collection processes and tools.	Establish community surveys to identify what type of prioritization aligns best with community needs and how effective barrier removal program is.	Community leaders are empowered to influence and encourage agency efforts, creating a targeted approach and best practice for responsive barrier removal work.



REASONABLE MODIFICATION GUIDANCE
APPENDIX D

PIM | PRECISION INFRASTRUCTURE MANAGEMENT

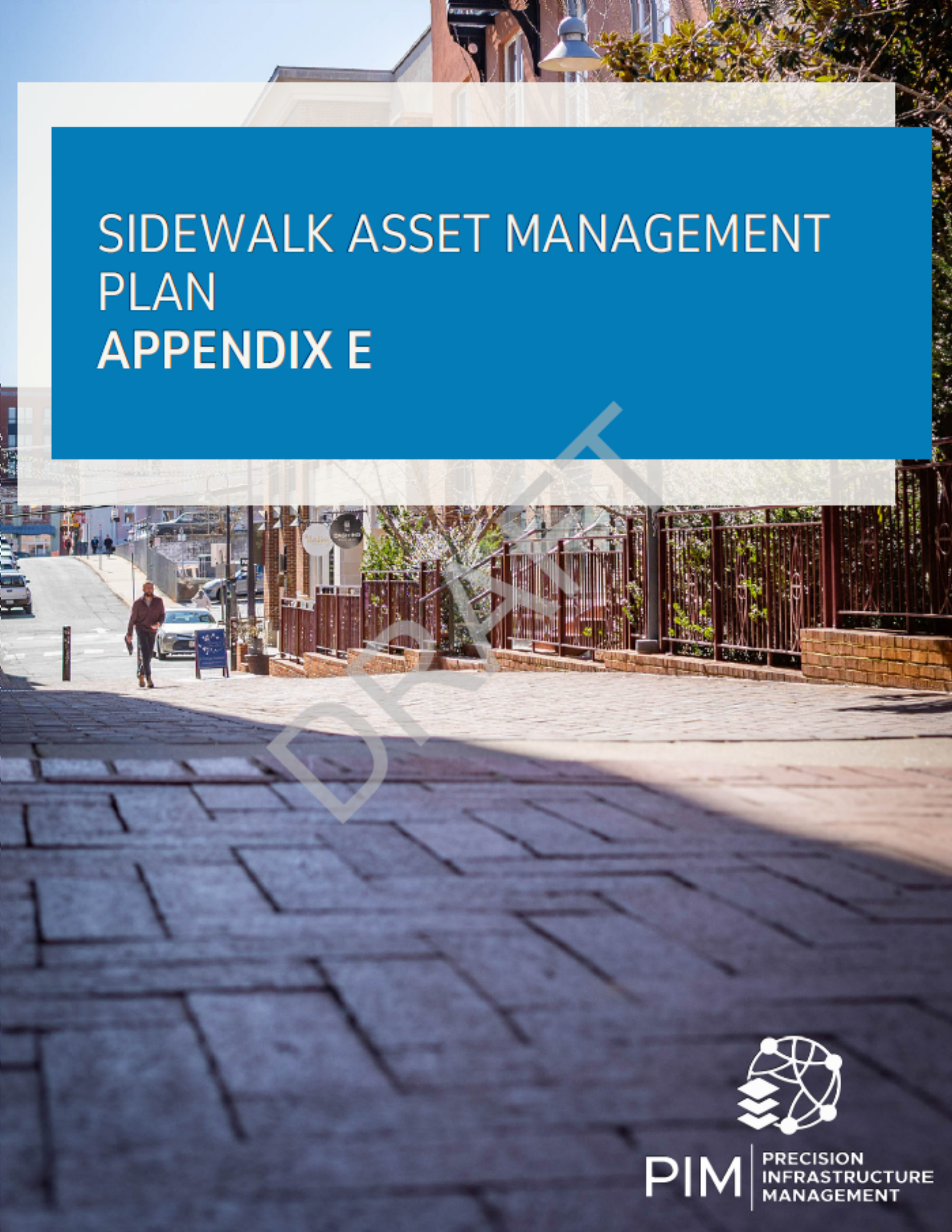
Reasonable Modification of Policies Reference

The fundamentals of reasonable modification guidance should include:

- When is a modification not reasonable? If the modification is:
  - A fundamental alteration of service.
  - Direct threat to the health or safety of others.
  - Not needed by the requester to use the service.
  - Undue financial / administrative burden.
- Examples of fundamental alteration: A change that is so significant that it alters the nature of the service:
  - Specific vehicle requests.
  - Exclusive rides.
  - PCA functions like carrying packages, staying with unattended passengers.
  - Operating outside service area or hours.
  - Basic concepts:
    - Example 1:
      - The service is shared-ride public transportation to get people from point A to point B.
      - The bus driver is not a personal care attendant.
    - Example 2:
      - The Tax Collection office offers online filing services.
      - The Tax Collector will not pay taxes on behalf of citizens.
- Examples of direct threat: A significant risk to the health or safety of others:
  - Clear and present danger to someone else.
    - Basic concepts:
      - Example1: Exposing vehicles to hazards (reversing down a narrow alley, striking overhead objects, etc.)
      - Example 2: Allowing a service animal that has been deemed a threat to safety to linger in areas of public accommodation in which the public's safety may be in question.
- Examples of not needed: Without the requested modification, the individual with a disability is able to fully use the entity's services, programs, or activities for their intended purpose.
- Basic concepts:
- Example 1: Request for a specific driver.
- Example 2: Request for a new computer to access the Tax Collector's online filing system.

Reasonable Modification of Policies Reference

- Examples of undue burden:
- Depends on facts and circumstances of each individual case.
- Burden of proof on agency.
- Accommodation requested may be unreasonable based on more than one principle.
  - Basic concepts:
    - Example 1: Asking to not ride with a particular passenger.
    - Example 2: Fix all Transition Plan barriers by COB, Friday.



SIDEWALK ASSET MANAGEMENT PLAN
APPENDIX E

PIM | PRECISION INFRASTRUCTURE MANAGEMENT

Methodology

Precision Infrastructure Management (PIM) designed Charlottesville's Sidewalk Asset Management Plan (SAMP) to deliver measurable, cost-effective improvements to pedestrian accessibility while prioritizing the most serious and impactful sidewalk barriers. Our approach integrates data-driven prioritization, best-in-class remediation techniques, and long-term planning to help municipalities like Charlottesville implement ADA-compliant, fiscally responsible sidewalk programs.

At the core of PIM's SAMP is a strategic funding allocation framework that targets three high-impact areas: Priority 1 (P1) curb ramps, vertical height displacements, and severely degraded sidewalk panels that require full demolition and replacement. This triaged approach allows cities to address the most significant safety and accessibility concerns while achieving high barrier-removal rates across the entire sidewalk network.

Vertical height displacements—one of the most common and easily remediated barriers—can often be resolved through horizontal saw cutting, a method that ensures a smooth, ADA-compliant slope from edge to edge. PIM strongly recommends against grinding, as it fails to meet ADA standards and has resulted in non-compliant repairs in communities like Charlottesville. All repair methods employed in PIM's SAMP are vetted for full ADA compliance.

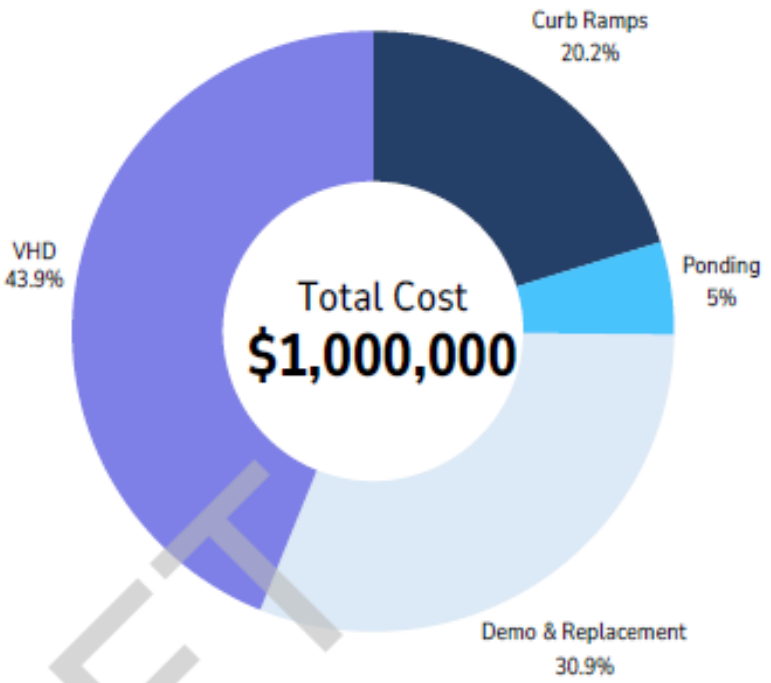
To further enhance accessibility, PIM includes remediation of ponding issues—areas where water collects and limits access, especially at or near curb ramps. Community feedback from wheelchair users has highlighted these issues as particularly problematic. Addressing ponding through targeted drainage and slope adjustments not only improves usability but also demonstrates responsiveness to real-world accessibility challenges.

PIM incorporates alternative maintenance activities wherever feasible to stretch local budgets further without sacrificing quality. These lower-cost solutions—such as saw cutting in place of panel replacement—enable cities to remediate more barriers with the same funding. This method reduces long-term liabilities and improves pedestrian safety on a broader scale.

PIM builds in a 2% annual inflation assumption across all cost estimates. This planning factor highlights the urgency of addressing barriers now, as delay will only increase the total cost of compliance. Also note that PIM normalizes the barrier data to account for barriers of different size, so the numbers in the SAMP will not exactly match the numbers in the report above. A more detailed explanation of this process is in the methodology section for the street risk rankings below.

FIRST YEAR COSTS

CURB RAMPS	Cost ($)	Locations
P1 - Curb Ramp	202,000	40
P2 - Curb Ramp		
P3 - Curb Ramp		
P4 - Curb Ramp		
Ponding	50,000	6
OBSTRUCTIONS		
Vertical Obstructions		
Ground Obstructions		
Vegetative Obstructions		
SIDEWALK CONDITIONS		
Sidewalk D&R Panels	309,375	165
Vertical Height Displacement Panels	438,625	3509
Sidewalks < 4 ft		
Sidewalk Gaps		
Cross Slope > 100 Ft		
Driveway Cross Slope		
Crosswalks		



First Year Management Plan

Total Cost estimated for the first year over four categories is $1,000,000.

