



# ADA SELF-ASSESSMENT – PHASE I

RS-23-040

February 21, 2023

# Background

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- In March of 2018, the City received notice from the DOJ of the Veterans Access Initiative Compliance Review
- On June 29, 2021, the City signed a Settlement Agreement with the DOJ to provide compliance with the American with Disabilities Act (ADA)
- In July of 2022, the City contracted with Meeting the Challenge, A CP&Y Company, to evaluate the City's services, policies, practices and facilities for compliance with the American with Disabilities Act (ADA)

# Phase I Project Scope

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- ❑ Assess key areas within the City to identify barriers to Programs, Services and Activities provided by the City

This assessment includes:

- Policy Assessment
- Website Assessment (Usability)
- Knowledge Assessment (Staff)
- Facilities, Parks and Trails Assessment

# Self-Evaluation Transition Plan Process

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- ❑ Evaluation of policies and practices
- ❑ Evaluate Website
- ❑ Knowledge Assessment
- ❑ Facility, Parks and Trail data collection
- ❑ Compliance analysis
- ❑ Self-Evaluation Assessment Report and Accessibility Compliance Data Table
- ❑ Draft Transition Plan development
- ❑ Finalize Transition Plan

# Transition Plan - Draft

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- A transition plan must at minimum:
  - ▣ Identify physical obstacles in the public entity's facilities that limit the accessibility of its programs or activities to individuals with disabilities;
  - ▣ Describe in detail the methods that will be used to make the facilities accessible;
  - ▣ Specify the schedule for taking the steps necessary to achieve compliance with this section and, if the time period of the transition plan is longer than one year, identify steps that will be taken during each year of the transition period; and
  - ▣ Indicate the official responsible for implementation of the plan.

# Policy Assessment

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- ❑ Self-evaluation
- ❑ Notice of Compliance
- ❑ Designation of ADA Coordinator
- ❑ Grievance Procedure
- ❑ General Program Access
- ❑ Contractor Reps & Certs
- ❑ Reasonable Modification Program Policy
- ❑ Eligibility Criteria
- ❑ Service Animal Policy
- ❑ Powered Mobility Policy
- ❑ Ticketing Policy
- ❑ Equal Employment Policy
- ❑ Reasonable Accommodation in Employment
- ❑ Effective Communication Policy
- ❑ Transportation Access Policy
- ❑ Emergency Management Plan
- ❑ Information & Communication Technology (ICT) Accessibility Policy

# Website Assessment (Usability)

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- ❑ The team evaluated the navigability, accessibility, and ease of use of the content on the City's website at <https://www.killeentexas.gov>.
- ❑ Testers with a variety of abilities, accessed several webpages that require user interaction, for example, filling out forms, or requesting to be put on an email contact list, completing a variety of functional tasks, and to find and report the ADA Coordinator's name, address, email, and phone number.
- ❑ Testers Abilities (Blind, Limited Visibility, Deaf, Mobility)

# Website Assessment - Recommendation

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- ❑ Recommendations
  - ▣ Ensure all videos have closed captioning
  - ▣ Ensure all images have alt-text
  - ▣ Include “Service Animal” Policy
  - ▣ Remove PDF forms and use HTML forms for the public to complete and submit online. (Ex. Grievance Procedure, Youth Advisory Application, Tent Permit Application)



# Knowledge Assessment

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- The purpose of the Knowledge Assessment is to collect information from City employees to assess their understanding of the Americans with Disability Act, our organization's programs, services, and activities, and how the employees interact with individuals with disabilities.
- Information was collected via Management Interviews and Employee Surveys.

# Knowledge Assessment - Recommendation

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- ❑ Recommended Training
  - ▣ Effective Communication and the ADA
  - ▣ Document Accessibility
  - ▣ Disability Awareness and Etiquette
  - ▣ Accessible Social Media
  - ▣ Accessible Recreation Facilities
  - ▣ Web Content Accessibility Guidelines - WCAG
  - ▣ Service Animals and the ADA

# Facilities, Parks and Trails Assessment

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- ❑ Barriers that prevent access to services, programs, and activities, when viewed in their entirety.
- ❑ Barriers that were created by new construction and/or alterations must be identified.
- ❑ Barriers that exist, and have existed since prior to the ADA, that currently present no barrier to program access, must be listed in the transition plan even when there is no current requirement for their removal.

