

## Appendix 1

### Notice Under The Americans With Disabilities Act



## NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

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

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

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

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

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of Port of Longview, should contact the office of Melissa McCabe, Human Resources Manager as soon as possible but no later than 48 hours before the scheduled event.

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

Complaints that a program, service, or activity of Port of Longview is not accessible to persons with disabilities should be directed to Melissa McCabe, Human Resources Manager.

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

## Appendix 2

### Port of Longview Grievance Procedure

## **Port of Longview Grievance Procedure under The Americans with Disabilities Act**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Port of Longview. The Port of Longview's Personnel Policy governs employment-related complaints of disability discrimination.

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

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

Melissa McCabe, Human Resources Manager  
ADA Coordinator  
10 International Way  
Longview, WA 98632

Within 15 calendar days after receipt of the complaint, Melissa McCabe, Human Resources Manager or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Melissa McCabe, Human Resources Manager or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Port of Longview and offer options for substantive resolution of the complaint.

If the response by Melissa McCabe, Human Resources Manager or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Chief Executive Officer or his/her designee.

Within 15 calendar days after receipt of the appeal, the Chief Executive Officer or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Chief Executive Officer or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Melissa McCabe, Human Resources Manager or her designee, appeals to the Chief Executive Officer or his/her designee, and responses from these two offices will be retained by the Port of Longview for at least three years.

Appendix 3  
2024-2043 Capital Improvement Plan

## 2024-2043 Port of Longview ADA Transition Plan Capital Improvement Plan

### Port controlled facilities

YEAR	Project #	Area	Access Issue	Regulation	Required	Budget	Budget by Year
2024	WG-5	Parking Lot	The ADA parking spaces do not meet the slope and cross slope requirements	ADA	Y	\$ 650	\$14,693
	WH-4	Circulation Paths	Items projecting into the circulation paths more than 4 inches that are located between 27 inches and 80 inches above the floor are prohibited without a barrier.	ADA	Y	\$ 853	
	TR-10	Exterior Doors	Per IBC 1010.1.9.5 manual dead bolts are not permitted on an egress door.	IBC	Y	\$ 950	
	WH-2	Parking Lot	Van Accessible parking spaces are not identified as such.	ADA	Y	\$ 1,890	
	TR-3	Entrance Door	Entrance door pull pressure cannot exceed 5lbs for interior doors and 30lb force to start an exterior door in motion and 15lbs to open to full 90 degrees.	ADA	Y	\$ 1,050	
	WG-3	Bathrooms	ADA accessible water closets are required to be 16"-18" from the centerline of the water closet to the adjacent wall or partition.	ADA	Y	\$ 2,650	
	WH-1	Parking Lot	ADA Spaces are required to have an ADA sign in front of the parking space. The bottom of the sign should be a minimum of 60 inches above the ground.	ADA	Y	\$ 3,150	
	TR-7	Stairways	Per ICC A117.1 505.10, stair handrails are required to extend 12" beyond the riser at the top and a tread depth beyond the riser at the bottom.	ICC	Y	\$ 3,500	
2025	WG-2	Bathrooms	Urinals are required to have a minimum 30" clear space in front of each urinal.	ADA	Y	\$ 3,550	\$11,700
	TR-5	Bathrooms	Vertical grab bars are required at all accessible toilet stalls per ICC A117.1 604.5.1.2	ICC	Y	\$ 3,700	
	WG-6	Parking Lot	ADA Spaces are required to have an ADA sign in front of the parking space. The bottom of the sign should be a minimum of 60 inches above the ground.	ADA	Y	\$ 4,450	
	WH-7	Electrical controls	Light switches, thermostats and other controls shall be mounted such that the control is no more than 48" above the floor.	ADA	N	\$ 5,000	
2026	TR-4	Bathrooms	Lavatories require a clear floor space of 30" x 48" per ICC A117.1 606.2	ICC	Y	\$ 5,600	\$12,400
	WG-4	Electrical Controls	Light switches, thermostats and other controls shall be mounted such that the control is no more than 48" above the floor. The control for the air hand dryer is 54" above the floor.	ADA	Y	\$ 6,800	
2027	WG-1	Parking Lot	Van Accessible parking stalls are required to be a minimum width of 132 inches with an adjacent 60 inch	ADA	Y	\$ 7,350	\$16,465
	TR-1	Parking Lot	At least one Handicap (ADA) space is required. At least one of ADA parking spaces in each lot must be a "VAN ACCESSIBLE". ADA Spaces are required to have an ADA sign in front of the parking space. The bottom of the sign should be a minimum of 60 inches above the ground.	ADA	Y	\$ 9,115	
2028	WH-6	ADA Signs	ADA Signage shall be used to designate permanent rooms and spaces that are not likely to change over time. These identification signs shall contain braille.	ADA	Y	\$ 14,100	\$14,100
2030	WH-3	Entrance Door	Entrance door pull pressure cannot exceed 5lbs for interior doors and 30lb force to start an exterior door in motion and 15lbs to open to full 90 degrees	ADA	Y	\$ 18,840	\$18,840
2033	WG-8	Exterior Access	Boarding piers are permitted to have edge protection rather than a clear opening if the edge protection is 4 inches maximum in height and 2 inches maximum in width.	ADA	Y	\$ 25,000	\$25,000
2034	TR-8	Exterior Access	The path of egress must comply with ICC A117.1 303. Vertical changes of level cannot exceed 1/4"	ICC	Y	\$ 25,000	\$25,000
2036	TR-2	Interior counters	All rooms with counter space are required to have at least a partial section of the counter accessible.	ICC	Y	\$ 25,600	\$25,600
2040	WG-7	Exterior Access	Ramps with a rise greater than 6 inches are required to have handrails.	ADA	Y	\$ 30,000	\$30,000
2041	TR-6	Bathrooms	A 60 inch by 56 inch clearance is required around accessible water closets per ICC A117.1 604.2.	ICC	Y	\$ 35,000	\$35,000
2042	TR-9	Exterior Access	Per ICC A117.1 405.9 ramps require edge protection if the sides of the ramp slope more than 1/2" within 10".	ICC	Y	\$ 35,000	\$35,000
	WH-8	Exterior Doors	There should be a front approach to the pull side of doors of at least 18 inches beyond the latch side of the door.	ADA	N	\$ 100,000	
	WH-5	Lift platforms	Accessibility to all areas of the building is achieved via 2 platform lifts. Platform lifts are permitted in existing buildings in lieu of elevators or Limited Use/Limited Application elevator.	ADA	N	\$ 500,000	

## 2024-2043 Port of Longview ADA Transition Plan Capital Improvement Plan

Leased facilities							
Old Port Administration Building							
YEAR	Project #	Area	Access Issue	Regulation	Required	Budget	Budget by Year
1	OP-11	Interior Access	Per ICC A117.1 307, protruding objects cannot encroach into the circulation path more than 4 inches between the height of 27 inches to 80 inches.	ICC	Y	\$ 1,150	\$28,900
	OP-1	Parking Lot	ADA Spaces are required to have an ADA sign in front of the parking space. The bottom of the sign should be a minimum of 60 inches above the ground.	ADA	Y	\$ 1,500	
	OP-2	Parking Lot	At least two ADA accessible spaces are required. At least one of ADA parking spaces must be a "VAN ACCESSIBLE". ADA Spaces are required to have an ADA sign in front of the parking space. The bottom of the sign should be a minimum of 60 inches above the ground.	ADA	Y	\$ 2,250	
	OP-10	Stairways	Per ICC A117.1 505.10, stair handrails are required to extend 12" beyond the riser at the top and a tread depth beyond the riser at the bottom.	ICC	Y	\$ 4,500	
	OP-12	Stairways	While it is not an ADA accessibility issue, Per WBC 1015.3 a guardrail with a minimum height of 42" is required at the landing at the top of the main stairway.	WBC	Y	\$ 4,500	
	OP-4	Entrance Door	Entrance door pull pressure cannot exceed 5lbs for interior doors and 30lb force to start an exterior door in motion and 15lbs to open to full 90 degrees	ADA	Y	\$ 15,000	
2	OP-8	Doors	Per ICC A117.1 309.4, operable parts shall not require tight grasping or twisting of the wrist. Door knobs are not permitted, all doors shall have a lever	ICC	Y	\$ 21,300	\$21,300
3	OP-14	Interior Doors	Per WBC section 1020 exit corridors shall be a minimum width of 44" clear	WBC	Y	\$ 23,000	\$46,000
4	OP-3	Interior Counters	All rooms with counter space are required to have at least a partial section of the counter accessible.	ICC	Y	\$ 23,000	\$23,000
5	OP-9	Exterior Access	Per ICC A117.1 305.3.2, a minimum clear width of 32" is required within the accessible path.	ICC	Y	\$ 25,000	\$25,000
6	OP-5	Bathrooms	ADA Restroom Requirements: Lavatories require a clear floor space of 30" x 48" per ICC A117.1 606.2. Grab bars are required at all accessible toilet stalls per ICC A117.1 604.5. 60 inch by 56 inch clearance around accessible water closets is required per ICC A117.1 604.2. The required turning space for all accessible rooms shall be 60 inches in diameter per ICC A117.1 304.3.1.2.	ICC	Y	\$ 65,000	\$65,000
9	OP-6	Doors	Per ICC A117.1 404.2.3, Doors with a latch and closer are required to have 12" clear on the push side and 18" clear on the pull side on the latch side of the	ICC	Y	\$ 95,000	\$95,000
12	OP-7	Interior Doors	Per ICC A117.1 404.2.2, a minimum clear of 32" is required in all doorways.	ICC	Y	\$ 110,000	\$110,000
20	OP-13	Elevator	Per WBC section 1100, because the second story exceeds 3000 sf, an elevator is required in the building to provide an accessible route to the second story.	WBC	Y	\$ 250,000	\$250,000

Skyline Steel							
YEAR	Project #	Area	Access Issue	Regulation	Required	Budget	Budget by Year
1	SS-4	Bathrooms	Lavatories require a clear floor space of 30" x 48" per ICC A117.1 606.2	ICC	Y	\$500	\$3,500
	SS-3	Entrance Door	Entrance door pull pressure cannot exceed 5lbs for interior doors and 30lb force to start an exterior door in motion and 15lbs to open to full 90 degrees.	ADA	Y	\$1,500	
	SS-1	Parking Lot	Van Accessible parking spaces are not identified as such.	ADA	Y	\$1,500	
2	SS-5	Bathrooms	Vertical grab bars are required at all accessible toilet stalls per ICC A117.1 604.5.1.2	ICC	Y	\$4,500	\$4,500
7	SS-2	Interior Counters	All rooms with counter space are required to have at least a partial section of the counter accessible.	ICC	Y	\$22,000	\$22,000
14	SS-6	Parking Lot	An accessible route is required from the Handicap parking space aisle to the sidewalk used for entry access. A curb ramp per ICC A117.1 406 or a accessible route per ICC A117.1 507 is required at each aisle.	ICC	Y	\$52,000	\$52,000

## 2024-2043 Port of Longview ADA Transition Plan Capital Improvement Plan

### Brown Strauss

YEAR	Project #	Area	Access Issue	Regulation	Required	Budget	Budget by Year
1	BS-8	Parking Lot	ADA Spaces are required to have an ADA sign in front of the parking space. The bottom of the sign should be a minimum of 60 inches above the ground.	ADA	Y	\$1,200	\$11,500
	BS-3	Entrance Door	Entrance door pull pressure cannot exceed 5lbs for interior doors and 30lb force to start an exterior door in motion and 15lbs to open to full 90 degrees.	ADA	Y	\$1,500	
	BS-1	Parking Lot	Van Accessible parking spaces are not identified as such.	ADA	Y	\$2,300	
	BS-5	Bathrooms	Vertical grab bars are required at all accessible toilet stalls per ICC A117.1 604.5.1.2	ICC	Y	\$6,500	
2	BS-4	Bathrooms	Lavatories require a clear floor space of 30" x 48" per ICC A117.1 606.2	ICC	Y	\$10,200	\$10,200
4	BS-2	Interior Counters	All rooms with counter space are required to have at least a partial section of the counter accessible.	ICC	Y	\$25,000	\$25,000
5	BS-9	Stairways	Per ICC A117.1 505.10, stair handrails are required to extend 12" beyond the last riser at the top and a tread depth beyond the last riser on the bottom.	ICC	Y	\$30,000	\$30,000
11	BS-6	Bathrooms	A 60 inch by 56 inch clearance around accessible water closets is required per ICC A117.1 604.2.	ICC	Y	\$42,500	\$42,500
15	BS-7	Interior Doors	Per ICC A117.1 Figure 404.2.5(C) a clear depth of 48" is required between two doors in a series	ICC	Y	\$100,000	\$100,000