12% of **P1 Curb Ramps** are completed during 1st year. The total cost is $202,000 for 40 locations.

21% of **Ponding Locations** are completed during 1st year. The total cost is $50,000 for 6 locations.

2% of **Demo & Replacement** is completed during 1st year. The total cost is $309,375 for 165 locations.

12% of **VHD Repair** is completed during 1st year. The total cost is $438,625 for 3509 locations

4.3%
OF ENTIRE PLAN

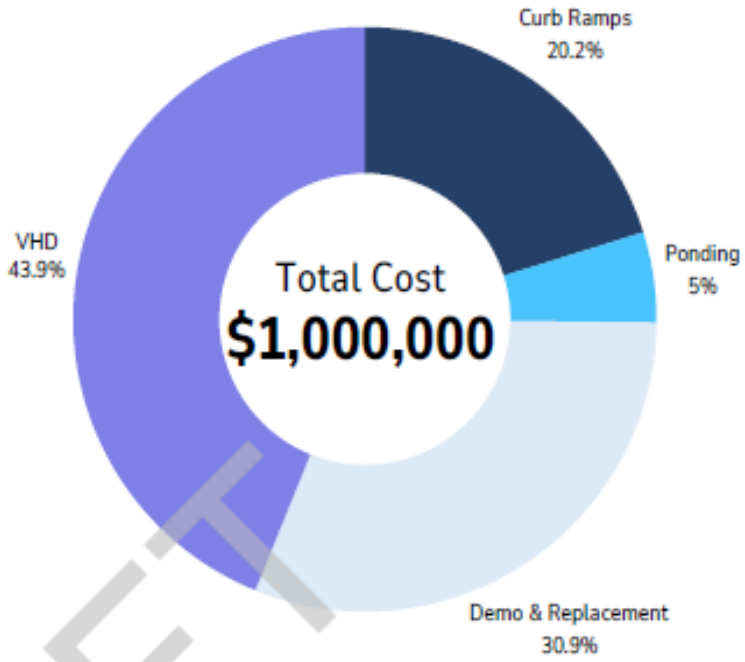
4.3% of the barriers are scheduled for remediation in the first year.

SECOND YEAR COSTS

CURB RAMPS	Cost ($)	Locations
P1 - Curb Ramp	202,000	39
P2 - Curb Ramp		
P3 - Curb Ramp		
P4 - Curb Ramp		
Ponding	50,000	6

OBSTRUCTIONS		
Vertical Obstructions		
Ground Obstructions		
Vegetative Obstructions		

SIDEWALK CONDITIONS		
Sidewalk D&R Panels	309,375	161
Vertical Height Displacement Panels	438,625	3279
Sidewalks < 4 ft		
Sidewalk Gaps		
Cross Slope > 100 Ft		
Driveway Cross Slope		
Crosswalks		



Second Year Management Plan

Total Cost estimated for the second year over four categories is $1,000,000.

11% of **P1 Curb Ramps** are completed during 2nd year. The total cost is $275,400 for 54 locations.

21% of **Ponding Locations** are completed during 2nd year. The total cost is $50,000 for 6 locations.

2% of **Demo & Replacement** is completed during 2nd year. The total cost is $309,375 for 161 locations.

12% of **VHD Repair** is completed during 2nd year. The total cost is $438,625 for 3279 locations.

4%
OF ENTIRE PLAN

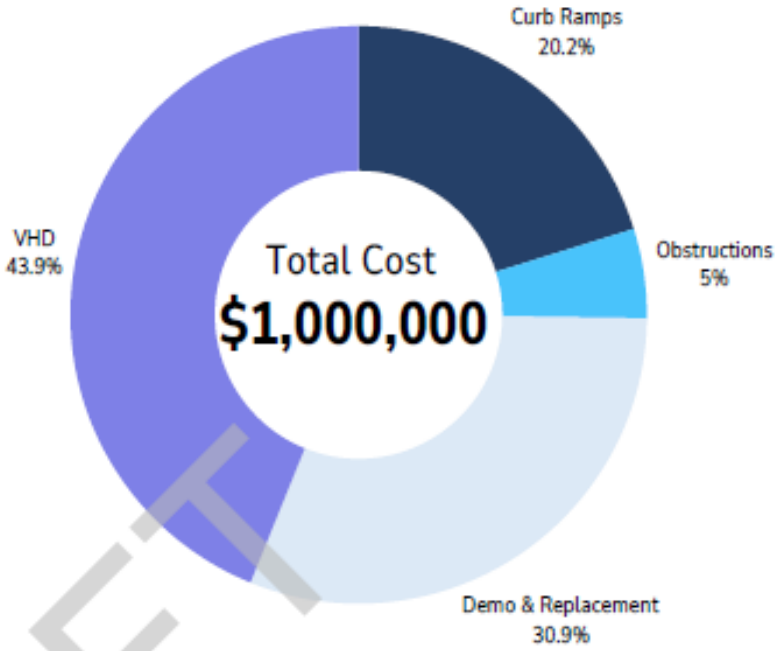
4% of the barriers are scheduled for remediation in the second year.

THIRD YEAR COSTS

CURB RAMPS	Cost ($)	Locations
P1 - Curb Ramp	202,000	38
P2 - Curb Ramp		
P3 - Curb Ramp		
P4 - Curb Ramp		
Ponding	50,000	6

OBSTRUCTIONS		
Vertical Obstructions		
Ground Obstructions		
Vegetative Obstructions		

SIDEWALK CONDITIONS		
Sidewalk D&R Panels	309,375	158
Vertical Height Displacement Panels	438,625	3065
Sidewalks < 4 ft		
Sidewalk Gaps		
Cross Slope > 100 Ft		
Driveway Cross Slope		
Crosswalks		



Third Year Management Plan

Total Cost estimated for the third year over four categories is $1,000,000.

11% of **P1 Curb Ramps** are completed during 3rd year. The total cost is $202,000 for 38 locations.

21% of **Ponding Locations** are completed during 3rd year. The total cost is $50,000 for 525 locations.

2% of **Demo & Replacement** is completed during 3rd year. The total cost is $309,375 for 158 locations.

12% of **VHD Repair** is completed during 3rd year. The total cost is $438,625 for 3065 locations.

3.8%
OF ENTIRE PLAN

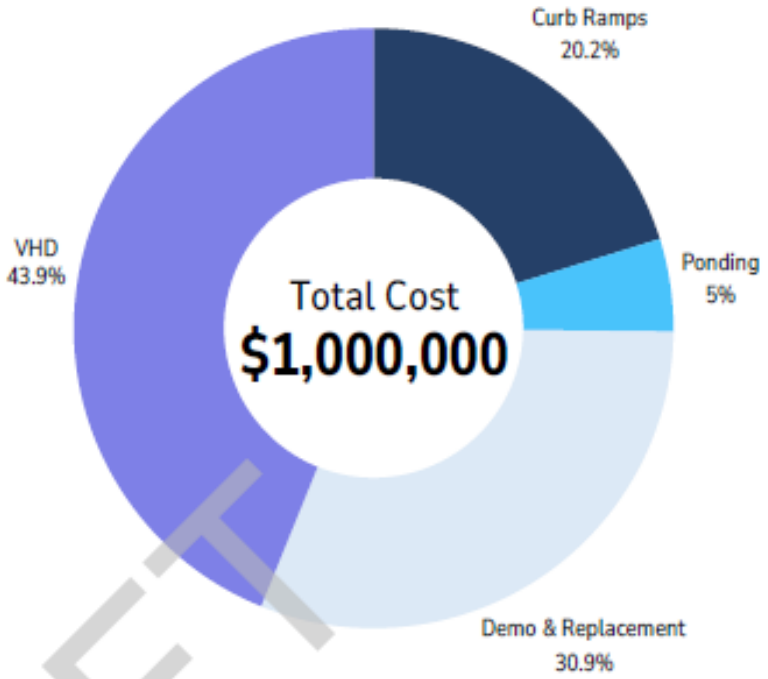
3.8% of the barriers are scheduled for remediation in the third year.

FOURTH YEAR COSTS

CURB RAMPS	Cost ($)	Locations
P1 - Curb Ramp	202,000	38
P2 - Curb Ramp		
P3 - Curb Ramp		
P4 - Curb Ramp		
Ponding	50,000	5

OBSTRUCTIONS		
Vertical Obstructions		
Ground Obstructions		
Vegetative Obstructions		

DEMO & REPLACEMENT		
Sidewalk D&R Panels	309,375	155
Vertical Height Displacement Panels	438,625	2865
Sidewalks < 4 ft		
Sidewalk Gaps		
Cross Slope > 100 Ft		
Driveway Cross Slope		
Crosswalks		



Fourth Year Management Plan

Total Cost estimated for the fourth year over four categories is $1,000,000.

11% of **P1 Curb Ramps** are completed during 4th year. The total cost is $202,000 for 38 locations.

18% of **Ponding Locations** are completed during 4th year. The total cost is $50,000 for 5 locations.

2% of **Demo & Replacement** is completed during 4th year. The total cost is $309,375 for 155 locations.

11% of **VHD Repair** is completed during 4th year. The total cost is $438,625 for 2865 locations.