# Assessment Totals

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## Facilities

- 56 Assessed
- 24,101 Total Attributes
- 4,907 Non-Compliant Findings

## Parks and Trails

- 31 Assessed
- 7,002 Total Attributes
- 1,313 Non-Compliant Findings

# Facilities Assessed

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- Animal Shelter Kennel (Old)
- Animal Shelter office
- Arts & Activities and Community Development Center
- Arts & Activities Center Suite A
- Arts & Activities Center Suite B
- Bath House
- Cabin (John Blackburn Historical)
- Cemetery/Custodial
- Central Fire Station
- City Hall Annex
- City Hall Maintenance Building
- City Maintenance Shop
- Code Enforcement/Bldg. Inspections
- Copper Mountain Branch Library
- Corporate Hanger
- Custodial services
- Facilities Maint/Building Services/Custodial
- Fire Station #1
- Fire station #2
- Fire Station #3
- Fire station #5
- Fire Station #6
- Fire station #7
- Fire station #8
- Fire Station #9
- Fire Station (Support Services)
- Fleet Services Building A
- Fort Hood Memorial
- Golf Course Maintenance Shop
- Information Technology
- Killeen Chamber of Commerce
- Killeen City Hall
- Killeen Civic & Conference Center
- Killeen PD North Precinct
- Killeen Police HQ
- Killeen Regional Airport
- Killeen Regional Airport parking
- Killeen Rodeo Center
- Main Library
- Maintenance Building (cemetery)
- Multi Service Center
- Office/Shop
- Pavilion (city cemetery)
- Pistol Range
- Police officer Course Facility
- Public Works Administration and Transportation
- Recycle Center
- Rodeo Grounds Concessions #3
- Senior Center
- Solid Waste Administration Building I
- Special Event Center
- Stonetree Golf Course
- Transfer Station
- Utilities Collections/Administration
- Warehouse & Water & Sewer Operations
- Whiteley Training Center

# Parks and Trails Assessed

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- A.A. Lane Park
- Amphitheatre
- Andy K. Well Hike and Bike Trail
- Basketball Court/Tennis Court
- Base Ball Complexes
- Conder Park
- Dog Park w/Fence (Mickey's)
- Family Aquatics Center
- Fort Hood Regional Trail
- Heritage Oaks Trail
- Lions Club Family Recreation Center
- Long Branch Park Playground
- Marlboro Park
- North Ballfields
- Pavilion Green Ave Park
- Playscape Camacho Park
- Playscape Conder Park
- Playscape Fowler Park
- Playscape Fox Creek Park
- Playscape Hunt Park
- Playscape Iduma Park/Elementary School
- Playscape Lions Neighborhood Park
- Playscape Maxdale Park/Elementary School
- Playscape Phyllis Park
- Playscape Santa Rosa Neighborhood Park
- Playscape Stewart Neighborhood Park
- Playscape Timber Ridge Park/Elementary School
- Rotary Club Children's Park
- Skateboard Facility Long Branch Park
- Splash Pad Long Beach Park Pavilion and Restrooms
- Splash Pad Long Branch Park

# Examples

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- Art & Activities Center
  - ▣ Estimated costs of \$356,362
    - Largest estimated costs of \$132,750 to update all the restrooms and \$42,954 for renovate the elevators

# Examples

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- ❑ Lions Club Base Ball Complexes
  - ▣ Estimated costs of \$207,320
    - Largest estimated costs of \$138,200 for parking & curb ramps updates and \$30,020 to provide accessible seating



# Examples

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- Killeen Civic & Conference Center
  - ▣ Estimated costs of \$72,050
    - Largest estimated costs of \$24,500 for curb ramps and \$13,500 for parking

# 2023 Projects (suggested)

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## Facility Remediations

- Cost: \$122,300
- Remediations: 777

## Park and Trail Remediations

- Cost: \$201,480
- Remediations: 430

# 2024 Projects (suggested)

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## Facility Remediations

- Cost: \$671,642
- Remediations: 1,635

## Park and Trail Remediations

- Cost: \$16,040
- Remediations: 400

# 2025 Projects (suggested)

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## Facility Remediations

- Cost: \$619,931
- Remediations: 1,257

## Park and Trail Remediations

- Cost: \$399,739
- Remediations: 375

# 2026 Projects (suggested)

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## Facility Remediations

- Cost: \$953,471
- Remediations: 616

## Park and Trail Remediations

- Cost: \$434,760
- Remediations: 730

# Summary

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- The estimated total cost for repairs is \$3,419,363
  - ▣ Costs to be divided by priority, public access, budget year
  - ▣ Some facilities are already scheduled to have repairs, which would change the total costs

# Alternatives

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- ❑ Do not develop scopes of work and financing plan and remain out of compliance with terms of Settlement Agreement with Department of Justice
- ❑ Develop scopes of work and financing plan for required alterations to City facilities in order to come into compliance with accessibility standards

# Recommendation

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- Develop scopes of work and financing plan for required alterations to City facilities in order to come into compliance with accessibility standards and terms of settlement agreement.