### US Cellular Office

YEAR	Project #	Area	Access Issue	Regulation	Required	Budget	Budget by Year
1	UC-3	Entrance Door	Entrance door pull pressure cannot exceed 5lbs for interior doors and 30lb force to start an exterior door in motion and 15lbs to open to full 90 degrees.	ADA	Y	\$1,200	\$4,800
1	UC-4	Bathrooms	Urinals require a clear floor space of 30" x 48" per ICC A117.1 605.3	ICC	Y	\$3,600	
2	UC-5	Bathrooms	Vertical grab bars are required at all accessible toilet stalls per ICC A117.1 604.5.1.2	ICC	Y	\$4,600	\$4,600
3	UC-7	Interior Counters	The microwave is not located on a accessible surface per ICC A117.1 308.3.2	ICC	Y	\$5,600	\$5,600
4	UC-1	Parking Lot	Van Accessible parking spaces are not identified as such.	ADA	Y	\$5,600	\$5,600
8	UC-2	Interior Counters	All rooms with counter space are required to have at least a partial section of the counter be accessible.	ADA	Y	\$15,600	\$15,600
13	UC-8	Exterior Access	The path of egress must comply with ICC A117.1 303. Vertical changes of level cannot exceed 1/4"	ICC	Y	\$30,600	\$30,600
16	UC-6	Bathrooms	The required turning space for all accessible rooms shall be 60 inches in diameter per ICC A117.1 304.3.1.2	ICC	Y	\$42,500	\$42,500

## 2024-2043 Port of Longview ADA Transition Plan Capital Improvement Plan

Port Controlled Facilities		
Year	# of projects	Project Cost
2024	8	\$ 14,693
2025	2	\$ 11,700
2026	2	\$ 12,400
2027	2	\$ 16,465
2028	1	\$ 14,100
2029	0	\$ -
2030	1	\$ 18,840
2031	0	\$ -
2032	1	\$ -
2033	1	\$ 25,000
2034	1	\$ 25,000
2035	0	\$ -
2036	1	\$ 25,600
2037	0	\$ -
2038	0	\$ -
2039	0	\$ -
2040	1	\$ 30,000
2041	1	\$ 35,000
2042	1	\$ 35,000
2043	0	\$ -
Total	23	\$263,798
\$/yr		\$13,190

Leased Facilities		
Year	# of projects	Project Cost
1	15	\$ 48,700
2	4	\$ 40,600
3	2	\$ 51,600
4	3	\$ 53,600
5	2	\$ 55,000
6	1	\$ 65,000
7	1	\$ 22,000
8	1	\$ 15,600
9	1	\$ 95,000
10	0	\$ -
11	1	\$ 42,500
12	1	\$ 110,000
13	1	\$ 30,600
14	1	\$ 52,000
15	1	\$ 100,000
16	1	\$ 42,500
17	0	\$ -
18	0	\$ -
19	0	\$ -
20	1	\$ 250,000
Total	37	\$ 1,074,700
\$/yr		\$ 53,735

Total projects		
Year	# of projects	Project Cost
1	23	\$ 63,393
2	6	\$ 52,300
3	4	\$ 64,000
4	5	\$ 70,065
5	3	\$ 69,100
6	1	\$ 65,000
7	2	\$ 40,840
8	1	\$ 15,600
9	2	\$ 95,000
10	1	\$ 25,000
11	2	\$ 67,500
12	1	\$ 110,000
13	2	\$ 56,200
14	1	\$ 52,000
15	1	\$ 100,000
16	1	\$ 42,500
17	1	\$ 30,000
18	1	\$ 35,000
19	1	\$ 35,000
20	1	\$ 250,000
Total	60	\$ 1,338,498
\$/yr		\$ 66,925

LEGEND		
Facility	Regulation	Project Cost
WH - White House	ICC - International Code Council	< \$10,000      Low
WG - Willow Grove Park	ADA - Americans with Disabilities Act	\$10,000 - \$30,000      Medium
TR - Terminal Receiving Off.	WBC - Washington Building Code	>\$30,000      High
OP - Old Port Admin. Office		
BS - Brown Strauss Office		
SS - Skyline Steel Office		
UC - US Cellular Office		

Appendix 4  
ADA Assessment completed by  
Collins Architectural Group



May 12<sup>th</sup>, 2023

Dan Bean, Facilities Superintendent  
Port of Longview  
10 Port Way  
Longview, WA 98632

**ADA ASSESSMENT OF PORT FACILITIES**

Dan,

As requested, we have toured several facilities assessing their compliance with the 2010 ADA Standard for Accessible Design and the Washington State Building Code. These facilities included: The White House, Willow Grove Park, Terminal Receiving Office, Old Administration Office, Brown Strauss Office, Skyline Steel Office, and the US Cellular Office.

Most buildings will be in compliance with minimal to moderate cost. See the attached reports for explanation of the issues of non-compliance and the solution we suggest to resolve the issues. The reports have the items marked by the level of cost and/or effort it will take to fix the issue. The building that has the most violations is the Old Administration Office which will take the most effort and cost to make compliant.

One topic brought up was electric vehicle charging stations. Per WAC 51-50-0429 it is only required for new construction. If you would like to comply regardless, it requires 10 percent of parking to be designated for charging electric vehicles. This includes at least 10 percent of the ADA stalls. This code also requires that there is enough power supply and infrastructure for at least 20% of the parking to be for charging of electric vehicles. This extra 10% would just be infrastructure to allow for future charging stations. Again, this is only required for new construction.

Please review the attached reports and let us know if you have any questions or concerns. If any issues need more explanation or you need assistance with how to fulfill the requirements, we would be happy to assist you.

Sincerely,  
Jared Bradshaw-Vinson

A handwritten signature in black ink, appearing to read 'Jared Bradshaw-Vinson', is written over a faint, circular watermark or stamp.

Collins Architectural Group/  
Johansson Wing Architects

PORT OF LONGVIEW ADA STUDY

WHITE HOUSE  
5/12/2023

LOW EFFORT/COST
MODERATE EFFORT/COST
HIGH EFFORT/COST

Survey conducted by: Craig Collins, Jared Bradshaw-Vinson with Collins Architectural Group

	ITEM	CORRECTION	COMMENT
1	ADA Spaces are required to have an ADA sign in front of the parking space. The bottom of the sign should be a minimum of 60 inches above the ground.	Install ADA sign at front of each parking space. (The ADA painted symbol on the ground is not required but can be used as a supplement to the sign)	(The ADA painted symbol on the ground is not required but can be used as a supplement to the sign)
2	Van Accessible parking spaces are not identified as such.	At least one of ADA parking spaces in each lot must be a "VAN ACCESSIBLE" parking space and the sign for that space must identify the space as "VAN ACCESSIBLE".	At least one space parking space in each lot meets the dimensional requirements for the Van Accessible space. (8 foot minimum space width plus an adjacent 8 foot minimum width aisle, or 11 foot minimum width space with adjacent 5 foot minimum aisle space.
3	Entrance door pull pressure cannot exceed 5lbs for interior doors and 30lb force to start an exterior door in motion and 15lbs to open to full 90 degrees.	Adjust closers on non-compliant doors to meet the requirement.	IBC 1010.1.3 All exterior entrance doors meet this requirement. Many interior doors with closers do not meet the requirement. See attachment for those doors not meeting the requirement.
4	Items projecting into the circulation paths more than 4 inches that are located between 27 inches and 80 inches above the floor are prohibited without a barrier.	For those items that project beyond 4" between 27" - 80" above the floor, install a barrier up to 27 inches above the floor.	The only items that may fall into this category are wall mounted defibrillators cabinets which are mounted higher than 57 inches above the floor within a circulation path. The purpose of this requirement is that a blind person with a cane would not be able to detect the protruding object before they hit it. With a barrier, they would be alerted to the protrusion with their cane striking the barrier.
5	Accessibility to all areas of the building is achieved via 2 platform lifts. Platform lifts are permitted in existing buildings in lieu of elevators or Limited Use/Limited Application elevator.	None required	
6	ADA Signage shall be used to designate permanent rooms and spaces that are not likely to change over time. These identification signs shall contain braille.	Install complying ADA signs at major rooms/spaces, at the platform lift entrances and at exit doors from the Commission meeting room and main exits from building.	The baseline of the lowest character shall be a minimum of 48 inches above the floor and the baseline of the highest character shall be no more than 60 inches above the floor.
7	Light switches, thermostats and other controls shall be mounted such that the control is no more than 48" above the floor.	Thermostats could be moved down if desired.	Most switches and controls are higher than allowed under new building codes but within the range for facilities constructed prior to 2012. When this facility was remodeled, the existing conduit and wiring was reused to switch locations. (Most switches are 51 inches to the center of the switch. Current requirement is 48 inches).
8	There should be a front approach to the pull side of doors of at least 18 inches beyond the latch side of the door.	Determine if the few doors that don't comply are worth the expense to try to correct.	Most of the doors in this facility comply with this requirement. There are a few doors that don't meet this requirement where it was not feasible to restructure the doors and walls when the remodel was undertaken.