3.6%
OF ENTIRE PLAN

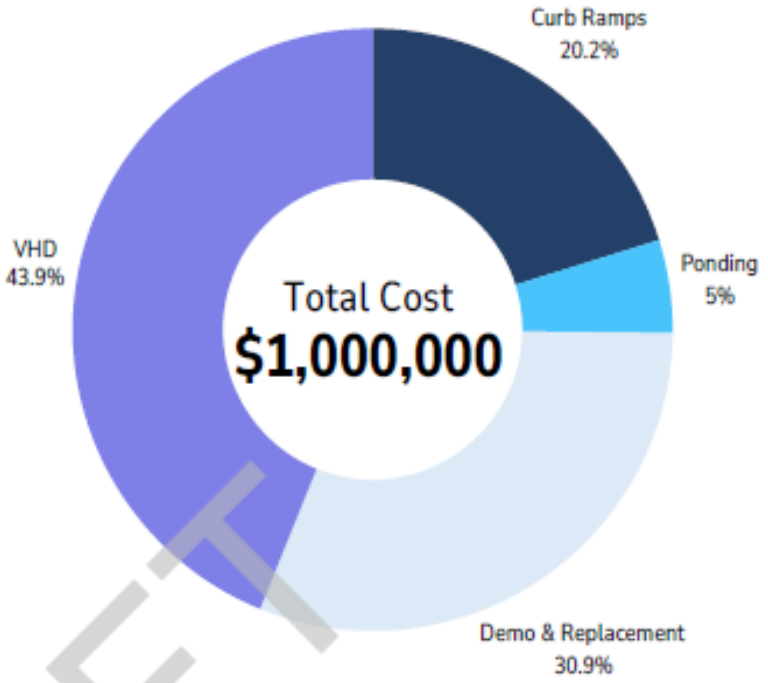
3.6% of the barriers are scheduled for remediation in the fourth year.

FIFTH YEAR COSTS

CURB RAMPS	Cost ($)	Locations
P1 - Curb Ramp	202,000	37
P2 - Curb Ramp		
P3 - Curb Ramp		
P4 - Curb Ramp		
Ponding	50,000	5

OBSTRUCTIONS		
Vertical Obstructions		
Ground Obstructions		
Vegetative Obstructions		

DEMO & REPLACEMENT		
Sidewalk D&R Panels	309,375	152
Vertical Height Displacement Panels	438,625	2675
Sidewalks < 4 ft		
Sidewalk Gaps		
Cross Slope > 100 Ft		
Driveway Cross Slope		
Crosswalks		



Fifth Year Management Plan

Total Cost estimated for the fifth year over two categories is $1,000,000.

6% of **P1 Curb Ramp** is completed during 5th year. The total cost is $202,000 for 37 locations.

18% of **Ponding Locations** are completed during 5th year. The total cost is $50,000 for 5 locations.

2% of **Demo & Replacement** is completed during 5th year. The total cost is $309,375 for 152 locations.

11% of **VHD Repair** is completed during 5th year. The total cost is $438,625 for 2675 locations.

3.3%
OF ENTIRE PLAN

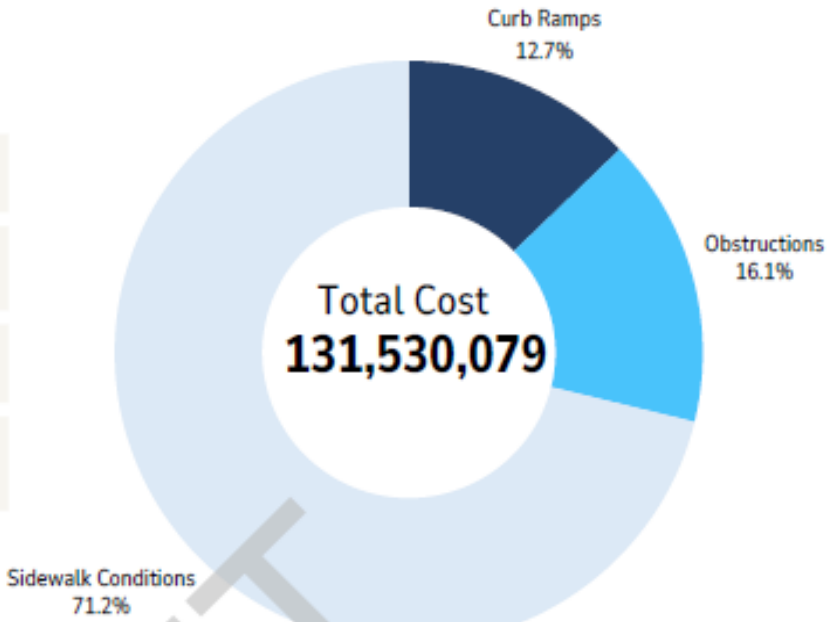
3.3% of the barriers are scheduled for remediation in the fifth year.

LONGTERM COSTS

CURB RAMPS	Cost ($)	Locations
P1 - Curb Ramp	2,294,756	424
P2 - Curb Ramp	13,043,308	2410
P3 - Curb Ramp	416,736	77
P4 - Curb Ramp	1,012,074	187

OBSTRUCTIONS		
Vertical Obstructions	1,975,137	365
Ground Obstructions	18,753,137	3465
Vegetative Obstructions	414,517	2553

SIDEWALK CONDITIONS		
Sidewalk D&R Panels	12,228,101	6025
Vertical Height Displacement Panels	2,235,235	13624
Sidewalks < 4 ft	15,351,594	7564
Sidewalk Gaps	5,084,049	2505
Cross Slope > 100 Ft	10,492,827	5170
Driveway Cross Slope	47,402,410	23356
Crosswalks	825,896	1971



Long Term Costs

The total estimated cost for remediating existing barriers is $131,530,079.

79% of total barriers remain after the first 5 years of remediation.

Due to anticipated inflation over the five year plan, the total cost for remediation is anticipated to grow over 5 years, despite $5 million in investment.

81%
OF ENTIRE PLAN

81% of total locations remain past the first 5 years of remediation.

	Current Condition		Year 1			Year 2			Year 3			Year 4			Year 5			Longterm		
	Locations/ Panel Number	Total Cost	Locations	Remediation Budget	% Remediated	Locations	Budget	%	Locations	Budget	%	Locations	Budget	%	Locations	Budget	%	Locations	Cost Remaining	% of Locations Remaining
Curb Ramp																				
P1 - Curb Ramp	615	$ 3,075,000	40	$ 202,000	7%	39	$ 202,000	6%	38	$ 202,000	6%	38	$ 202,000	6%	37	$ 202,000	6%	424	$ 2,294,756	69%
P2 - Curb Ramp	2,410	$ 12,050,000	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	2410	$ 13,043,308	100%
P3 - Curb Ramp	77	$ 385,000	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	77	$ 416,736	100%
P4 - Curb Ramp	187	$ 935,000	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	187	$ 1,012,074	100%
Ponding	28	$ 210,000	6	$ 50,000	21%	6	$ 50,000	21%	6	$ 50,000	21%	5	$ 50,000	18%	5	$ 50,000	18%	0	$ -	0%
Obstructions																				
Vegetative	2,553	$ 382,950	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	2553	$ 414,517	100%
Ground	3,465	$ 17,325,000	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	3465	$ 18,753,137	100%
Vertical	365	$ 1,825,000	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	365	$ 1,975,439	100%
Sidewalk Conditions																				
Sidewalk D&R	6,816	$ 12,780,000	165	$ 309,375	2%	161	$ 309,375	2%	158	$ 309,375	2%	155	$ 309,375	2%	152	$ 309,375	2%	6025	$ 12,228,101	88%
Vertical Height Displaceme	29,035	$ 3,629,375	3509	$ 438,625	12%	3279	$ 438,625	11%	3065	$ 438,625	11%	2865	$ 438,625	10%	2675	$ 438,625	9%	13642	$ 2,235,235	47%
Sidewalks < 4ft	7,564	$ 14,182,500	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	7564	$ 15,351,594	100%
Sidewalk Gaps	2,505	$ 4,696,875	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	2505	$ 5,084,049	100%
Cross Slope > 100 ft	5,170	$ 9,693,750	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	5170	$ 10,492,827	100%
Driveway Cross Slope	23,356	$ 43,792,500	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	23356	$ 47,402,410	100%
Crosswalks	436	$ 763,000	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	0	$ -	0%	436	$ 825,896	100%
Total	**84,582**	**$ 125,725,950**	**3720**	**$ 1,000,000**		**3485**	**$ 1,000,000**		**3267**	**$ 1,000,000**		**3063**	**$ 1,000,000**		**2869**	**$ 1,000,000**		**68,179**	**$ 131,530,079**	**81%**

FULL STREET RANKINGS
APPENDIX F

PIM | PRECISION INFRASTRUCTURE MANAGEMENT

Methodology

Precision Infrastructure Management (PIM) designs its per-street accessibility risk rankings by developing a standardized approach to measuring and comparing the presence of barriers across the sidewalk network. This process begins by normalizing the different types of barriers we encounter during a self-evaluation. For example, a 20-foot section of sidewalk marked for demolition and replacement (D&R) is categorized as a single barrier, but it presents a significantly higher accessibility impact than a smaller 4-foot section marked for the same repair. To account for this, we convert each D&R barrier into "panel units" based on the average sidewalk panel size across the city. This ensures that longer, more impactful barriers are appropriately weighted.

Once all barriers are converted into panel units, we calculate the total number of barrier units along each street. We then divide this number by the total length of the street (typically in miles) to determine the number of barrier units per mile. This metric offers a clear heuristic for identifying which streets pose the highest risk to accessibility. Streets with a high density of barriers per mile are flagged as higher risk areas, allowing cities to prioritize remediation efforts more effectively.

While this per-street risk ranking is a valuable tool, it does have limitations. Shorter streets, in particular, may skew the data. A small number of barriers on a very short street can result in an unusually high risk ranking, even if the actual impact is minimal. Therefore, PIM advises municipalities to use this metric as a general guide—an insightful starting point for identifying high-risk areas—rather than as a definitive measure of where to start remediation. When combined with community input, on-the-ground knowledge, and other prioritization factors, the per-street risk ranking becomes a powerful planning resource.

Rank	Street Name	Barriers	Length Mi	Risk
1	PETERSON PL	69	0.04	1705.30
2	MORRIS PAUL CT	28	0.02	1480.54
3	ROBINSON WOODS	99	0.07	1436.55
4	FERN CT	43	0.03	1347.67
5	KELSEY CT	52	0.04	1330.94
6	MELISSA PL	41	0.03	1242.73
7	GROVER CT	46	0.04	1231.99
8	WILSON CT	67	0.06	1205.99
9	UNIVERSITY MNR	35	0.03	1089.66
10	LOCUST LANE CT	49	0.05	1066.79
11	STEWART CIR	49	0.05	1039.68
12	ACKLEY LN	38	0.04	1037.20
13	WERTLAND ST	323	0.32	1014.76
14	DUNOVA CT	42	0.04	988.75
15	12 1/2 ST NW	80	0.08	978.35
16	16TH ST NW	68	0.07	976.67
17	MICHAEL PL	93	0.10	972.13
18	DELL LN	46	0.05	971.92
19	PAGE ST	369	0.39	935.66
20	W HIGH ST	211	0.23	934.40
21	PARK PLZ	79	0.09	921.33
22	9TH ST NW	229	0.25	911.71
23	TRIPPER CT	38	0.04	910.59
24	MARION CT	33	0.04	903.39
25	WESTWOOD CIR	219	0.24	895.87
26	BIRDWOOD CT	134	0.15	895.67
27	GROVE RD	628	0.71	884.44
28	GORDON AVE	376	0.43	880.59
29	HARDY DR	174	0.20	872.63
30	JOHN ST	123	0.14	872.53
31	3RD ST SE	50	0.06	859.27
32	GRADY AVE	607	0.71	849.72
33	W JEFFERSON ST	74	0.09	849.53
34	RIVER CT	82	0.10	848.18
35	10 1/2 ST NW	312	0.37	845.74
36	LYONS CT	54	0.06	842.95
37	ANDERSON ST	248	0.29	841.21
38	10TH ST NW	514	0.62	834.21
39	MORRIS RD	114	0.14	826.79
40	6TH ST NE	32	0.04	811.54
41	INTERNATIONAL DR	31	0.04	808.15
42	NORTH AVE	276	0.34	805.21
43	FOREST ST	291	0.36	801.45
44	14TH ST NW	400	0.50	800.62
45	GREENBRIER TER	82	0.10	799.27

Rank	Street Name	Barriers	Length Mi	Risk
46	NORTHWOOD CIR	48	0.06	799.05
47	LYONS AVE	198	0.25	797.93
48	ALTAMONT ST	90	0.11	796.95
49	ANTOINETTE AVE	137	0.17	796.34
50	FOXBROOK LN	113	0.14	795.11
51	13TH ST NW	242	0.31	789.98
52	BOOKER ST	71	0.09	786.90
53	1ST ST N	276	0.35	784.63
54	GLENN CT	153	0.20	777.05
55	7TH ST NE	230	0.30	776.33
56	ASHBY PL	72	0.09	776.05
57	ANTOINETTE CT	34	0.04	768.90
58	AUGUSTA ST	95	0.12	767.61
59	EVERGREEN AVE	231	0.30	763.02
60	PERRY DR	102	0.14	750.61
61	10TH ST NE	205	0.27	749.70
62	VIRGINIA AVE	148	0.20	747.74
63	ROOSEVELT BROWN BLVD	202	0.27	745.07
64	11TH ST NW	227	0.31	740.69
65	4TH ST SE	118	0.16	739.31
66	W MARKET ST	85	0.12	739.02
67	COTTAGE LN	85	0.12	738.48
68	AMHERST CMN	41	0.06	735.25
69	BROOK RD	132	0.18	731.78
70	CEDARS CT	81	0.11	729.87
71	BING LN	62	0.09	729.03
72	WEST ST	304	0.42	726.30
73	HEDGE ST	117	0.16	724.01
74	4TH ST NE	193	0.27	714.16
75	NELSON DR	103	0.14	712.36
76	15TH ST NW	320	0.45	710.31
77	MARIE PL	31	0.04	710.29
78	CHISHOLM PL	68	0.10	703.77
79	RAYMOND AVE	121	0.17	702.26
80	BELMONT PARK	39	0.06	697.81
81	DICE ST	296	0.42	696.86
82	11TH ST SW	89	0.13	693.58
83	2ND ST NW	111	0.16	692.63
84	PARKWAY ST	113	0.16	688.52
85	MADISON AVE	389	0.57	688.28
86	ERIC PL	30	0.04	683.78
87	RUN ST	21	0.03	682.86
88	STRATFORD CT	65	0.10	682.15
89	SUNSET RD	151	0.22	680.81
90	HINTON AVE	181	0.27	680.38

Rank	Street Name	Barriers	Length Mi	Risk
91	NORTH BAKER ST	120	0.18	679.07
92	MAPLE ST	118	0.17	677.80
93	CHARLTON AVE	231	0.34	675.37
94	CONCORD AVE	175	0.26	673.32
95	3RD ST NE	181	0.27	670.46
96	8TH ST NE	216	0.33	663.86
97	DENICE LN	94	0.14	663.12
98	CROSSOVER	104	0.16	660.66
99	CREAM ST	25	0.04	659.82
100	LEXINGTON AVE	315	0.48	659.02
101	W WATER ST	89	0.14	655.55
102	6TH ST NW	58	0.09	655.30
103	UNIVERSITY WAY	65	0.10	652.78
104	OLINDA DR	52	0.08	647.73
105	NORTHWOOD AVE	127	0.20	646.02
106	AMHERST ST	229	0.35	645.25
107	THOMAS DR	87	0.14	644.26
108	HARDWOOD AVE	102	0.16	642.52
109	DAVID TER	53	0.08	636.57
110	SHASTA CT	65	0.10	631.88
111	MORTON DR	80	0.13	631.07
112	HENRY AVE	294	0.47	629.79
113	2ND ST NE	319	0.51	628.80
114	KERRY LN	262	0.42	627.75
115	7TH ST SW	86	0.14	627.51
116	COTTONWOOD RD	165	0.26	625.57
117	MARSHALL ST	119	0.19	621.04
118	OAKMONT ST	40	0.06	617.75
119	LILI LN	43	0.07	613.99
120	STEWART ST	60	0.10	610.92
121	E JEFFERSON ST	504	0.83	610.89
122	ST GEORGE AVE	98	0.16	610.69
123	BROOKWOOD LN	28	0.05	607.80
124	2ND ST SW	65	0.11	605.95
125	CRESTMONT AVE	108	0.18	605.09
126	ST CHARLES CT	63	0.10	602.10
127	LODGE CREEK CIR	63	0.10	601.18
128	HILLWOOD PL	187	0.31	598.93
129	DOUGLAS AVE	128	0.21	597.75
130	E HIGH ST	766	1.29	594.66
131	CUTLER LN	70	0.12	593.61
132	CYNTHIANNA AVE	104	0.18	591.50
133	GOODMAN ST	106	0.18	589.20
134	GRAVES ST	91	0.15	587.61
135	12TH ST NW	196	0.34	575.78

Rank	Street Name	Barriers	Length Mi	Risk
136	ROSSER AVE E	87	0.15	574.96
137	ARBOR CIR	40	0.07	570.64
138	8TH ST NW	247	0.44	567.45
139	GLEASON ST	40	0.07	564.36
140	MARTIN ST	85	0.15	561.87
141	EDGE HILL RD	68	0.12	561.69
142	7 1/2 ST SW	214	0.38	559.38
143	MIDMONT LN	29	0.05	557.54
144	VILLAGE CT	45	0.08	556.76
145	LOCUST LN	129	0.23	552.61
146	NALLE ST	108	0.20	552.39
147	17TH ST NW	94	0.17	552.14
148	9TH ST SW	244	0.44	551.84
149	ST JAMES CIR	30	0.05	551.76
150	ROSA TER	38	0.07	551.16
151	ELKHORN RD	59	0.11	550.86
152	CHERRY AVE	866	1.57	550.64
153	UNIVERSITY CIR	229	0.42	549.42
154	SWIFT LN	10	0.02	548.43
155	4TH ST NW	158	0.29	547.14
156	RIVERDALE DR	46	0.08	546.11
157	CARROLLTON TER	53	0.10	543.65
158	BELMONT AVE	237	0.44	542.75
159	WESTWOOD RD	329	0.61	542.62
160	W MAIN ST	607	1.12	541.14
161	ZAN RD	41	0.08	539.69
162	GARRETT ST	242	0.45	537.79
163	ROSE HILL DR	624	1.17	535.58
164	10TH ST SW	63	0.12	531.32
165	SHAMROCK RD	570	1.08	528.57
166	MOWBRAY PL	46	0.09	528.43
167	PROSPECT AVE	243	0.46	528.17
168	UNIVERSITY CT	28	0.05	526.89
169	WATSON AVE	185	0.35	526.45
170	RIVER VISTA AVE	87	0.17	525.34
171	JEANETTE LANCASTER WAY	49	0.09	521.31
172	6TH ST SW	82	0.16	520.89
173	ARLINGTON BLVD	218	0.42	519.43
174	DALE AVE	133	0.26	516.64
175	HILTON DR	48	0.09	513.89
176	W SOUTH ST	94	0.18	513.06
177	CAMELLIA DR	251	0.49	511.84
178	COURT SQ	36	0.07	510.91
179	BAYLOR PL	13	0.03	506.59
180	VALLEY VIEW CIR	33	0.07	502.28

Rank	Street Name	Barriers	Length Mi	Risk
181	ORANGE ST	45	0.09	500.64
182	9 1/2 ST NE	64	0.13	498.12
183	PEARTREE LN	58	0.12	496.49
184	2ND ST SE	224	0.45	494.85
185	GROVE AVE	116	0.24	492.80
186	SYCAMORE ST	149	0.30	490.95
187	GARDEN DR	46	0.09	488.07
188	LEWIS MOUNTAIN RD	210	0.43	487.22
189	MAYWOOD LN	65	0.13	482.70
190	GLENDALE RD	87	0.18	481.14
191	BAKER ST	62	0.13	478.59
192	COMMERCE ST	50	0.11	471.83
193	HAZEL ST	178	0.38	471.34
194	SEMINOLE CT	124	0.26	468.28
195	HOLIDAY DR	99	0.21	467.67
196	LITTLE GRAVES ST	23	0.05	466.97
197	ALDERMAN RD	223	0.48	465.26
198	GREENWAY RD	103	0.22	464.60
199	MEADE AVE	315	0.68	463.72
200	HAMPTON ST	116	0.25	458.00
201	DAVIS AVE	87	0.19	457.94
202	BEECHWOOD DR	66	0.14	455.68
203	5TH ST NE	50	0.11	454.38
204	CHANCELLOR ST	124	0.27	452.85
205	E WATER ST	369	0.82	451.93
206	5TH ST NW	41	0.09	451.64
207	LEONARD ST	94	0.21	451.43
208	WILLARD DR	143	0.32	450.41
209	VILLAGE RD	232	0.52	450.08
210	PRESTON PL	114	0.26	446.58
211	PARK ST	536	1.20	446.14
212	CARL SMITH ST	27	0.06	445.65
213	HIGHLAND AVE	188	0.42	445.63
214	ESTES ST	51	0.12	443.04
215	LEE ST	120	0.27	440.90
216	RICKY RD	81	0.18	440.81
217	ORANGEDALE AVE	140	0.32	439.46
218	NUNLEY ST	23	0.05	439.07
219	EDGEWOOD LN	112	0.26	437.52
220	BAILEY RD	84	0.19	435.85
221	OAK LAWN DR	19	0.04	433.06
222	TRAILRIDGE RD	223	0.52	432.58
223	BROWN ST	62	0.14	432.20
224	LOCUST AVE	522	1.21	431.85
225	RUGBY AVE	374	0.87	428.95