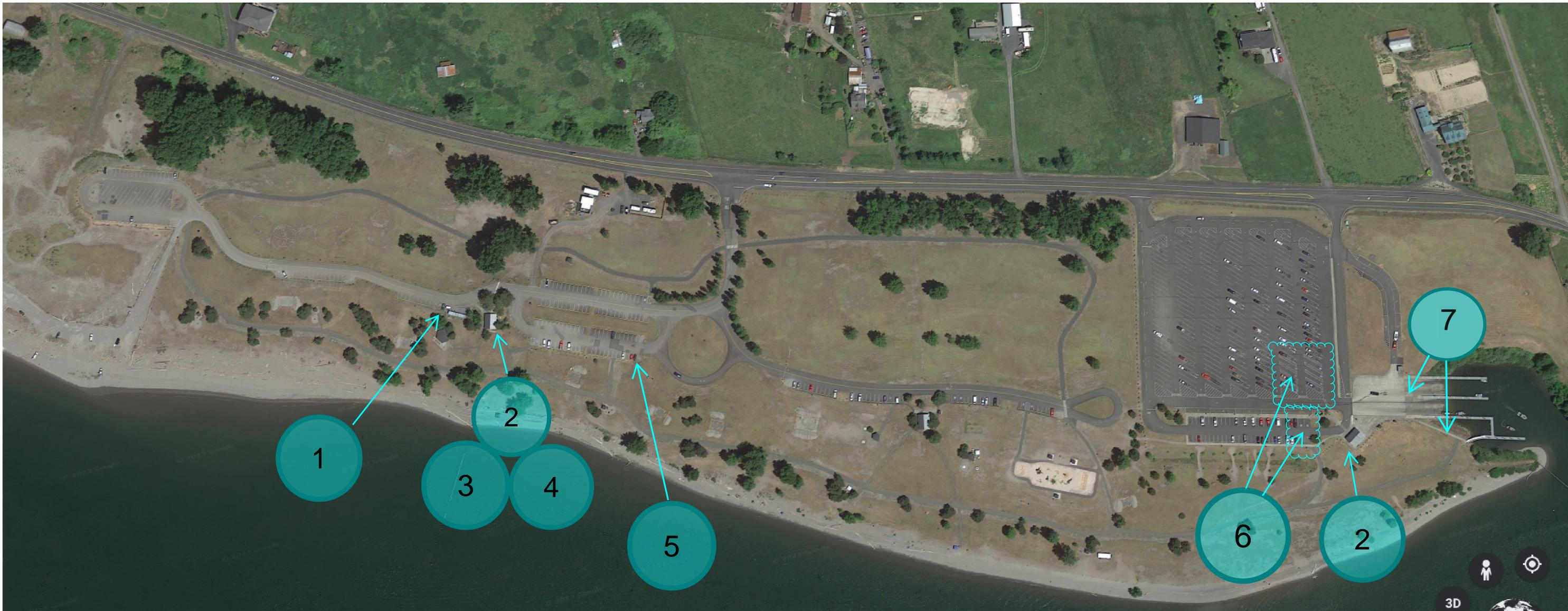
PORT OF LONGVIEW ADA STUDY

WILLOW GROVE PARK  
5/12/2023

LOW EFFORT/COST
MODERATE EFFORT/COST
HIGH EFFORT/COST

Survey conducted by: Craig Collins with Collins Architectural Group

	ITEM	CORRECTION	COMMENT
1	Van Accessible parking stalls are required to be a minimum width of 132 inches with an adjacent 60 inch	Restripe stalls to have the required dimensions.	
2	Urinals are required to have a minimum 30" clear space in front of each urinal.	Revise divider location so that at least one of the urinals has the required 30 inch clear width.	Current urinal stall clear width varies from 25-1/2" to 28".
3	ADA accessible water closets are required to be 16"-18" from the centerline of the water closet to the adjacent wall or partition.	Move the partition closer to the water closet to comply with the 16"-18" requirement. (This will create a wider adjacent stall but there is no requirement that prohibits that).	Some of the water closets comply, others are 20-1/2" from the centerline of the water closet to the adjacent toilet partition.
4	Light switches, thermostats and other controls shall be mounted such that the control is no more than 48" above the floor. The control for the air hand dryer is 54" above the floor.	Lower the height of the push button to 48"	
5	The ADA parking spaces do not meet the slope and cross slope requirements.	Relocate the ADA spaces to an area that meets the slope requirements.	ADA Parking spaces and adjacent aisles shall have a slope not exceeding 1:48. The two spaces at this location don't meet the slope
6	ADA Spaces are required to have an ADA sign in front of the parking space. The bottom of the sign should be a minimum of 60 inches above the ground.	Install ADA sign at front of each parking space. (The ADA painted symbol on the ground is not required but can be used as a supplement to the sign)	(The ADA painted symbol on the ground is not required but can be used as a supplement to the sign)
7	Ramps with a rise greater than 6 inches are required to have handrails.	Install compliant handrails	The gangways to the boat slips do not have the required handrails.
7	Boarding piers are permitted to have edge protection rather than a clear opening if the edge protection is 4 inches maximum in height and 2 inches maximum in	Create clear openings or revise the edge protection to comply.	Current edge protection is continuous and height and width are in excess of the maximum dimension permitted.



- 1 These two parking stalls are labeled as Van Accessible but don't meet the dimensional requirements for a Van Accessible space.
- 2 Urinals are required to have a 30" wide clear space. Neither of the urinals meet this requirement.
- 3 Accessible water closets are required to be 16"-18" from the centerline of the water closet to the adjacent wall. The water closets in the ADA stall are 20 1/2" from centerline of water closet to adjacent partition.
- 4 An element must be within 48 inches of the floor to be ADA accessible. The control for the air hand dryer is 54 inches above the floor.
- 5 This ADA parking space does not meet the slope and cross slope requirements for an ADA parking space. There is also not an ADA sign identifying the space.

- 6 ADA parking spaces do not have ADA signs
- 7 Ramps with a rise greater than 6 inches are required to have handrails.



5

PORT OF LONGVIEW ADA STUDY

Terminal Receiving Building  
5/12/2023

LOW EFFORT/COST
MODERATE EFFORT/COST
HIGH EFFORT/COST

Survey conducted by: Jared Bradshaw-Vinson

	ITEM	CORRECTION	COMMENT
1	At least one Handicap (ADA) space is required. At least one of ADA parking spaces in each lot must be a "VAN ACCESSIBLE". ADA Spaces are required to have an ADA sign in front of the parking space. The bottom of the sign should be a minimum of 60 inches above the ground.	At least one ADA parking space is required and at least one of ADA parking spaces in each lot must be a "VAN ACCESSIBLE". To correct this issue, provide for at least one ADA parking stall that is van accessible per ICC A117.1 502.2.	Install one parking space in the lot that meets the dimensional requirements for the Van Accessible space. (8 foot minimum space width plus an adjacent 8 foot minimum width aisle, or 11 foot minimum width space with adjacent 5 foot minimum aisle space.) Install an ADA sign as previously outlined.
2	All rooms with counter space are required to have at least a partial section of the counter accessible.	There are no accessible counters present at the reception area or the kitchen area. To comply, a counter area with a max counter height of 2'-10" in each area is required per ICC A117.1 308.2 or 308.3. Determine if it is worth the expense to comply.	No counters in the facility comply.
3	Entrance door pull pressure cannot exceed 5lbs for interior doors and 30lb force to start an exterior door in motion and 15lbs to open to full 90 degrees.	Adjust closers on non-compliant doors to meet the requirement.	IBC 1010.1.3 All exterior entrance doors meet this requirement. The interior entry vestibule door does not meet the requirements. Adjust as needed.
4	Lavatories require a clear floor space of 30" x 48" per ICC A117.1 606.2	In the majority of the restrooms the lavatories have no clearance underneath. Per ICC A117.1 606.2 to correct this issue, provide a clear floor space of 30" x 48"	To comply, install lavatories with required knee space below.
5	Vertical grab bars are required at all accessible toilet stalls per ICC A117.1 604.5.1.2	There are no vertical grab bars in the accessible restrooms. To correct this issue, install a new vertical grab bar in compliance with ICC A117.1 604.5.1.2 in all accessible bathroom water closet stalls (2 are present)	Backing inside the wall may be required if there is none existing in the correct location.
6	A 60 inch by 56 inch clearance is required around accessible water closets per ICC A117.1 604.2.	The ground floor women's restroom does not have the required water closet clearance. To correct this issue, revise the room layout to allow the required water closet clearances.	This reconfiguring of the bathroom will require plumbing relocation and possible wall relocation.
7	Per ICC A117.1 505.10, stair handrails are required to extend 12" beyond the riser at the top and a tread depth beyond the riser at the bottom.	The stairs throughout the building do not comply. To correct this issue revise the handrails to have the correct extensions at the top and bottom of the stairway.	No stair in the facility complies.
8	The path of egress must comply with ICC A117.1 303. Vertical changes of level cannot exceed 1/4"	The east emergency exit has a 6" vertical curb within in the path of egress. To correct this issue, install an ADA compliant ramp that meets the requirements of ICC A117.1 405	There appears to be adequate space to install a ramp to the adjacent parking lot.
9	Per ICC A117.1 405.9 ramps require edge protection if the sides of the ramp slope more than 1/2" within 10".	The ramp from the parking lot up to the sidewalk does not comply. To correct this issue either expand the side slopes to have a max slope of 1/2" per 10" or add 4" curbs on each side of the ramp.	The fix is manageable.
10	Per IBC 1010.1.9.5 manual dead bolts are not permitted on an egress door.	The west exit door has a manually operated dead bolt. This does not comply. To correct this issue, remove the lock and ensure the door has to proper exit hardware	The fix is manageable.

PORT OF LONGVIEW ADA STUDY

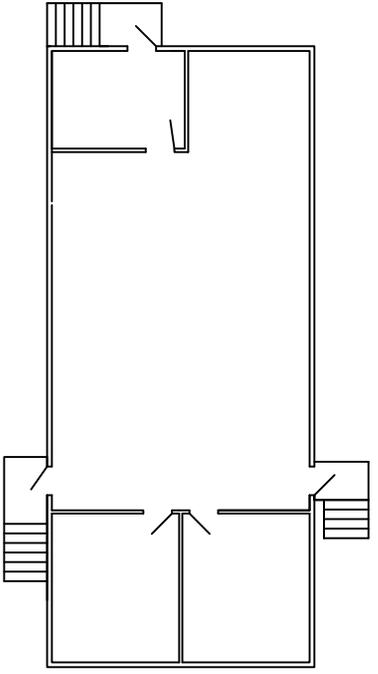
OLD PORT OF LONGVIEW BUILDING  
5/12/2023

LOW EFFORT/COST
MODERATE EFFORT/COST
HIGH EFFORT/COST

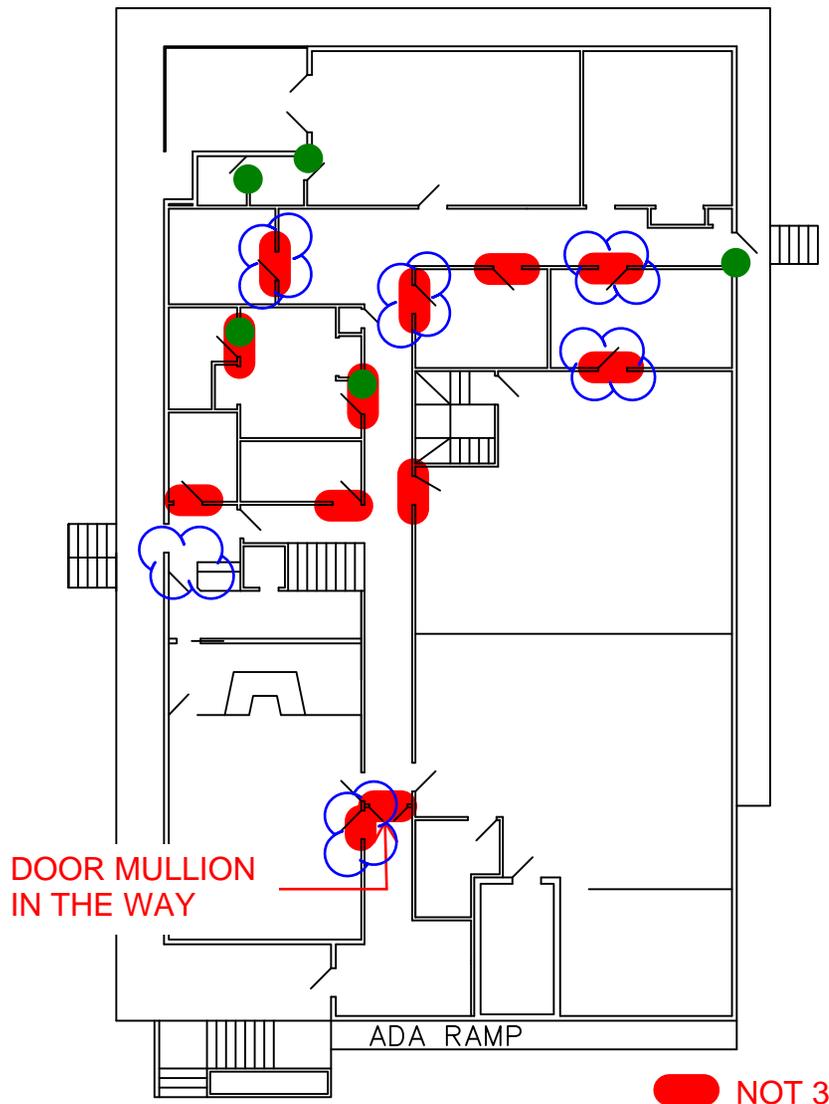
Survey conducted by: Jared Bradshaw-Vinson