Rank	Street Name	Barriers	Length Mi	Risk
226	MADISON LN	78	0.18	428.43
227	OLD PRESTON AVE	45	0.11	425.75
228	DUBLIN RD	49	0.12	425.52
229	6TH ST SE	396	0.93	424.48
230	FARISH ST	67	0.16	424.39
231	ROBINSON PL	21	0.05	422.78
232	CALHOUN ST	107	0.25	422.52
233	SLATE PL	9	0.02	421.35
234	CABELL AVE	177	0.42	419.70
235	FOREST RIDGE RD	103	0.25	418.41
236	RIDGE ST	539	1.29	417.97
237	MAURY AVE	90	0.22	417.62
238	BURNLEY AVE	48	0.12	408.49
239	BIRDWOOD RD	50	0.12	406.83
240	PINE ST	36	0.09	405.60
241	WILDER DR	78	0.19	405.37
242	HUNTLEY AVE	182	0.45	403.84
243	LYMAN ST	22	0.05	403.79
244	GROVE ST	178	0.44	403.34
245	MELBOURNE RD	249	0.62	402.47
246	SADLER ST	39	0.10	401.99
247	RIVERSIDE AVE	198	0.50	397.71
248	HOLMES AVE	235	0.60	393.95
249	ALTAMONT CIR	75	0.19	393.47
250	MONTICELLO AVE	643	1.64	392.48
251	WELK PL	54	0.14	392.19
252	LITTLE HIGH ST	144	0.37	392.11
253	ROBERTSON LN	13	0.03	390.92
254	HANOVER ST	53	0.14	388.68
255	ROCK CREEK RD	210	0.54	388.62
256	BAINBRIDGE ST	41	0.11	386.57
257	RUTLEDGE AVE	107	0.28	385.96
258	INDIA RD	65	0.17	385.32
259	DELLMEAD LN	48	0.12	384.06
260	RAINIER RD	189	0.50	381.69
261	MARSHALL CT	11	0.03	381.14
262	HARRIS RD	360	0.95	380.20
263	KEYSTONE PL	25	0.07	378.50
264	BROOKWOOD DR	125	0.33	376.92
265	JONES ST	34	0.09	376.50
266	PRESTON AVE	703	1.87	375.89
267	KING ST	219	0.59	371.87
268	COPELEY RD	55	0.15	371.66
269	ST CLAIR AVE	329	0.89	371.18
270	CARLTON RD	262	0.71	370.80

Rank	Street Name	Barriers	Length Mi	Risk
271	LAMBETH LN	24	0.06	370.47
272	9TH ST NE	144	0.39	368.48
273	MILLMONT ST	173	0.47	368.33
274	PAOLI ST	40	0.11	366.48
275	LANE RD	80	0.22	365.97
276	ELLIOTT AVE	378	1.04	364.86
277	E MARKET ST	558	1.54	361.65
278	MICHIE DR	72	0.20	361.07
279	MEADOW ST	25	0.07	359.52
280	CARLTON AVE	271	0.75	359.26
281	GREENBRIER DR	276	0.78	354.20
282	KENT TER	24	0.07	353.81
283	MCELROY DR	149	0.42	352.59
284	ANGUS RD	141	0.40	352.47
285	BARKSDALE ST	17	0.05	351.62
286	BELLEVIEW AVE	98	0.28	350.16
287	4TH ST SW	53	0.15	346.34
288	NORTH BERKSHIRE RD	100	0.29	345.23
289	LANKFORD AVE	88	0.26	344.67
290	OAK LAWN CT	16	0.05	343.77
291	PLATEAU RD	34	0.10	342.64
292	LEWIS ST	52	0.15	342.52
293	PARK LN E	30	0.09	342.02
294	MOORE AVE	22	0.06	340.62
295	ROBERTSON AVE	84	0.25	339.64
296	BURNET ST	154	0.45	338.71
297	HARRIS ST	229	0.68	338.45
298	TUFTON AVE	34	0.10	335.49
299	RIVERBLUFF CIR	46	0.14	334.90
300	LEVY AVE	26	0.08	333.51
301	LONGWOOD DR	111	0.33	332.09
302	CRISPELL DR	130	0.39	331.17
303	ELLIEWOOD AVE	37	0.11	330.05
304	IVY RD	168	0.51	328.15
305	SOMESSO CT	13	0.04	328.08
306	GENTRY LN	158	0.48	327.23
307	PATON ST	48	0.15	327.07
308	BLINCOE LN	31	0.10	326.27
309	RUGBY RD	618	1.89	326.23
310	FONTAINE AVE	140	0.43	325.51
311	HARMON ST	56	0.17	324.30
312	SMITH ST	96	0.30	323.31
313	11TH ST NE	83	0.26	321.86
314	CLARKE CT	10	0.03	321.61
315	LINDEN AVE	60	0.19	321.34

Rank	Street Name	Barriers	Length Mi	Risk
316	CARGIL LN	52	0.16	320.18
317	PORTER AVE	24	0.08	319.63
318	AVON ST	372	1.17	319.17
319	MINOR COURT LN	11	0.03	318.22
320	BRANDYWINE DR	432	1.36	318.04
321	RIVES ST	177	0.56	316.10
322	MONTEBELLO CIR	133	0.42	314.67
323	RIVER RD	226	0.73	311.10
324	FRANCIS FIFE WAY	15	0.05	310.31
325	1ST ST S	212	0.69	308.05
326	EMMET ST N	1011	3.29	307.56
327	AZALEA DR	111	0.36	306.48
328	SUNRISE PARK LN	29	0.09	306.44
329	7TH ST NW	59	0.19	305.47
330	BROAD AVE	64	0.21	305.43
331	MCINTIRE RD	292	0.96	303.15
332	RANDOLPH ST	12	0.04	300.90
333	MOSELEY DR	198	0.67	296.93
334	LYONS COURT LN	36	0.12	296.29
335	MERIDIAN ST	261	0.88	296.05
336	BAYLOR LN	61	0.21	291.50
337	CLEVELAND AVE	211	0.73	288.48
338	MASSIE RD	110	0.38	287.12
339	RIALTO ST	227	0.80	285.33
340	TROOST CT	11	0.04	282.56
341	CONCORD DR	110	0.39	281.57
342	E SOUTH ST	29	0.10	280.87
343	RIDGECREST DR	37	0.13	279.95
344	BARRACKS RD	372	1.33	279.79
345	CHESAPEAKE ST	188	0.68	276.11
346	WILLOW DR	38	0.14	274.87
347	WINE ST	43	0.16	273.97
348	FOREST HILLS AVE	86	0.32	269.90
349	OAK ST	96	0.36	268.81
350	DARIEN TER	7	0.03	265.07
351	JEFFERSON PARK AVE	827	3.13	264.64
352	PRICE AVE	36	0.14	264.39
353	MONTICELLO RD	276	1.05	263.82
354	12TH ST NE	68	0.26	260.84
355	HYDRAULIC RD	203	0.78	260.37
356	OBSERVATORY AVE	36	0.14	259.40
357	PENICK CT	24	0.09	259.13
358	LINDEN ST	12	0.05	258.13
359	E MAIN ST	70	0.27	257.76
360	GILLESPIE AVE	57	0.22	256.44

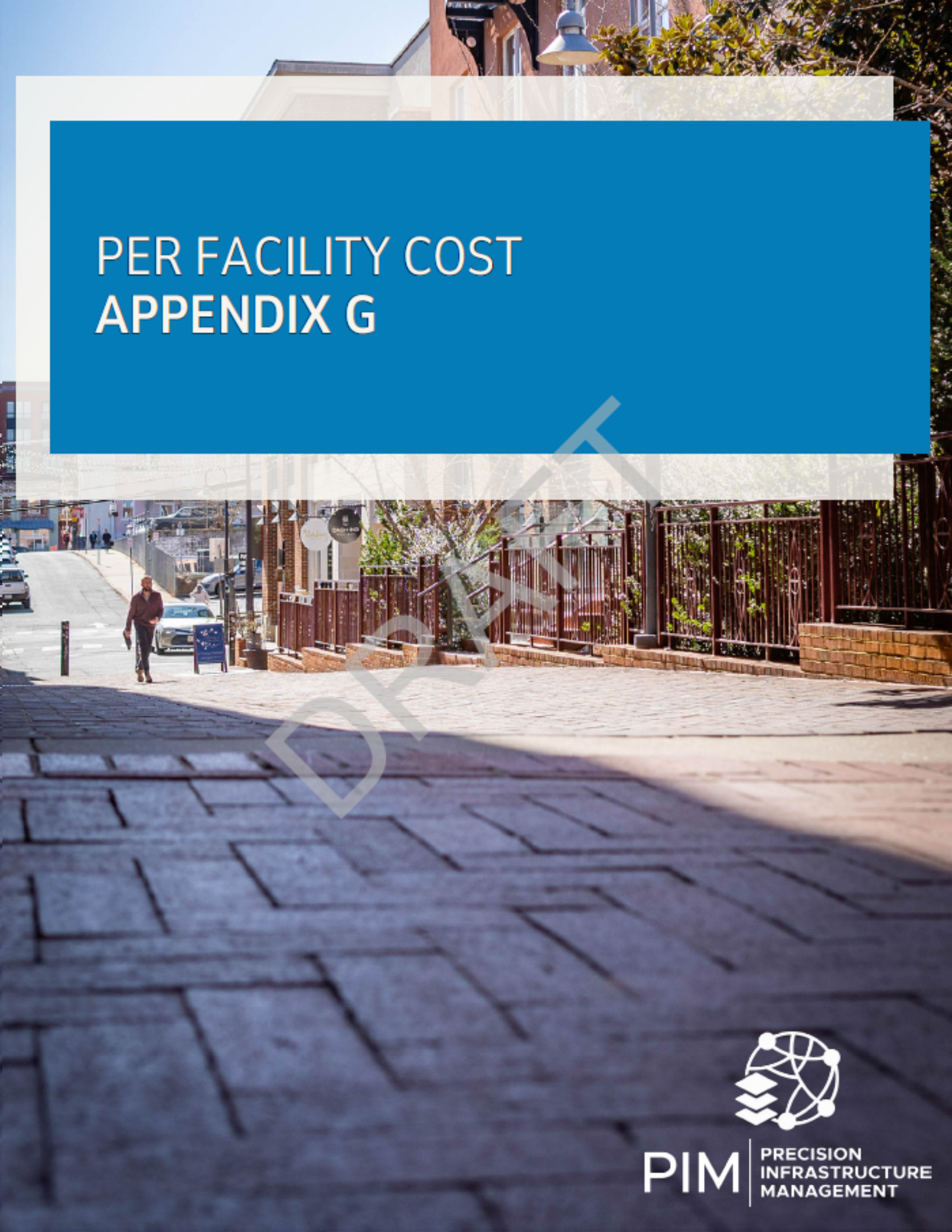
Rank	Street Name	Barriers	Length Mi	Risk
361	BURNET WAY	30	0.12	255.54
362	MERIWETHER ST	43	0.17	254.83
363	SPRING ST	37	0.15	254.62
364	RAYMOND RD	99	0.39	254.22
365	NASSAU ST	110	0.43	253.25
366	MIDDLETON LN	32	0.13	248.20
367	FAIRWAY AVE	123	0.50	247.15
368	SHERIDAN AVE	51	0.21	245.72
369	WASHINGTON AVE	41	0.17	243.52
370	PARK LN W	22	0.09	243.34
371	CHRISTA CT	15	0.06	239.91
372	YORKTOWN DR	222	0.93	239.46
373	LONG ST	197	0.82	239.44
374	MILFORD TER	7	0.03	236.29
375	BRIARCLIFF AVE	42	0.18	236.08
376	HARTMANS MILL RD	87	0.37	235.35
377	ALMERE AVE	26	0.11	235.12
378	AMSTEL AVE	18	0.08	234.74
379	FLORENCE RD	27	0.12	233.45
380	STADIUM RD	182	0.78	232.25
381	HARMONY RIDGE LN	14	0.06	231.00
382	BOLLING AVE	106	0.46	230.43
383	RIO RD E	58	0.25	229.83
384	CHURCH ST	28	0.12	229.03
385	GARDEN ST	9	0.04	226.05
386	COLEMAN CT	14	0.06	222.80
387	EARLY ST	41	0.18	222.74
388	5TH ST SE	13	0.06	221.80
389	KENSINGTON AVE	31	0.14	221.51
390	BENNETT ST	22	0.10	221.09
391	BELMONT COTTAGE LN	7	0.03	219.95
392	BARBOUR DR	13	0.06	219.66
393	TAYLOR ST	10	0.05	219.51
394	MONROE LN	34	0.16	218.60
395	SPRIGG LN	30	0.14	217.02
396	5TH STREET STATION PKWY	19	0.09	215.42
397	RIVANNA AVE	39	0.18	214.37
398	MORTON LN	10	0.05	213.40
399	RIDGE MCINTIRE RD	102	0.49	209.00
400	APPLE TREE RD	35	0.17	206.36
401	ROADES CT	11	0.05	204.83
402	FLINT DR	12	0.06	203.13
403	ROSSER AVE W	11	0.05	202.47
404	CHELSEA DR	18	0.09	197.63
405	LEIGH PL	8	0.04	197.57

Rank	Street Name	Barriers	Length Mi	Risk
406	CASTALIA ST EXT	5	0.03	196.86
407	ALBEMARLE ST	67	0.34	195.00
408	RAYON ST	25	0.13	193.89
409	WESTERLY AVE	46	0.24	193.56
410	UNIVERSITY AVE	112	0.58	193.52
411	WISE ST	20	0.10	190.89
412	SWANSON DR	30	0.16	190.77
413	MANILA ST	7	0.04	185.72
414	RIVERVIEW AVE	15	0.08	185.48
415	BLENHEIM AVE	103	0.56	185.00
416	13TH ST NE	47	0.25	184.73
417	ROUGEMONT AVE	58	0.31	184.43
418	GRIMES PL	7	0.04	184.19
419	HILLCREST RD	30	0.16	182.94
420	HILLSDALE DR	155	0.85	182.42
421	WINE CELLAR CIR	5	0.03	180.88
422	ALLIED ST	24	0.13	178.03
423	ELM ST	25	0.14	177.74
424	BINGLER ST	12	0.07	176.28
425	ROYS PL	19	0.11	174.92
426	BERRING ST	13	0.07	173.97
427	DAIRY RD	119	0.69	173.03
428	DELEVAN ST	13	0.08	170.47
429	WARE ST	8	0.05	169.61
430	PEN PARK LN	21	0.12	168.19
431	OLD FARM RD	19	0.11	167.79
432	BRANDON AVE	52	0.31	166.91
433	FENDALL AVE	56	0.34	166.88
434	DRUID AVE	120	0.72	166.21
435	SUMMIT ST	25	0.15	163.54
436	SEMINOLE TRL	98	0.60	162.22
437	FARM LN	10	0.06	160.94
438	ALTO PL	3	0.02	158.40
439	HOWARD DR	10	0.06	158.30
440	ELSOM ST	19	0.12	158.26
441	WARD AVE	10	0.06	155.12
442	MONTE VISTA AVE	71	0.46	154.83
443	EMMET ST S	99	0.65	152.07
444	5TH ST SW	484	3.20	151.32
445	THOMSON RD	60	0.40	150.40
446	WOODROW ST	14	0.09	148.82
447	MEGAN CT	12	0.08	148.39
448	PARK HILL	13	0.09	147.16
449	PALATINE AVE	56	0.38	146.78
450	HAMMOND ST	14	0.10	145.49

Rank	Street Name	Barriers	Length Mi	Risk
451	HOLLY ST	14	0.10	144.82
452	MONTROSE AVE	81	0.59	136.55
453	ST CHARLES AVE	89	0.65	136.27
454	PIEDMONT AVE N	24	0.18	135.02
455	POPLAR ST	51	0.38	134.72
456	SHERWOOD RD	25	0.19	134.19
457	OTTER ST	6	0.04	133.54
458	VINE ST	21	0.16	133.28
459	WAYNE AVE	51	0.39	131.79
460	6 1/2 ST SW	19	0.14	131.50
461	MORGAN CT	26	0.20	129.84
462	LOCHLYN HILL DR	52	0.40	129.30
463	DUKE ST	7	0.06	125.49
464	TWYMAN RD	14	0.11	123.17
465	ALLIED LN	12	0.10	122.26
466	BOLLINGWOOD RD	28	0.23	119.31
467	VALLEY RD EXT	34	0.29	119.11
468	NICHOLSON ST	19	0.16	118.92
469	MULBERRY AVE	30	0.25	118.91
470	ALLEN DR	13	0.11	118.82
471	CASTALIA ST	25	0.21	118.77
472	HEMLOCK LN	5	0.04	115.63
473	MIDLAND ST	22	0.19	115.35
474	GRACE ST	20	0.18	113.63
475	KENT RD	19	0.17	111.96
476	MASON ST	6	0.05	110.41
477	RUGBY CIR	6	0.05	109.61
478	PEN PARK RD	38	0.35	109.50
479	AGNESE ST	31	0.29	108.24
480	KELLY AVE	15	0.14	108.05
481	RUGBY PL	9	0.09	104.20
482	BELLEVIEW ST	5	0.05	103.48
483	FAUQUIER RD	7	0.07	103.20
484	LINDA CT	8	0.08	101.88
485	WOODLAND DR	26	0.26	101.73
486	JUNCTION LN	11	0.11	101.57
487	MALCOLM CRES	7	0.07	99.63
488	OLD LYNCHBURG RD	65	0.66	98.95
489	ROCKLAND AVE	42	0.43	97.79
490	ALTAVISTA AVE	61	0.64	95.60
491	BUCKINGHAM RD	9	0.09	95.02
492	LAFAYETTE ST	6	0.06	94.31
493	MEADOWBROOK HEIGHTS RD	63	0.67	94.23
494	HOLLY RD	16	0.18	90.01
495	PAYNES MILL RD	12	0.14	87.61

Rank	Street Name	Barriers	Length Mi	Risk
496	SHALE PL	5	0.06	87.25
497	GREENWICH CT	5	0.06	86.72
498	SPRUCE ST	11	0.13	83.67
499	STONEHENGE AVE	29	0.35	83.66
500	CITY WALK WAY	7	0.08	83.58
501	SONOMA ST	3	0.04	82.74
502	LIDE PL	5	0.06	82.63
503	SPOTTSWOOD RD	18	0.22	81.89
504	OAKHURST CIR	14	0.17	81.37
505	STONEHENGE AVE EXT	14	0.17	80.26
506	WINSTON RD	29	0.37	78.75
507	MINOR RD	22	0.28	78.74
508	MONTPELIER ST	6	0.08	78.71
509	16TH ST NE	4	0.05	78.70
510	9TH ST SE	20	0.26	77.65
511	STONEFIELD LN	6	0.08	72.96
512	RAMP	270	3.72	72.68
513	PARKER PL	6	0.08	71.08
514	NAYLOR ST	11	0.16	70.58
515	KNOLL ST	4	0.06	69.74
516	KENWOOD LN	70	1.01	69.58
517	LEWIS MOUNTAIN CIR	5	0.07	67.13
518	TUNLAW PL	7	0.10	66.92
519	STRIBLING AVE	35	0.52	66.82
520	ROTHERY RD	10	0.15	65.68
521	TARLETON DR	41	0.62	65.65
522	CAMERON LN	15	0.24	62.96
523	MASON LN	16	0.27	60.14
524	OXFORD RD	40	0.67	60.07
525	SUNSET AVE	20	0.34	59.34
526	WATERBURY CT	4	0.07	58.77
527	WALKER SQ	11	0.19	57.28
528	COLEMAN ST	17	0.30	57.05
529	CHESTNUT ST	6	0.11	56.69
530	DANBURY CT	3	0.05	56.57
531	MOORES ST	7	0.12	56.17
532	QUARRY RD	17	0.31	54.31
533	SHORT 18TH ST	9	0.17	54.07
534	VALLEY RD	18	0.33	53.93
535	FRANKLIN ST	31	0.58	53.63
536	CRESAP RD	3	0.06	53.19
537	KEENE CT	6	0.11	52.66
538	EARHART ST	7	0.13	51.91
539	CAROLINE AVE	10	0.20	49.71
540	CEDAR HILL RD	25	0.51	49.40