	ITEM	CORRECTION	COMMENT
1	ADA Spaces are required to have an ADA sign in front of the parking space. The bottom of the sign should be a minimum of 60 inches above the ground.	Install new ADA signs at front of each handicap parking space.	The existing signs are in bad shape and need replacement.
2	At least two ADA accessible spaces are required. At least one of ADA parking spaces must be a "VAN ACCESSIBLE". ADA Spaces are required to have an ADA sign in front of the parking space. The bottom of the sign should be a minimum of 60 inches above the ground.	At least two ADA parking spaces are required and at least one of ADA parking spaces in each lot must be a "VAN ACCESSIBLE". There are two parking spaces marked as ADA accessible but they do not have the required access aisle. To correct this issue, provide two ADA parking stalls one being van accessible per ICC A117.1 502.2.	Install one standard ADA parking space and one ADA space in the lot that meets the dimensional requirements for the Van Accessible space. (8 foot minimum space width plus an adjacent 8 foot minimum width aisle, or 11 foot minimum width space with adjacent 5 foot minimum aisle space.) Access aisle are required but can be shared by the two spaces. Install an ADA sign as previously outlined.
3	All rooms with counter space are required to have at least a partial section of the counter accessible.	There are no accesible counters present. To comply, a counter area with a max counter height of 2'-10" in each area is required per ICC A117.1 308.2 or 308.3.	No counters in the facility comply including the side entry and main entry reception counters.
4	Entrance door pull pressure cannot exceed 5lbs for interior doors and 30lb force to start an exterior door in motion and 15lbs to open to full 90 degrees.	Adjust closers on non-compliant doors to meet the requirement.	IBC 1010.1.3 All exterior entrance doors meet this requirement. All of the interior doors do not meet the requirements.
5	ADA Restroom Requirements: Lavatories require a clear floor space of 30" x 48" per ICC A117.1 606.2. Grab bars are required at all accesible toilet stalls per ICC A117.1 604.5. 60 inch by 56 inch clearance around accessible water closets is required per ICC A117.1 604.2. The required turning space for all accessible rooms shall be 60 inches in diameter per ICC A117.1 304.3.1.2.	In the majority of the restrooms, other than the one ADA restroom on the first floor, there are none of the required ADA clearances or equipment. To correct this issue, install a new grab bars in compliance with ICC A117.1 604.5.1.2 in all accessible bathroom water closet stalls and revise the room layout to allow the required water closet and lavatory clearances and turning spaces.	Restroom will need to be substantially reconfigured to comply and installation of backing may be required if there is none existing in the correct location. This reconfiguring of the bathroom will require plumbing relocation and possible wall relocation.
6	Per ICC A117.1 404.2.3, Doors with a latch and closer are required to have 12" clear on the push side and 18" clear on the pull side on the latch side of the door.	See the attached floor plan to show several locations that do not have the required clearances. To correct this issues revise the door locations to allow for the required clearances.	Walls would need to be relocated in most places to allow for the correct clearances. Determine if it is worth the expense to comply.
7	Per ICC A117.1 404.2.2, a minimum clear of 32" is required in all doorways.	See the attached floor plan to show several locations that do not have the required clearances. To correct this issues revise the doors to have the required 32" clear.	
8	Per ICC A117.1 309.4, operable parts shall not require tight grasping or twisting of the wrist. Door knobs are not permitted, all doors shall have a lever handle.	See the attached floor plan to show several locations that do not have the required door hardware. To correct this issues revise the door hardware to comply providing lever handles.	
9	Per ICC A117.1 305.3.2, a minimum clear width of 32" is required within the accessible path.	In the reception room there is not 32" clear between the casework and in the second floor break room there is not 32" clear between the wall and the glass partition. To correct this issues revise the casework and partition to have the required 32" clear.	
10	Per ICC A117.1 505.10, stair handrails are required to extend 12" beyond the riser at the top and a tread depth beyond the riser at the bottom.	The stairs throughout the building do not comply. To correct this issue revise the handrails to have the correct extensions at the top and bottom of the stairway.	No stairs in the facility fully comply.

11	Per ICC A117.1 307, protruding objects cannot encroach into the circulation path more than 4 inches between the height of 27 inches to 80 inches.	On both the first and second story there are water fountains that protrude more than 4 inches into the circulation path. To correct this provide cane detection at the water fountain while maintaining the required 30" x 48" clear underneath.	
12	While it is not an ADA accessibility issue, Per WBC 1015.3 a guardrail with a minimum height of 42" is required at the landing at the top of the main stairway.	On both the first and second story there are water fountains that protrude more than 4 inches into the circulation path. To correct this provide cane detection at the water fountain while maintaining the required 30" x 48" clear underneath.	
13	Per WBC section 1100, because the second story exceeds 3000 sf, an elevator is required in the building to provide an accessible route to the second story	There is no existing elevator in the facility. To correct this issues an elevator would have to be installed.	This would required major reconfiguration and revisions to the buildings structure. This would be a costly change.
14	Per WBC section 1020 exit corridors shall be a minimum width of 44" clear	The corridor to the west exit door is restricted to a width of 39".	The closet within the corridor will need to be removed or minimized to allow for the minimum 44" clear width.



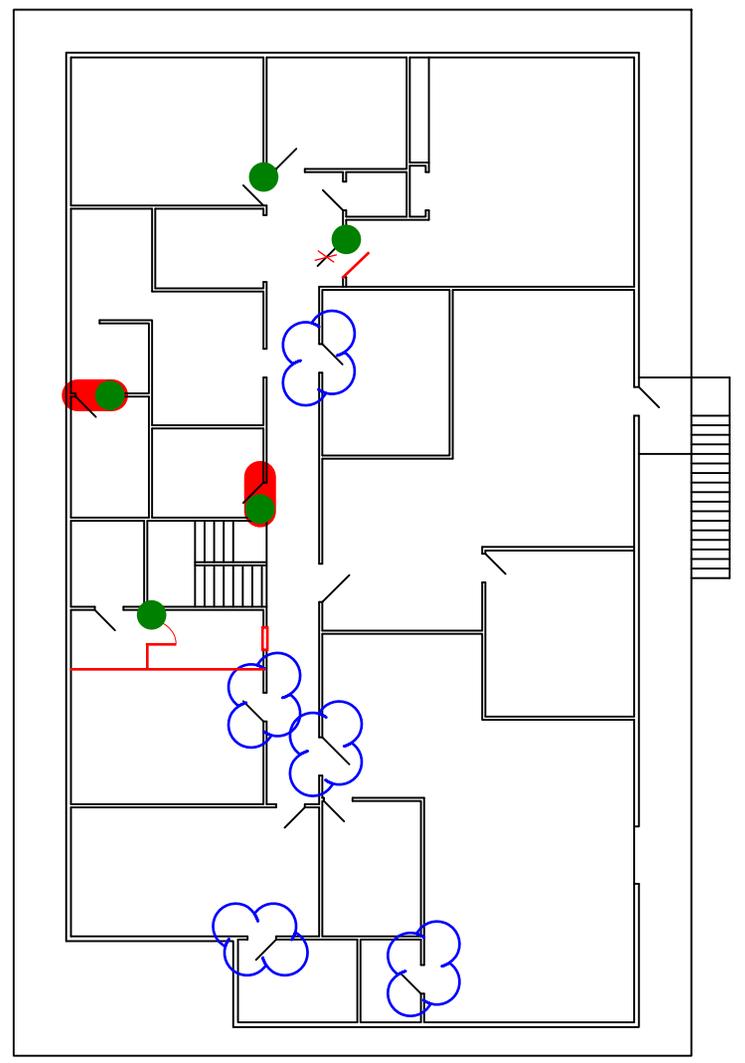
OPERATIONS



DOOR MULLION  
IN THE WAY

ADA RAMP

FIRST FLOOR



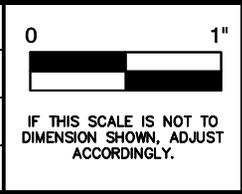
SECOND FLOOR

-  NOT 32" CLEAR
-  NO LEVER - KNOB HANDLE
-  NO PROPER PUSH/PULL CLEARANCE



REV.	DATE	REVISIONS
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SCALE:  
1" = 20'  
FILE NAME:  
MAINOFFICE  
PROJECT NO.:  
---  
DATE:  
MAY 2017



# MAIN OFFICE FIRE PLAN



**WASHINGTON'S WORKING PORT**

DRAWING NO.:    REV:    ---    ---  
SHEET NO.:  
**23** OF 26

PORT OF LONGVIEW ADA STUDY

BROWN STRAUSS  
5/12/2023

LOW EFFORT/COST
MODERATE EFFORT/COST
HIGH EFFORT/COST

Survey conducted by: Jared Bradshaw-Vinson

	ITEM	CORRECTION	COMMENT
1	Van Accessible parking spaces are not identified as such.	At least one of ADA parking spaces in each lot must be a "VAN ACCESSIBLE" parking space and the sign for that space must identify the space as "VAN ACCESSIBLE".	At least one space parking space in the lot meets the dimensional requirements for the Van Accessible space. (8 foot minimum space width plus an adjacent 8 foot minimum width aisle, or 11 foot minimum width space with adjacent 5 foot minimum aisle space.)
2	All rooms with counter space are required to have at least a partial section of the counter accessible.	There are no accessible counters present. To comply, a counter area with a max counter height of 2'-10" in each area is required per ICC A117.1 308.2 or 308.3.	Revise counters, or a section of a counter to comply.
3	Entrance door pull pressure cannot exceed 5lbs for interior doors and 30lb force to start an exterior door in motion and 15lbs to open to full 90 degrees.	Adjust closers on non-compliant doors to meet the requirement.	IBC 1010.1.3 All exterior entrance doors meet this requirement. The interior second story fire wall door and the north door into the warehouse do not meet the requirement.
4	Lavatories require a clear floor space of 30" x 48" per ICC A117.1 606.2	In the majority of the restrooms the lavatories have no clearance underneath. Per ICC A117.1 606.2 to correct this issue, provide a clear floor space of 30" x 48"	Install lavatories with required knee clearance below.
5	Vertical grab bars are required at all accessible toilet stalls per ICC A117.1 604.5.1.2	There are no vertical grab bars in the accessible restrooms. To correct this issue, install a new vertical grab bar in compliance with ICC A117.1 604.5.1.2 in all accessible bathroom water closet stalls (2 are present)	Backing inside the wall may be required if there is none existing in the correct location.
6	A 60 inch by 56 inch clearance around accessible water closets is required per ICC A117.1 604.2.	The ground floor women's restroom does not have the required water closet clearance. To correct this issue, revise the room layout to allow the required water closet clearances.	Reconfiguring the bathroom will require plumbing relocation and possible wall relocation.
7	Per ICC A117.1 Figure 404.2.5(C) a clear depth of 48" is required between two doors in a series.	The ground floor south and second floor east exit vestibules do not meet the 48" clear requirement. To correct this issue the vestibules will need to be restructured to allow for the two doors to have the required 48" clear depth per ICC A117.1 Figure 404.2.5(C).	Walls will need to be revised to allow for the correct clearances.
8	ADA Spaces are required to have an ADA sign in front of the parking space. The bottom of the sign should be a minimum of 60 inches above the ground.	Install ADA sign at front of each handicap parking space. One space is required and two spaces are painted to be reserved for handicap use. Only one sign is provided.	We suggest adding an ADA sign to the second space or remove the painted symbol on the additional space.
9	Per ICC A117.1 505.10, stair handrails are required to extend 12" beyond the last riser at the top and a tread depth beyond the last riser on the bottom.	The stairs throughout the building do not comply. To correct this issue revise the handrails to have the correct extensions at the top and bottom of the stairway.	No stair in the facility complies.

PORT OF LONGVIEW ADA STUDY

SKYLINE STEEL  
5/12/2023

LOW EFFORT/COST
MODERATE EFFORT/COST
HIGH EFFORT/COST

Survey conducted by: Jared Bradshaw-Vinson

	ITEM	CORRECTION	COMMENT
1	Van Accessible parking spaces are not identified as such.	At least one of ADA parking spaces in each lot must be a "VAN ACCESSIBLE" parking space and the sign for that space must identify the space as "VAN ACCESSIBLE".	At least one space parking space in the lot meets the dimensional requirements for the Van Accessible space. (8 foot minimum space width plus an adjacent 8 foot minimum width aisle, or 11 foot minimum width space with adjacent 5 foot minimum aisle space.)
2	All rooms with counter space are required to have at least a partial section of the counter accessible.	There are no accessible counters in the copy area and the south entry vestibule. To comply, a counter area with a max counter height of 2'-10" in each area is required per ICC A117.1 308.2 or 308.3.	Most counters in the facility comply.
3	Entrance door pull pressure cannot exceed 5lbs for interior doors and 30lb force to start an exterior door in motion and 15lbs to open to full 90 degrees.	To comply, Adjust closers on non-compliant doors to meet the requirement.	IBC 1010.1.3 All exterior entrance doors meet this requirement. Several interior doors do not meet the requirement: both main restroom doors, the south vestibule interior door, and the IT room door.
4	Lavatories require a clear floor space of 30" x 48" per ICC A117.1 606.2	In the mens restroom the partially recessed wall trash receptacle encroaches the required clear space. To correct this issue, revise the placement of the trash receptacle to allow for the clear floor space per ICC 606.2.	The trash receptacle would have to be removed and relocated.
5	Vertical grab bars are required at all accessible toilet stalls per ICC A117.1 604.5.1.2	There are no vertical grab bars in the accessible restroom water closet stalls. To correct this issue, install a new vertical grab bar in compliance with ICC A117.1 604.5.1.2 in all accessible bathroom water closet stalls (2 are present)	Backing inside the wall may be required if there is none existing in the correct location.
6	An accessible route is required from the Handicap parking space aisle to the sidewalk used for entry access. A curb ramp per ICC A117.1 406 or a accessible route per ICC A117.1 507 is required at each aisle.	There are no curb ramps at the handicap parking space aisles. Access to the nearest curb ramp is through the drive aisle with none of the required markings/warning surfaces. To correct this curb ramps shall be installed at each parking access aisle or a accessible route shall be provided through the drive aisle per ICC A117.1 507.	It will be required to sawcut and repour the sidewalk to install the curb cuts. To install the correct drive aisle access a marked path must be provided with a raised paved surface or the handicap stalls must be rearranged.

PORT OF LONGVIEW ADA STUDY

US CELLULAR  
5/12/2023

LOW EFFORT/COST
MODERATE EFFORT/COST
HIGH EFFORT/COST

Survey conducted by: Jared Bradshaw-Vinson

	ITEM	CORRECTION	COMMENT
1	Van Accessible parking spaces are not identified as such.	At least one of ADA parking spaces in each lot must be a "VAN ACCESSIBLE" parking space and the sign for that space must identify the space as "VAN ACCESSIBLE".	At least one space parking space in the lot meets the dimensional requirements for the Van Accessible space. (8 foot minimum space width plus an adjacent 8 foot minimum width aisle, or 11 foot minimum width space with adjacent 5 foot minimum aisle space.)
2	All rooms with counter space are required to have at least a partial section of the counter be accessible.	In the large conference room there are no accessible counters. To comply, a counter area with a max counter height of 2'-10" is required. Determine if it is worth the expense to comply.	Most of the counters in the facility comply.
3	Entrance door pull pressure cannot exceed 5lbs for interior doors and 30lb force to start an exterior door in motion and 15lbs to open to full 90 degrees.	Adjust closers on non-compliant doors to meet the requirement.	IBC 1010.1.3 All exterior entrance doors meet this requirement. The interior door into the west corridor does not comply.
4	Urinals require a clear floor space of 30" x 48" per ICC A117.1 605.3	In the mens restroom the urinal has a clear width of 28" at the approach of the urinal. Per ICC A117.1 605.3 30" clear width is required. Revise the partition to allow for 30" clear.	The inside clear is 30" but at the partition support/pilaster it measures to 28" clear.
5	Vertical grab bars are required at all accesible toilet stalls per ICC A117.1 604.5.1.2	There are no vertical grab bars in the accesible restroom water closet stalls. To correct this issue, install a new vertical grab bar in compliance with ICC A117.1 604.5.1.2 in all accessible bathroom water closet stalls (2 are present)	It may be required to install backing inside the wall if there is none existing in the correct location.
6	The required turning space for all accessible rooms shall be 60 inches in diameter per ICC A117.1 304.3.1.2	In the women's restroom there is no 60" diameter turning circle present. To correct this issue, revise the room layout to allow a 60" diameter turning space.	In order to not lose a watercloset, wall locations may need to be revised.
7	The microwave is not located on a accesible surface per ICC A117.1 308.3.2	In the kitchen area the microwave is required to be on a surface no higher than 34". It is currently located on a counter that is 42" high. To correct this issue the microwave will need to be located on a counter that is no higher than 34".	There is no counter near by that meets the criteria and has space for a microwave. Provide a 34" high counter space for the microwave.
8	The path of egress must comply with ICC A117.1 303. Vertical changes of level cannot exceed 1/4"	The east emergency exit has a 6" vertical curb within in the path of egress. To correct this issue, install an ADA compliant ramp that meets the requirements of ICC A117.1 405	There looks to be enough space to install a ramp to the adjacent parking lot.

Appendix 5  
ADA Transition Plan Action items

**APPENDIX 5**

**Action Items**

Chapter	Chapter	Topic	Action items	YEAR	LEAD	Comment
Name	#					
ADA Coordinato r, Notice, Grievance Procedure	2	NOTICE	Notice will be posted in common areas of public buildings and on the Port's website	2024		
	2	NOTICE	The ADA notice will be made available in alternate formats on the Port's website.	2024		
General Effective Communication	3	INTERPRETERS	If your entity does not have procedures on the provision of interpreters, they need to be established.	2024		
	3	INTERPRETERS	If your entity has procedures, make sure they include the following provisions: Sign language, oral, and cued speech interpreters can be obtained within a short period of time when necessary. In emergency situations, sign language interpreters will be available either in person or by using video relay systems within a reasonable period, 24 hours a day, 7 days a week- usually, within an hour of receiving the request. In non-emergency situations, sign language interpreters will be available when reasonable advance notice is provided.	2025		
	3	INTERPRETERS	Family members and companions of deaf persons will not be asked to serve as sign language interpreters.	2025		
	3	INTERPRETERS	Deaf persons requesting interpreters will not be charged or asked to pay for the cost of an interpreter.	2024		
	3	INTERPRETERS	In situations where agency personnel believe that an undue financial and administrative burden may be involved, the decision to deny an interpreter will be made considering all funding available for the operation of the program.	2025		
	3	INTERPRETERS	Where undue financial and administrative burden is the basis for the denial of an interpreter, the agency will take any other action that would not result in an undue financial and administrative burden but would ensure that the individual with a disability receives the benefits or services provided.	2025		
	3	INTERPRETERS	Make the procedures on the provision of interpreters available to your employees and the public by posting it on your entity's website.	2025		
	3	INTERPRETERS	Train employees so they know the appropriate procedures to follow when they receive a request for an interpreter.	2025		
	3	INTERPRETERS	Make arrangements with vendors or hire employees so interpreters are available when needed.	2025		
	3	OTHER AUXILIARY AIDS AND SERVICES	Ensure that procedures are in place to provide auxiliary aids and services needed to ensure effective communications. Procedures should address common requests, such as (1) making documents available upon request in Braille, large print, audio recording, and an accessible electronic format, and (2) providing notetakers, computer-aided real-time transcription, assistance in reading and completing forms, and other common auxiliary aids and services. See the list of common auxiliary aids and services on page 3 of Chapter 3.	2025		
	3	OTHER AUXILIARY AIDS AND SERVICES	Ensure that your entity's procedures require decision makers to give primary consideration to the auxiliary aid or service requested by the person with a disability when deciding which auxiliary aid or service to provide.	2025		
	3	OTHER AUXILIARY AIDS AND SERVICES	Purchase equipment or make arrangements with vendors so that documents can be provided in alternative formats when requested.	2025		
	3	OTHER AUXILIARY AIDS AND SERVICES	Make all videos and television programs that your entity produces, distributes, or makes available to the public accessible to people with hearing and vision disabilities by providing captioning and audio description of important visual images, unless doing so would be a fundamental alteration of your program or impose an undue financial and administrative burden.	2025		
	3	OTHER AUXILIARY AIDS AND SERVICES	Train your entity's employees who interact with the public so they know what to do when they receive a request for an auxiliary aid or service.	2025		
	3	OTHER AUXILIARY AIDS AND SERVICES	Publish your effective communication procedure on the entity's website in an accessible format so people with disabilities know about any reasonable advance notice requirements that your entity adopts.	2025		
	3	OTHER AUXILIARY AIDS AND SERVICES	Meet with people in your community who have different disabilities to find out how well your entity's effective communication procedures are working and to solicit suggestions for improvement.	2025		
	3	TTYs	Provide access to a TTY wherever telephones are available for making outgoing calls	2025		
	3	TTYs	Provide written procedures and training to employees who answer the telephone to ensure that incoming calls made through a relay service are handled as quickly and effectively as other calls.	2025		
	3	TTYs	Meet with deaf people in your community to find out their experiences when using a relay service to call your entity.	2025		

Chapter Name	Chapter #	Topic	Action items	YEAR	LEAD	Comment
911 and Emergency Communication Services	4	TTY- COMPATIBLE EQUIPMENT	Ensure that a working TTY or TTY-compatible equipment is provided at every emergency communications position.	2025		
	4	TTY- COMPATIBLE EQUIPMENT	Develop procedures for maintaining TTYs and TTY-compatible equipment that are as effective as the maintenance procedures for voice telephone equipment.	2025		
	4	TTY- COMPATIBLE EQUIPMENT	If you have a plan for back-up equipment in case of equipment malfunctions, telephone line malfunctions, or power failure, ensure that the plan covers TTY calls and equipment.	2025		
	4	EQUAL ACCESS	Ensure that telephone emergency services provided for TTY users are equal in response time to services provided to others.	2025		
	4	EQUAL ACCESS	Ensure that telephone emergency services provided for TTY users are equal in response quality to services provided to others.	2025		
	4	EQUAL ACCESS	Provide telephone emergency services to TTY users during the same hours of operation as services provided to others	2025		
	4	EQUAL ACCESS	Ensure that telephone emergency services provided for TTY users are equal in all other features offered(including automatic number identification, automatic location identification, automatic call distribution, etc	2025		
	4	EQUAL ACCESS	Ensure that call takers respond to each silent, open line call by querying the line with a TTY.	2025		
	4	EQUAL ACCESS	Ensure that all call takers can easily switch back and forth between TTY mode and voice mode during a call	2025		
	4	TRAINING	Make TTY training mandatory for all personnel who may have contact with individuals from the public who have hearing or speech disabilities	2025		
	4	TRAINING	Ensure that telephone emergency services require or offer refresher training for TTYs at least as often as they require or offer training for voice calls, and at least every six months	2025		
	4	TESTING	Conduct unannounced tests to all call-taking positions and all call takers using both silent, open line calls and calls transmitting TTY tones	2025		
4	TESTING	Keep records of the results of all test calls. Include the date and time of each call, identification of the call-taking position, whether the call was silent or transmitted tones, whether the caller received a TTY response and the content of the response, the time elapsed and the number of rings from the initiation of the TTY call until the call taker responded by TTY, and whether the call was processed according to your standard operating procedures	2025			
Website Accessibility	5	WEBSITE ACCESSIBILITY	Establish a procedure that your webpages will be accessible and create a process for implementation	2025		
	5	WEBSITE ACCESSIBILITY	Check the HTML of all new webpages. Make sure that accessible elements are used, including "alt" tags, long descriptions, and captions, as needed	2025		
	5	WEBSITE ACCESSIBILITY	Ensure that your webpages are designed in a manner that allows them to be displayed using a visitor's own settings for color and fonts	2025		
	5	WEBSITE ACCESSIBILITY	If images are used, including photos, graphics, scanned images, or image maps, make sure to include text equivalents for them, using "alt" tags and/or long descriptions for each. Ensure that the text equivalents convey the meaningful information presented visually by the image	2025		
	5	WEBSITE ACCESSIBILITY	If you use online forms and tables, make those elements accessible	2025		
	5	WEBSITE ACCESSIBILITY	Ensure that videos appearing on your website include appropriately synchronized audio description and captions	2025		
	5	WEBSITE ACCESSIBILITY	When posting new documents on the website, always provide them in HTML or another text-based format (even if you are also providing them in another format, such as PDF). If documents are provided in both formats, provide both formats at the same time so people with disabilities have the same degree of access as others	2025		
	5	WEBSITE ACCESSIBILITY	Develop a plan for making your existing web content accessible, including specific steps and time frames. Describe your plan on an accessible webpage that can be easily located from your homepage. Encourage input on accessibility improvements, including which pages should be given high priority for change. Let citizens know about the standards or guidelines that are being used to provide accessibility. Make accessibility modifications to the more popular webpages on your website a priority	2025		
	5	WEBSITE ACCESSIBILITY	Ensure that in-house staff and contractors responsible for webpages and webpage content development are properly trained on your web accessibility procedures	2025		
	5	WEBSITE ACCESSIBILITY	Provide a way for visitors to request accessible information or services and provide feedback about accessibility problems by posting a telephone number and email address on your home page. Establish procedures to assure a quick response to people with disabilities who use this contact information to access web-based information or services	2025		
	5	WEBSITE ACCESSIBILITY	Periodically enlist people with a variety of disabilities to test your webpages for accessibility and ease of use; use this information to increase your website accessibility	2025		