Rank	Street Name	Barriers	Length Mi	Risk
541	WAYSIDE PL	15	0.31	48.37
542	LANDONIA CIR	10	0.21	46.72
543	PIEDMONT AVE S	5	0.11	46.52
544	DEL MAR DR	6	0.13	46.44
545	OLD FIFTH CIR	7	0.15	45.60
546	PARK RD	6	0.13	44.74
547	LAUREL CIR	3	0.07	43.09
548	MEADOW WAY	7	0.17	42.41
549	GREENLEAF LN	12	0.30	40.07
550	250 BYP	194	4.95	39.15
551	HERNDON RD	3	0.08	38.27
552	ST ANNES RD	11	0.29	37.70
553	BUNKER HILL DR	4	0.11	37.43
554	18TH ST NE	5	0.15	34.01
555	MCINTIRE PARK DR	16	0.47	33.95
556	ST ANNES DR	15	0.44	33.91
557	HESSIAN RD	8	0.24	33.54
558	MELBOURNE PARK CIR	8	0.24	33.33
559	OAKLEAF LN	4	0.13	31.59
560	BUCKLER DR	4	0.13	31.34
561	MOBILE LN	4	0.14	29.56
562	WARREN LN	3	0.11	27.09
563	KING MOUNTAIN RD	8	0.30	27.00
564	ELIZABETH AVE	5	0.20	25.38
565	MEADOWBROOK RD	13	0.62	20.86
566	BRUCE AVE	5	0.25	20.28
567	ESSEX RD	4	0.20	20.16
568	CENTER AVE	6	0.36	16.49
569	GALLOWAY DR	3	0.19	15.94
570	HILLTOP RD	8	0.54	14.93
571	WESTVIEW RD	5	0.39	12.89
572	BLUE RIDGE RD	8	0.67	11.87
573	WELLFORD ST	4	0.35	11.49
574	BANBURY ST	5	0.51	9.79
575	JOHN W WARNER PKWY	4	0.45	8.80
576	29/250 BYPASS	4	0.99	4.02

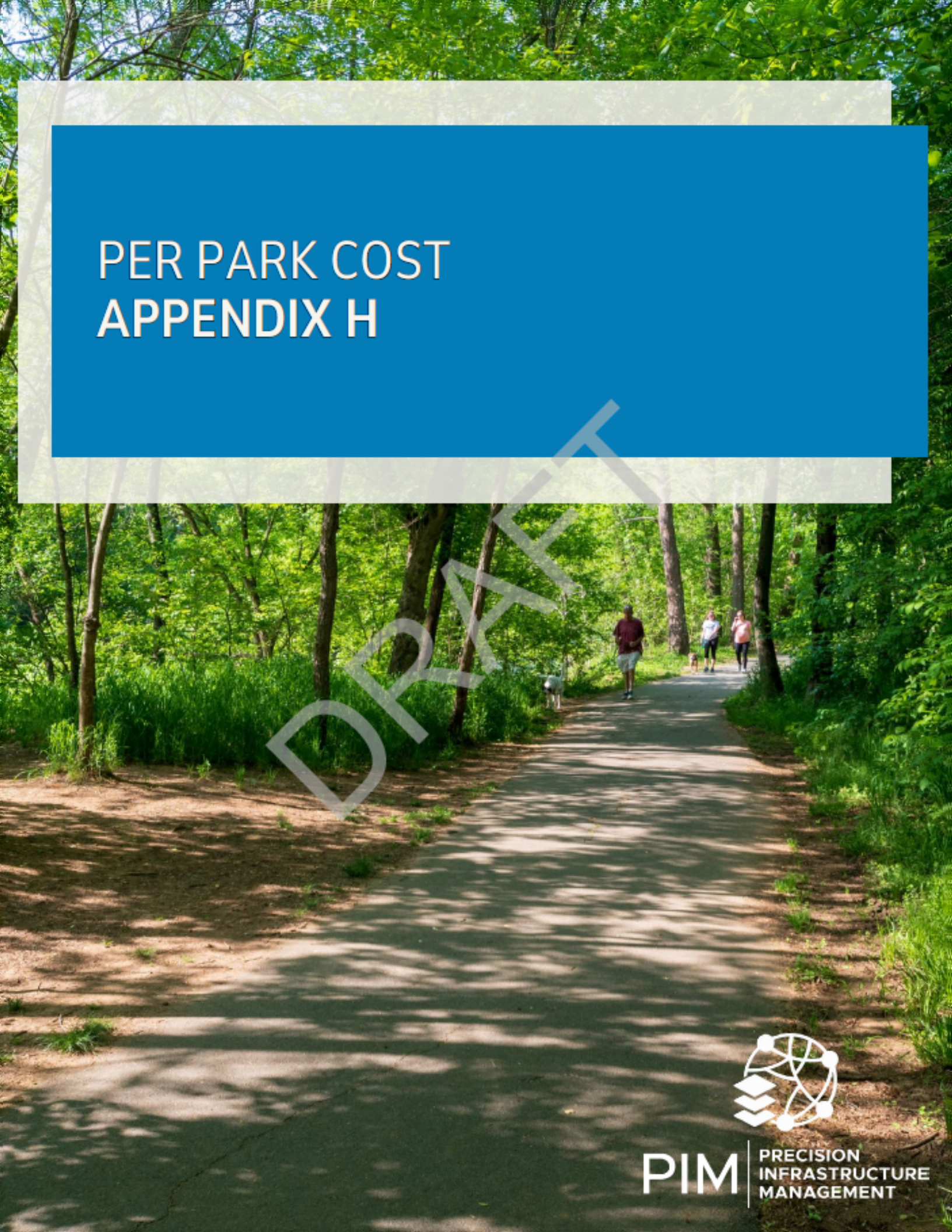


PER FACILITY COST
APPENDIX G

PIM | PRECISION INFRASTRUCTURE MANAGEMENT

Evaluation Title	Address	Budget Low	Budget High
Buford Middle School*	1000 Cherry Ave	$ 8,675.00	$ 88,795.00
Burnley-Moran Middle School	1300 Long St	$ 11,210.00	$ 104,610.00
Bypass Fire Station	350 US-250 BYP	$ 150.00	$ 800.00
Carver Recreation Center	233 4th St NW	$ 11,195.00	$ 63,900.00
CAT Downtown Station	615 E Water St	$ 30.00	$ 10,510.00
CAT Operations Center Admin Building	1545 Avon Street Ext	$ 75.00	$ 7,785.00
CATEC	1000 Rio Rd E	$ 15,030.00	$ 96,900.00
Central Library	201 E Market St	$ 3,330.00	$ 62,010.00
Charlottesville Circuit Court	315 E High St	$ 8,150.00	$ 62,610.00
Charlottesville High School	1400 Melbourne Rd	$ 45,935.00	$ 443,660.00
City Hall	605 E Main St	$ 8,490.00	$ 88,565.00
City Hall Annex	120 7th St NE	$ 6,210.00	$ 43,440.00
Community Attention (Foster Families)	414 4th St NE	$ 1,130.00	$ 10,695.00
Community Attn. (Youth Program)	909 E Market St	$ 2,875.00	$ 15,920.00
Crow Recreation Center	1700 Rose Hill Dr	$ 7,450.00	$ 131,075.00
Fontaine Fire Station	2420 Fontaine Ave Ext	$ 305.00	$ 10,260.00
Gordon Avenue Library	1500 Gordon Ave	$ 6,665.00	$ 29,495.00
Greenbrier Elementary School	2228 Greenbrier Dr	$ 7,225.00	$ 77,270.00
Health Department	1138 Rose Hill Dr	$ 3,745.00	$ 56,040.00
Historical Society	200 2nd St NE	$ 345.00	$ 7,950.00
Human Services (House)	907 E Jefferson St	$ 1,135.00	$ 6,730.00
J&DR Court Parking Structure	411 E High St	$ -	$ -
Jackson Via Elementary	508 Harris Rd	$ 10,695.00	$ 199,495.00
Johnson Elementary School	1645 Cherry Ave	$ 14,385.00	$ 123,005.00
Juvenile and Domestic Relations Court	411 E High St	$ 3,705.00	$ 45,850.00
Key Recreation Center	800 E Market St	$ 6,640.00	$ 49,290.00
Lewis and Clark Center	1490 Darden Towe Park	$ 4,025.00	$ 23,750.00
Lugo McGuinness Academy	341 11th St NW	$ 12,440.00	$ 140,380.00
Market Street Leased Spaces	546 E Market St	$ 6,210.00	$ 52,085.00
McGuffey Art Center	201 2nd St NW	$ 7,215.00	$ 52,815.00
Meadowcreek Golf Course	1400 Pen Park Rd	$ 12,710.00	$ 55,110.00
Police Station and GD Court	606 E Market St	$ 6,875.00	$ 36,390.00
Preston Morris Building	407 E High St	$ 300.00	$ 1,405.00
Public Works Administration	305 4th St NW	$ 1,845.00	$ 24,200.00
Ridge Fire station	203 Ridge St	$ 2,075.00	$ 14,450.00
School Bus Admin	1505 Avon St Ext	$ -	$ -
Smith Aquatic Center	1000 Cherry Ave	$ 7,810.00	$ 155,930.00
Summit Elementary	1000 Belmont Ave	$ 108,205.00	$ 729,380.00
Trailblazer Elementary	406 14th St NW	$ 48,800.00	$ 353,325.00
Virgina Discovery Museum	524 E Main St	$ 1,220.00	$ 14,550.00
Walker Upper Elementary	1564 Dairy Rd	$ 25,195.00	$ 287,592.00
Wheeler Building	401 E High St	$ 700.00	$ 4,400.00