Chapter Name	Chapter #	Topic	Action items	YEAR	LEAD	Comment
	5	WEBSITE ACCESSIBILITY	Consider using one of the no-cost or low-cost resources available on the Internet to test the accessibility of your website. (Please note, however, that these products may not identify all accessibility problems on your website)	2025		
	5	WEBSITE ACCESSIBILITY	Ensure that alternative means are available for people with disabilities who are unable to use computers to access information, programs, and services that are normally provided on your website	2025		
Curb Ramps and Pedestrian Crossings	6	CURB RAMPS AND PEDESTRIAN CROSSINGS	Implement written procedures to ensure that newly constructed and altered pedestrian crossings are accessible from this point forward	2024		
	6	CURB RAMPS AND PEDESTRIAN CROSSINGS	Implement written procedures to ensure that, whenever streets, roads, and highways are altered or resurfaced, curb ramps are installed at pedestrian crossings	2024		
	6	CURB RAMPS AND PEDESTRIAN CROSSINGS	Make sure that requests by people with disabilities for the installation and repair of curb ramps are incorporated into your long-range action plan for improving the accessibility of pedestrian crossings. Such requests can help you identify locations that pose access problems for people with disabilities	2024		
	7	EMERGENCY MANAGEMENT	No programs, activities, or interactions are offered that public would benefit from. This section is not applicable.			

Appendix 6  
ADA Transition Plan Procedures Manual

## Appendix 6

### ADA Transition Plan Procedures Manual

#### General Effective Communication

##### ADA Transition Plan Requirements:

ADA Transition Plan Checklists recommend appropriate steps to ensure that persons with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments, have an equal opportunity to participate in our services, activities, programs and other benefits.

The procedures outlined below are intended to ensure effective communication with patients/clients involving their medical conditions, treatment, services and benefits. The procedures also apply to, among other types of communication, communication of information contained in important documents, including waivers of rights, consent to treatment forms, financial and insurance benefits forms, etc. (***include those documents applicable to your facility***). All necessary auxiliary aids and services shall be provided without cost to the person being served.

All staff will be provided written notice of this procedure, and staff that may have direct contact with individuals with disabilities will be trained in effective communication techniques, including the effective use of interpreters.

##### Procedures for requirement compliance:

###### 1. Identification and assessment of need:

Port of Longview provides notice of the availability of and procedure for requesting auxiliary aids and services through notices in our (***brochures, handbooks, letters, print/radio /television advertisements, etc.***) and through notices posted (***in waiting rooms, lobbies, etc.***). When an individual self-identifies as a person with a disability that affects the ability to communicate or to access or manipulate written materials or requests an auxiliary aid or service, staff will consult with the individual to determine what aids or services are necessary to provide effective communication in particular situations.

###### 2. Provision of Auxiliary Aids and Services:

Port of Longview shall provide the following services or aids to achieve effective communication with persons with disabilities:

###### A. For Persons Who Are Deaf or Hard of Hearing

(i) For persons who are deaf/hard of hearing and who use sign language as their primary means of communication, Melissa McCabe, Human Resource Manager, 360-703-0203, is responsible for providing effective interpretation or arranging for a qualified interpreter when needed.

In the event that an interpreter is needed, Melissa McCabe, Human Resource Manager, is responsible for:

Maintaining a list of qualified interpreters on staff showing their names, phone numbers, qualifications and hours of availability **(provide the list)**;

Contacting the appropriate interpreter on staff to interpret, if one is available and qualified to interpret; or

Obtaining an outside interpreter if a qualified interpreter on staff is not available. **(Identify the agency(s) name with whom you have contracted or made arrangements)** has agreed to provide interpreter services. The agency's/agencies' telephone number(s) is/are **(insert number(s) and the hours of availability)**.

**Note: If video interpreter services are provided via computer, the procedures for accessing the service must be included.**

(ii) Communicating by Telephone with Persons Who Are Deaf or Hard of Hearing

**[Listed below are three methods for communicating over the telephone with persons who are deaf/hard of hearing. Select the method(s) to incorporate in your procedure that best applies/apply to your facility.]**

Port of Longview utilizes a Telecommunication Device for the Deaf (TDD) for external communication. The telephone number for the TDD is **(insert number)**. The TDD and instructions on how to operate it are located **(insert location)** in the facility; OR

**(Insert name of provider)** has made arrangements to share a TDD. When it is determined by staff that a TDD is needed, we contact **(identify the entity e.g., library, school or university, provide address and telephone numbers)**; OR

Port of Longview utilizes relay services for external telephone with TTY users. We accept and make calls through a relay service. The state relay service number is **(insert telephone for your State Relay)**.

(iii) For the following auxiliary aids and services, staff will contact, Melissa McCabe, Human Resource Manager, 360-703-0203, is responsible to provide the aids and services in a timely manner:

Note-takers; computer-aided transcription services; telephone handset amplifiers; written copies of oral announcements; assistive listening devices; assistive listening systems; telephones compatible with hearing aids; closed caption decoders; open and closed captioning; telecommunications devices for deaf persons (TDDs); videotext displays; or other effective methods that help make aurally delivered materials available to individuals who are deaf or hard of hearing.

(iv) Some persons who are deaf or hard of hearing may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the person will not be used as interpreters unless specifically requested by that individual and *after* an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person's file. If the person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided.

**NOTE: Children and other residents will *not* be used to interpret, in order to ensure confidentiality of information and accurate communication.**

**B. For Persons Who are Blind or Who Have Low Vision**

(i) Staff will communicate information contained in written materials concerning treatment, benefits, services, waivers of rights, and consent to treatment forms by reading out loud and explaining these forms to persons who are blind or who have low vision **[in addition to reading, this section should tell what other aids are available, where they are located, and how they are used]**.

The following types of large print, taped, Braille, and electronically formatted materials are available: **(description of the materials available)**. These materials may be obtained by calling, Melissa McCabe, Human Resource Manager, 360-703-0203, .

(ii) For the following auxiliary aids and services, staff will contact, Melissa McCabe, Human Resource Manager, 360-703-0203, who is responsible to provide the aids and services in a timely manner:

Qualified readers; reformatting into large print; taping or recording of print materials not available in alternate format; or other effective methods that help make visually delivered materials available to individuals who are blind or who have low vision. In addition, staff are available to assist persons who are blind or who have low vision in filling out forms and in otherwise providing information in a written format.

**C. For Persons With Speech Impairments**

To ensure effective communication with persons with speech impairments, staff will contact, Melissa McCabe, Human Resource Manager, 360-703-0203, who is responsible to provide the aids and services in a timely manner:

Writing materials; typewriters; TDDs; computers; flashcards; alphabet boards; communication boards; **(include those aids applicable to your facility)** and other communication aids.

**D. For Persons With Manual Impairments**

Staff will assist those who have difficulty in manipulating print materials by holding the materials and turning pages as needed, or by providing one or more of the following:

Note-takers; computer-aided transcription services; speaker phones; or other effective methods that help to ensure effective communication by individuals with manual impairments. For these and other auxiliary aids and services, staff will contact, Melissa McCabe, Human Resource Manager, 360-703-0203, who is responsible to provide the aids and services in a timely manner.

## **Curb Ramps and Pedestrian Crossings**

### **ADA Transition Plan Requirements:**

ADA Transition Plan Checklists recommend appropriate steps to ensure that persons with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments, have an equal opportunity to participate in our services, activities, programs and other benefits.

The procedures outlined below are intended to ensure that newly constructed and altered pedestrian crossings are accessible, and that, whenever streets, roads, and highways are altered or resurfaced, curb ramps are installed at pedestrian crossings and that the Port makes sure that requests by people with disabilities for the installation and repair of curb ramps are incorporated into your long-range action plan for improving the accessibility of pedestrian crossings. The intent of collecting the requests is to assist in identifying locations that pose access problems for people with disabilities.

All staff will be provided written notice of this procedure, and staff that may have direct contact with individuals with proposed projects that could affect access for those with disabilities.

### **Procedures for requirement compliance:**

1. All projects included in the budget shall be reviewed for compliance with ADA regulations. All projects requiring changes to accommodate persons with disabilities will be implemented unless those will impose an undue financial and administrative burden on the Port of Longview. Requests for comments will be posted in the advertisement to bid for each project. Comments can be submitted following the guidelines posted on the Port of Longview's website. All comments will be reviewed prior to project budgeting and implementation.

Appendix 7  
ADA Best Practices Toolkit Checklists

# ADA Best Practices Tool Kit for State and Local Governments

## Chapter 2 Addendum:

### Title II Checklist

#### (ADA Coordinator, Notice & Grievance Procedure)

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**PURPOSE OF THIS CHECKLIST:** This checklist is designed for use as an assessment of **(1) the requirements and tasks of an ADA Coordinator, (2) the government entity's provision of the ADA notice, and (3) the government entity's ADA grievance procedures.**

**MATERIALS AND INFORMATION NEEDED:** To assess compliance with these administrative requirements, you will need:

- a copy of the written position description for an ADA Coordinator, if applicable;
- information about the procedures followed by the ADA Coordinator to ensure compliance with the ADA, how complaints are processed, and other tasks performed by the ADA Coordinator;
- a copy of the written notice or notices used by the state or local government; and
- a copy of the written grievance procedures used by the state or local government.

#### ADA Coordinator

1. Does the state or local government have an ADA Coordinator? All state and local governments with 50 or more employees are required to designate at least one responsible employee to coordinate ADA compliance.

- Yes, the state or local government has an ADA Coordinator.
- No, the state or local government does not have an ADA Coordinator but an ADA Coordinator is not required because the public entity has fewer than 50 employees, including all part-time and full-time employees.
- No, the state or local government does not have an ADA Coordinator even though it has 50 or more employees.

#### ACTIONS:

**If the local government has fewer than 50 employees,** it is not required to have an ADA coordinator. **HOWEVER,** it is strongly recommended that an ADA coordinator be appointed.

**If the state or local government has 50 or more employees, it must have a designated ADA Coordinator. Any state or local government that does not have an ADA coordinator is in violation of federal law. An ADA Coordinator must be designated.**

2. Does the ADA Coordinator have the time and expertise necessary to coordinate the government's efforts to comply with and carry out its responsibilities under the ADA?

Yes

No

3. Does the ADA coordinator actually carry out these duties?

Yes

No

4. Does the ADA Coordinator investigate all complaints communicated to the government alleging that the government does not comply with the ADA?

Yes

No

5. Does the government make available to all interested people the name, office address, and telephone number of the ADA Coordinator?

Yes

No

#### **ACTIONS:**

If you checked "no" for any of the questions above, here are some steps you can take to improve the coordination of your ADA compliance:

- Ensure that the ADA Coordinator has the time and expertise necessary to coordinate the government's efforts to comply with and carry out its responsibilities under the ADA.
- Ensure that the ADA Coordinator actually carries out these duties.
- Ensure that the ADA Coordinator investigates all complaints communicated to the government alleging that the government does not comply with the ADA.
- Make available to all interested people the name, office address, and telephone number of the ADA coordinator.

1. Does the state or local government make information available to the general public regarding the fact that the ADA applies to the services, programs, and activities of the government?

Yes

No

2. Does the state or local government use the Department of Justice’s model “Notice Under the Americans with Disabilities Act” or a similarly comprehensive notice?

Yes

No

3. Does the state or local government post this information in public areas or make it available in other ways as deemed necessary by the head of the government entity to inform people of the protections of the ADA?

Yes

No

4. Is the ADA notice available in alternate formats – i.e., large print, Braille, audio format, accessible electronic format (e.g., via email, in HTML format on its website)?

Yes

No

**ACTIONS:**

If you checked “no” for any of the questions above, your office may be violating the requirement for providing notice.

- Make information available to all interested members of the general public regarding the prohibition of discrimination against people with disabilities.
- Consider using the Department of Justice’s model “Notice Under the Americans with Disabilities Act,” or use a similarly comprehensive notice.
- Make this information available by posting it in common areas of public buildings, posting it on the government’s website, or otherwise disseminating it as necessary to inform the public of the ADA’s protections.
- Make the ADA notice available in alternate formats.

**Grievance Procedures**

1. Does the state or local government have a grievance procedure? All state and local governments with 50 or more employees are required to adopt and publish grievance procedures providing for prompt and fair resolution of complaints of discrimination on the basis of disability.

- Yes, the state or local government has a grievance procedure.
- No, the state or local government has fewer than 50 employees, including all part-time and full-time employees, and is not required to have a grievance procedure.
- No, the state or local government does not have a grievance procedure even though it has 50 or more employees.

2. Does the local government use the Department of Justice's model "Grievance Procedure under the Americans with Disabilities Act" or a similarly comprehensive grievance procedure (i.e., a grievance procedure for complaints made by any member of the public under the ADA related to any program, service, or activity)?

- Yes
- No
- No, Not applicable, no grievance procedure is required because the public entity has fewer than 50 employees.

3. Is the grievance procedure available in alternate formats?

- Yes
- No

**ACTIONS:**

**If the local government has fewer than 50 employees**, it is not required to have a grievance procedure. HOWEVER, it is strongly recommended that a grievance procedure be adopted and published by all localities subject to title II of the ADA.

**If the state or local government has 50 or more employees**, it must have a published grievance procedure. Any state or local government that does not have a grievance procedure is in violation of federal law. A grievance procedure must be adopted and published.

- Consider using the Department of Justice's model "Grievance Procedure under the Americans with Disabilities Act," or use a similarly comprehensive grievance procedure.
- Provide copies of your procedure in alternate formats upon request.

## NOTICE

Portions of this addendum may not fully reflect the current ADA regulations. The [regulation implementing title II](#) of the ADA was revised as recently as 2016.

## ADA Best Practices Tool Kit for State and Local Governments

### Chapter 3 Addendum:

## Title II Checklist

### (General Effective Communication)

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**PURPOSE OF THIS CHECKLIST:** This checklist is designed for use as an assessment of a **state or local government's provision of effective communication.**

**MATERIALS AND INFORMATION NEEDED:** To assess compliance with the general effective communication requirements, you will need:

- a copy of any policies or procedures related to providing sign language interpreters, oral interpreters, cued speech interpreters, notetakers, computer-aided transcription services, etc., when requested by members of the general public. If different departments have different policies, you should review each of the policies.
- a list of printed materials provided to the public by the locality and an indication of whether these materials are provided, upon request, in an accessible format, such as in large print, Braille, or audio recording.
- a list of any videos or television programs produced by the locality and an indication of whether these videos or programs have captioning and audio descriptions.
- a list of where teletypewriters (TTYs) are provided by the locality.
- a copy of any training materials used in training government employees about providing effective communication to members of the general public whose disabilities affect communication.

### Interpreters (Sign Language, Oral, and Cued Speech)

1. Does each department of your state or local government have a policy and procedures in place to deal with requests from the general public for sign language, oral, and cued speech interpreters?

Yes

No

2. If policies and procedures are in place, do they:

a. Specify that sign language, oral, and cued speech interpreters can be obtained within a short period of time when necessary? (For example, when needed for hospital emergency rooms, interpreters should be available either in person or by using video relay systems within a reasonable period of time, 24 hours a day, 7 days a week – in this setting, reasonable usually means within an hour of a request. In non-emergency situations, a public entity can require reasonable advance notice for interpreter requests.)

Yes

No

b. Make clear that it is generally inappropriate to request family members and companions of deaf persons to serve as sign language interpreters?

Yes

No

c. Specify that deaf persons requesting interpreters should not be charged for the cost of the interpreter?

Yes

No

d. Specify that the public entity's decision to deny an interpreter based on undue financial and administrative burden must be made after considering all resources available for use in funding the operation of the program and must be accompanied by a written statement of the reasons for reaching the conclusion?

Yes

No

e. Specify that, in any instance where the provision of an interpreter would result in an undue financial and administrative burden, the entity will take any other action that would not result in an undue financial and administrative burden but would nevertheless ensure that the individual with a disability receives the benefits or services provided?

Yes

No

3. Does your state or local government have employees on staff who are qualified interpreters or have arrangements with one or more vendors to provide interpreting services when needed?

Yes

No

4. Have the employees who interact with the public been trained on the correct procedures to follow when a person requests an interpreter?

Yes

No

5. Review documentation and speak with agency personnel responsible for responding to requests for interpreter services. When requests for interpreters have been made in the past, were they granted:

a. For events such as meetings, interviews, hearings, medical appointments, court proceedings, and training and counseling sessions?

Yes

No

b. Without the state or local government asking the individual who requested the interpreter charged to pay for the services?

Yes

No

### **ACTIONS:**

If you checked “no” to any of the questions above, these are red flags indicating that your state or local government may not be complying with the effective communication requirements of Title II of the ADA.

- If your entity does not have policies and procedures on the provision of interpreters, they need to be established.
  
- If your entity has policies and procedures, make sure they include the following provisions:
  - Sign language, oral, and cued speech interpreters can be obtained within a short period of time when necessary. In emergency situations, sign language interpreters will be available either in person or by using video relay systems within a reasonable period, 24 hours a day, 7 days a week – usually, within an hour of receiving the request. In non-emergency situations, sign language interpreters will be available when reasonable advance notice is provided.
  - Family members and companions of deaf persons will not be asked to serve as sign language interpreters.
  - Deaf persons requesting interpreters will not be charged or asked to pay for the cost of an interpreter.
  - In situations where agency personnel believe that an undue financial and administrative burden may be involved, the decision to deny an interpreter will be made considering all funding available for the operation of the program.
  - Where undue financial and administrative burden is the basis for the denial of an interpreter, the agency will take any other action that would not result in an undue financial and administrative burden but would ensure that the individual with a disability receives the benefits or services provided.
  
- Make the policy and procedures on the provision of interpreters available to your employees and the public by posting it on your entity’s website.
  
- Train employees so they know the policies and the appropriate procedures to follow when they receive a request for an interpreter.
  
- Make arrangements with vendors or hire employees so interpreters are available when needed.

## Other Auxiliary Aids and Services

6. Does your state or local government have policies and procedures in place to deal with requests from the general public for documents in Braille, large print, audio recording, and accessible electronic format (that is, an email or compact disc containing the document in plain text, word processing format, HTML or some other format that can be accessed with screen reader software)?

Yes

No

7. Does your state or local government have policies and procedures in place to deal with requests from the general public for notetakers, computer-assisted real-time transcription services, and other auxiliary aids and services for providing effective communication?

Yes

No

8. Does your state or local government have the equipment or arrangements with vendors so it can provide written materials in alternative formats (e.g., Braille, large print, audio format, electronic format)?

Yes

No

9. Does your state or local government provide written materials in alternative formats when asked to do so? (For example, does your entity communicate with blind people by using Braille, large print, or email when asked to do so?)

Yes

No

10. Does your state or local government give primary consideration to the requests of the person with a disability when determining what type of auxiliary aid or service to provide?

Yes

No

11. Does your entity ensure that all videos and television programs it produces and all videos it makes available to the public on its internet website are available with captioning and audio description?

Yes

No

### **ACTIONS:**

If you checked “no” for any of the questions above, your state or local government may not be providing effective communication. Consider taking the following steps:

- Ensure that policies and procedures are in place to provide auxiliary aids and services needed to ensure effective communications. Policies and procedures should address common requests, such as (1) making documents available upon request in Braille, large print, audio recording, and an accessible

electronic format, and (2) providing notetakers, computer-aided real-time transcription, assistance in reading and completing forms, and other common auxiliary aids and services. See the list of common auxiliary aids and services on page 3 of Chapter 3.

- Ensure that your entity’s policies and procedures require decision makers to give primary consideration to the auxiliary aid or service requested by the person with a disability when deciding which auxiliary aid or service to provide.
- Purchase equipment or make arrangements with vendors so that documents can be provided in alternative formats when requested.
- Make all videos and television programs that your entity produces, distributes, or makes available to the public accessible to people with hearing and vision disabilities by providing captioning and audio description of important visual images, unless doing so would be a fundamental alteration of your program or impose an undue financial and administrative burden.
- Train your entity’s employees who interact with the public so they know what to do when they receive a request for an auxiliary aid or service.
- Publish your effective communication policy on the entity’s website in an accessible format so people with disabilities know about any reasonable advance notice requirements that your entity adopts.
- Meet with people in your community who have different disabilities to find out how well your entity’s effective communication policies and procedures are working and to solicit suggestions for improvement.

## TTYs

12. Where telephones are available to the public for making outgoing calls, are TTYs available for people with hearing and speech disabilities?

Yes

No

13. Does your state or local government handle calls placed using a Telecommunications Relay Service or a Video Relay Service in the same way as other telephone calls?

Yes

No

## ACTIONS:

If you checked “no” for either of the questions above, your entity may be violating the requirement for providing equally effective telecommunication systems for people with hearing and speech disabilities.

- Provide access to a TTY wherever telephones are available for making outgoing calls.
- Provide written policies and training to employees who answer the telephone to ensure that incoming calls made through a relay service are handled as quickly and effectively as other calls.

- Meet with deaf people in your community to find out their experiences when using a relay service to call your entity.

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[ADA Tool Kit for State and Local Governments](#)

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## ADA Best Practices Tool Kit for State and Local Governments

### Chapter 4 Addendum:

## Title II Checklist

### (9-1-1 and Emergency Communications Services)

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**PURPOSE OF THIS CHECKLIST:** This checklist is designed to identify common problems with the accessibility of a state or local government's 9-1-1 and emergency communications services.