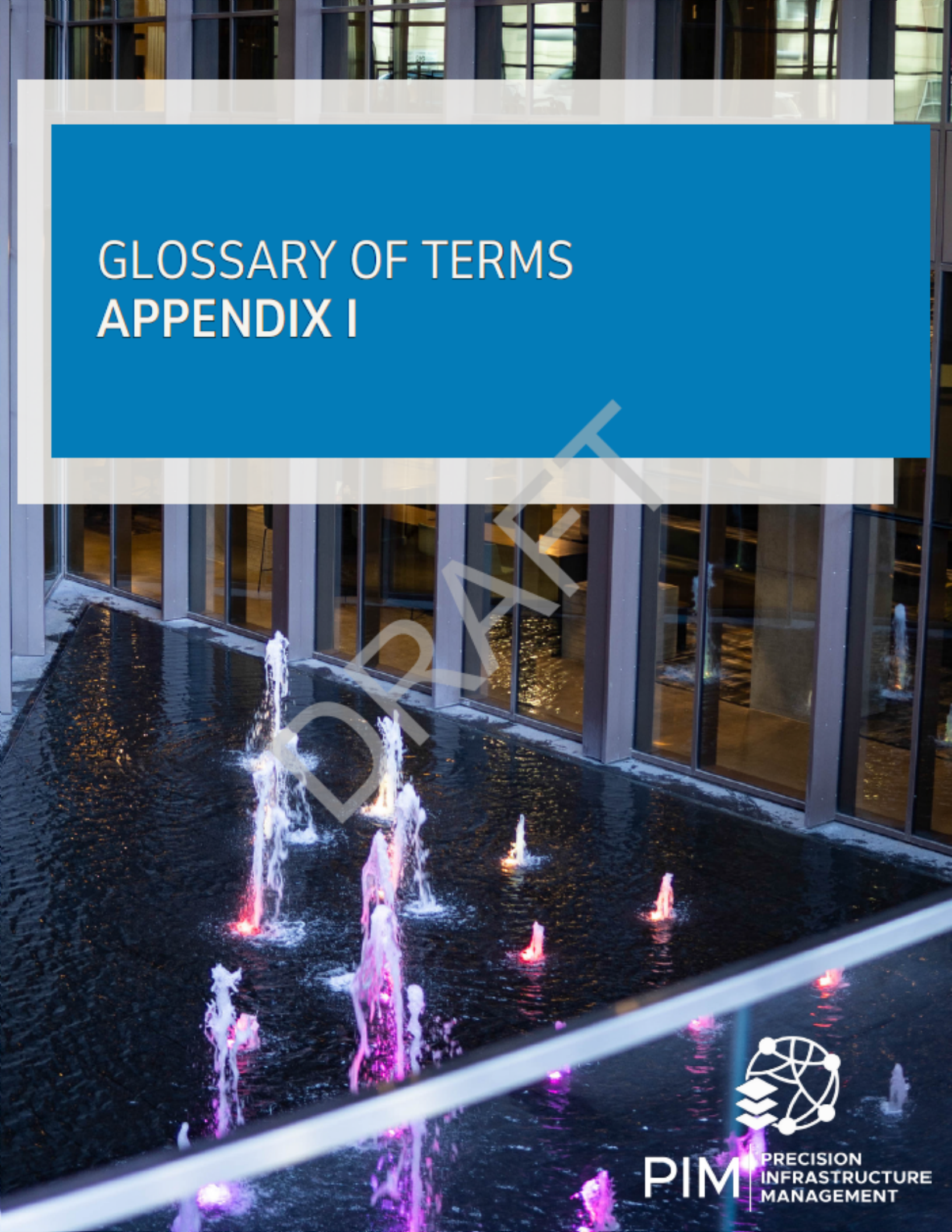
* Buford Middle School is currently undergoing renovations.



PER PARK COST
APPENDIX H

PIM | PRECISION INFRASTRUCTURE MANAGEMENT

Evaluation Title	Address	Budget Low	Budget High
Bailey Park	990 Hillcrest Rd	$ -	$ -
Greenbrier Park	1933 Greenbrier Dr	$ -	$ -
Schenk's Greenway	711 McIntire Rd	$ -	$ -
Starr Hill Park	609 Elsom St	$ -	$ -
Azalea Park	405 Old Lynchburg Rd	$ -	$ -
Market Street Park	101 E Market St	$ 175.00	$ 3,000.00
Fifeville Park	1200 King St	$ 1,000.00	$ 3,600.00
Meadowcreek Gardens	2030 Morton Dr	$ 2.00	$ 5,200.00
McGuffey Park	201 2nd St NW	$ 1,800.00	$ 7,620.00
Court Square Park	405 E High St	$ 2,000.00	$ 8,600.00
Fry's Springs Park	124 Park Rd	$ 2,000.00	$ 12,000.00
Jordan Park	1607 6th St SE	$ 652.00	$ 17,400.00
Riverview Park	1909 Chesapeake St	$ 2,040.00	$ 18,210.00
Forest Hills Park	1022 Forest Hills Ave	$ 645.00	$ 21,610.00
Quarry Park	420 Quarry Rd	$ 5,080.00	$ 21,660.00
Meade Park	300 Meade Ave	$ 4,725.00	$ 23,370.00
Heyward Community Forest	1730 Reservoir Rd	$ 3,785.00	$ 24,650.00
Rives Park	926 Rives St	$ 3,050.00	$ 27,550.00
Azalea Park	304 Old Lynchburg Rd	$ 9,205.00	$ 34,560.00
Belmont Park	725 Stonehenge Ave	$ 3,030.00	$ 35,450.00
Ragged Mountain Natural Area	1730 Reservoir Rd	$ 615.00	$ 74,060.00
Northeast Park	1001 Sheridan Ave	$ 3,660.00	$ 82,600.00
McIntire Park	375 US-250 BYP	$ 20,925.00	$ 143,975.00
Darden Towe Park*	1445 Darden Towe Park	$ 49,430.00	$ 206,480.00
Ivy Creek Natural Area	1780 Earlysville Rd	$ 3,615.00	$ 219,630.00
Pen Park	1300 Pen Park Rd	$ 40,547.00	$ 237,030.00
Booker T. Washington Park	1001 Preston Ave	$ 34,570.00	$ 292,635.00
Benjamin Tonsler Park	500 Cherry Ave	$ 10,870.00	$ 324,340.00
Greenleaf Park	1598 Rose Hill Dr	$ 13,485.00	$ 651,730.00



GLOSSARY OF TERMS
APPENDIX I

PIM PRECISION INFRASTRUCTURE MANAGEMENT

Glossary of Terms

The following list of ADA-related terminology is offered for reference purposes. For complete information about these definitions, refer to Public Law 101-336, Title I, Sections 101 and 201 and 29 Code of Federal Regulations (CFR) part 1630 of the Equal Employment Opportunity Commission (EEOC) Regulations Sections 1630.2 and 1630.3 for detailed definitions.

Access Steering Committee: A governing body for accessibility, responsible for overseeing and supporting accessibility work.

ADA (Americans with Disabilities Act): U.S. law that prohibits discrimination against people with disabilities.

ADA Accommodation: Modifications or adjustments that enable an individual with disabilities to have equivalent access to a covered entity's programs, services, or activities.

ADA Coordinator: One or more employees of a state or local government entity (Title II) with more than 50 full time employees. The ADA coordinator(s) are required under CFR §35.107 with developing and reviewing the government's facilities, policies, programs, services and activities for citizens and employees with disabilities, establishing specific grievance procedures and other duties related to preventing and responding to issues of discrimination.

DOJ: The Department of Justice is a federal enforcement agency responsible for ensuring compliance with the Americans with Disabilities Act.

Facility: All or any portion of buildings, structures, sites, complexes, equipment, rolling stock or other conveyances, roads, walks, passageways, parking lots, or other real or personal property, including the site where the building, property, structure, or equipment is located.

ICT (Information and Communication Technology): Refers to technologies that provide access to information through telecommunications.

Public Employer: Any State or local government employer with 15 or more employees.
Public Entity: (A) Any state or local government; (B) any department, agency, special purpose district, or other instrumentality of a State or States or local government; and (C) the National Railroad Passenger Corporation, and any commuter authority (as defined in section 103(8) of the Rail Passenger Service Act).

Glossary of Terms

OMB: Federal Office of Management and Budget, responsible for adopting US Access Board recommendations.

Qualified Individual with a Disability: Any individual who 1) has a physical or mental impairment that substantially limits a "major life activity", or 2) has a record of such an impairment, or 3) is regarded as having such impairment. For purposes of employment, a qualified individual with a disability is any individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the employment position that such individual holds or desires.

Reasonable Accommodation: Workplace supports that mean (A) making existing facilities and worksites used by qualified employees with disabilities accessible to and usable by them; (B) job restructuring, part-time or modified work schedules, reassignment to a vacant position, acquisition or modification of equipment or devices, appropriate adjustment or modifications of examinations, training materials or policies, the provision of qualified readers or interpreters, and other similar accommodations.

Self-Evaluation: A public entity's assessment of its current programs, services, policies, practices and facilities. The Self-Evaluation is a review of all services, programs, and activities to identify any physical barriers, and/ or policies, practices, or procedures that may limit or exclude participation by people with disabilities. The Self-Evaluation includes permanent, temporary, and periodic services, programs, and activities.

Title II Entity: All state and local governments, their agent's or instrumentalities, regardless of the government's size. See Public Entity.

Undue Hardship/Burden: An action requiring significant difficulty or expense when considered in light of the factors set forth in Section 101(10)(B) of the law, such as the nature and cost of the accommodation, the overall financial resources of the covered entity and the type of operations of the covered entity.

VPAT (Voluntary Product Accessibility Template): A document that provides information on how ICT products conform to the Section 508 Standards.

Glossary of Terms

WCAG (Web Content Accessibility Guidelines): Standards for accessible web content.

WCAG-EM (Web Content Accessibility Guidelines Manual Evaluation Method): A standardized approach for evaluating the accessibility of websites against the Web Content Accessibility Guidelines (WCAG). WCAG-EM provides a framework to ensure consistent, thorough, and repeatable evaluations, helping organizations assess and improve their web accessibility conformance.

PLAN ADOPTION
APPENDIX J