**MATERIALS AND INFORMATION NEEDED:** To identify common problems in complying with the effective communication requirements for 9-1-1 and emergency communications services, you will need:

- a written description of equipment used by 9-1-1 and other emergency communications services (e.g., police, fire, ambulance, poison control) and how that equipment handles TTY calls;
- a copy of any policies or procedures regarding how your emergency communications services handle silent, open line calls;
- a copy of any materials used in training emergency communications call takers about TTYs and the handling of TTY calls and information about the frequency of such training;
- a copy or description of your emergency communications service's policy regarding maintenance and back-up of TTY equipment and the policy regarding maintenance and back-up of equipment for handling standard voice telephone calls;
- a copy of your emergency communication service's policy regarding testing of TTY equipment and the handling of TTY calls and policy regarding testing of standard voice call-taking equipment and the handling of standard voice calls;
- the results of unannounced test calls made to your emergency communications services telephone number with a TTY;
- statistics for response time to standard voice calls as compared to TTY calls received by the service (if you cannot identify which emergency calls were TTY calls, use the response time for unannounced TTY test calls); and
- feedback from meetings with community members who are deaf, are hard-of-hearing, and have speech disabilities to find out about their experiences in contacting 9-1-1 and emergency communications services and to keep abreast of the communication technology individuals with these disabilities will have available when they attempt to access emergency services when at home or away.

### TTY-Compatible Equipment

1. Do you have a TTY or TTY-compatible equipment at every emergency communications services call-taking position?

Yes

No

2. Do you have procedures for maintaining TTYs and TTY-compatible equipment that are as effective as the maintenance procedures for voice telephone equipment?

Yes

No

3. If you have a plan for back-up equipment in case of equipment malfunctions, telephone line malfunctions, or power failure, does that plan cover TTY calls and equipment ?

Yes

No

#### **ACTIONS:**

If you checked “no” to any of the preceding questions, your office may be violating the requirement for providing equally effective emergency communications services.

- Ensure that a working TTY or TTY-compatible equipment is provided at every emergency communications position.
- Develop procedures for maintaining TTYs and TTY-compatible equipment that are as effective as the maintenance procedures for voice telephone equipment.
- If you have a plan for back-up equipment in case of equipment malfunctions, telephone line malfunctions, or power failure, ensure that the plan covers TTY calls and equipment.

#### **Equal Access**

4. Is the response time of the telephone emergency services provided for TTY users equal to the response time of the services provided to others?

Yes

No

5. Is the response quality of the telephone emergency services provided for TTY users equal to the response quality of the services provided to others?

Yes

No

6. Are the hours of operation of the telephone emergency services provided for TTY users equal to the hours of operation of the services provided to others?

Yes

No

7. If the telephone emergency services provide additional features (such as automatic number identification, automatic location identification, automatic call distribution), are the features provided to TTY users equal to the features provided to others, whenever feasible? (Feasibility should be determined based on the availability of technology in the marketplace to perform the function for communications received from TTY users.)

Yes

No

8. Do call takers respond to each silent, open line call by querying the line with a TTY?

Yes

No

9. Can all call takers easily switch back and forth between TTY mode and voice mode during a call?

Yes

No

#### **ACTIONS:**

If you checked “no” for any of the questions above, your office may be violating the requirement for providing equally effective emergency communications services.

- Ensure that telephone emergency services provided for TTY users are equal in response time to services provided to others.
- Ensure that telephone emergency services provided for TTY users are equal in response quality to services provided to others.
- Provide telephone emergency services to TTY users during the same hours of operation as services provided to others.
- Ensure that telephone emergency services provided for TTY users are equal in all other features offered (including automatic number identification, automatic location identification, automatic call distribution, etc.).
- Ensure that call takers respond to each silent, open line call by querying the line with a TTY.
- Ensure that all call takers can easily switch back and forth between TTY mode and voice mode during a call.

10. Is TTY training mandatory for all emergency communications services personnel who may have contact with individuals from the public who have hearing or speech disabilities?

Yes

No

11. Do telephone emergency services require or offer refresher training for TTYs at least as often as they require or offer training for voice calls, and at least every six months?

Yes

No

**ACTIONS:**

If you checked “no” to either of the questions above, your office may be violating the requirement for providing equally effective emergency communications services.

- Make TTY training mandatory for all personnel who may have contact with individuals from the public who have hearing or speech disabilities.
- Ensure that telephone emergency services require or offer refresher training for TTYs at least as often as they require or offer training for voice calls, and at least every six months.

**Testing**

12. Do you test your telephone emergency services to ensure direct, equal access for people using TTYs?

Yes

No

**ACTIONS:**

If you checked “no,” your office may be violating the requirement for providing equally effective emergency communications services.

- Conduct unannounced tests to all call-taking positions and all call takers using both silent, open line calls and calls transmitting TTY tones.
- Keep records of the results of all test calls. Include the date and time of each call, identification of the call-taking position, whether the call was silent or transmitted tones, whether the caller received a TTY response and the content of the response, the time elapsed and the number of rings from the initiation of the TTY call until the call taker responded by TTY, and whether the call was processed according to your standard operating procedures.

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ADA Tool Kit for State and Local Governments

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# ADA Best Practices Tool Kit for State and Local Governments

## Chapter 5 Addendum:

### Title II Checklist

#### (Website Accessibility)

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**PURPOSE OF THIS CHECKLIST:** This checklist is designed for use **in conducting a preliminary assessment of the accessibility of your agency’s website**. The goal is to review your website and your agency’s website policies and procedures and see if there are red flags alerting you to ADA accessibility concerns.

**MATERIALS AND INFORMATION NEEDED:** To assess the accessibility of your website you will need:

- If already created, a copy of your Website Accessibility Policy.
- Information describing specific actions taken to make your existing website accessible to people with disabilities.
- Information about website accessibility training taken by staff and/or contractors responsible for developing and posting webpages and content.
- Information about any procedures used to obtain input from people with disabilities regarding the accessibility of your website.
- Any input provided by people with disabilities about their experiences accessing your website.
- The assistance of your website manager.

#### Assessing Current Webpages and Content on Your Website

This section will help you determine if your website has some of the most common accessibility problems. It will not identify all website accessibility problems.

1. Does the top of each page with navigation links have a “skip navigation” link? (This feature directs screen readers to bypass the row of navigation links and start at the webpage content, thus enabling people who use screen readers to avoid having to listen to all the links each time they move to a new page.)

Yes

No

2. Do all links have a text description that can be read by a screen reader (not just a graphic or “click here”)?

Yes

No

3. Do all of the photographs, maps, graphics and other images on the website currently have HTML tags (such as an "alt" tag or a long description tag) with text equivalents of the material being visually conveyed?

Yes

No

4. Are all of the documents posted on your website available in HTML or another text-based format (for example, rich text format (RTF) or word processing format), even if you are also providing them in another format, such as Portable Document Format (PDF)?

Yes

No

5. If your website has online forms, do HTML tags describe all of the controls (including all text fields, check boxes, drop-down lists, and buttons) that people can use in order to complete and submit the forms?

Yes

No

N/A

6. If your website has online forms, does the default setting in drop-down lists describe the information being requested instead of displaying a response option (e.g., "your age" instead of "18 - 21")?

Yes

No

N/A

7. If a webpage has data charts or tables, is HTML used to associate all data cells with column and row identifiers?

Yes

No

N/A

8. Do all video files on your website have audio descriptions of what is being displayed to provide access to visually conveyed information for people who are blind or have low vision?

Yes

No

N/A

9. Do all video files on your website have written captions of spoken communication synchronized with the action to provide access to people who are deaf or hard of hearing?

Yes

No

N/A

10. Do all audio files on your website have written captions of spoken communication synchronized with the action to provide access to people who are deaf or hard of hearing?

Yes

No

N/A

11. Have all webpages been designed so they can be viewed using visitors' web browser and operating system settings for color and font?

Yes

No

### **Website Accessibility Policy and Procedures**

This section will help you identify potential problems with the ongoing process of ensuring website accessibility

12. Do you have a written policy on website accessibility?

Yes

No

13. Is the website accessibility policy posted on your website in a place where it can be easily located?

Yes

No

N/A

14. Have procedures been developed to ensure that content is not added to your website until it has been made accessible?

Yes

No

15. Does the website manager check the HTML of all new webpages to confirm accessibility before the pages are posted?

Yes

No

16. When documents are added to your website in PDF format, are text-based versions of the documents (e.g., HTML, RTF, or word processing format) added at the same time as the PDF versions?

Yes

No

N/A

17. Have in-house staff and contractors received information about the website accessibility policy and procedures to ensure website accessibility?

Yes

No

N/A

18. Have in-house and contractor staff received appropriate training on how to ensure the accessibility of your website?

Yes

No

19. Have in-house and contractor staff who create web content or post it on your website received copies of the Department of Justice's technical assistance document "Accessibility of State and Local Government Websites to People with Disabilities"?

Yes

No

20. If your website contains inaccessible content, is a specific written plan including timeframes in place now to make all of your existing web content accessible?

Yes

No

N/A - website is completely accessible

21. Have you posted on your website a plan to improve website accessibility and invited suggestions for improvements?

Yes

No

22. Does your website home page include easily locatable information, including a telephone number and email address, for use in reporting website accessibility problems and requesting accessible services and information?

Yes

No

23. Do you have procedures in place to assure a quick response to website visitors with disabilities who are having difficulty accessing information or services available via the website?

Yes

No

24. Have you asked disability groups representing people with a wide variety of disabilities to provide feedback on the accessibility of your website? (Note: Feedback from people who use a variety of assistive technologies is helpful in ensuring website accessibility.)

Yes

No

25. Have you tested your website using one of the products available on the Internet to test website accessibility? (Note: Products available for testing website accessibility include no-cost and low-cost options. These products may not identify all accessibility issues and may flag issues that are not accessibility problems. However, they are, nonetheless, a helpful tool in improving website accessibility.)

Yes

No

26. Are alternative ways of accessing web-based information, programs, activities, and services available for people with disabilities who cannot use computers?

Yes

No

#### ACTIONS:

If the answer to any of the above questions is “No,” there may be accessibility problems with your website. Here are some steps to take to ensure that your website – and the programs and services offered on it – are accessible to people with disabilities.

- Establish a policy that your webpages will be accessible and create a process for implementation.
- Check the HTML of all new webpages. Make sure that accessible elements are used, including “alt” tags, long descriptions, and captions, as needed.
- Ensure that your webpages are designed in a manner that allows them to be displayed using a visitor’s own settings for color and fonts.
- If images are used, including photos, graphics, scanned images, or image maps, make sure to include text equivalents for them, using “alt” tags and/or long descriptions for each. Ensure that the text equivalents convey the meaningful information presented visually by the image.
- If you use online forms and tables, make those elements accessible.
- Ensure that videos appearing on your website include appropriately synchronized audio description and captions.

- When posting new documents on the website, always provide them in HTML or another text-based format (even if you are also providing them in another format, such as PDF). If documents are provided in both formats, provide both formats at the same time so people with disabilities have the same degree of access as others.
- Develop a plan for making your existing web content accessible, including specific steps and timeframes. Describe your plan on an accessible webpage that can be easily located from your home page. Encourage input on accessibility improvements, including which pages should be given high priority for change. Let citizens know about the standards or guidelines that are being used to provide accessibility. Make accessibility modifications to the more popular webpages on your website a priority.
- Ensure that in-house staff and contractors responsible for webpages and webpage content development are properly trained on your web accessibility policy and procedures.
- Provide a way for visitors to request accessible information or services and provide feedback about accessibility problems by posting a telephone number and email address on your home page. Establish procedures to assure a quick response to people with disabilities who use this contact information to access web-based information or services.
- Periodically enlist people with a variety of disabilities to test your webpages for accessibility and ease of use; use this information to increase your website accessibility.
- Consider using one of the no-cost or low-cost resources available on the Internet to test the accessibility of your website. (Please note, however, that these products may not identify all accessibility problems on your website.)
- Ensure that alternative means are available for people with disabilities who are unable to use computers to access information, programs, and services that are normally provided on your website.

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[ADA Tool Kit for State and Local Governments](#)

## NOTICE

Portions of this chapter may not fully reflect the current ADA regulations. The [regulation implementing title II](#) of the ADA was revised as recently as 2016. Revised [ADA Standards for Accessible Design \(2010 Standards\)](#) were issued on September 15, 2010 and went into effect on March 15, 2012.

Additional related information can be found in the Department of Justice/Department of Transportation joint 2013 publication and 2015 publication.

## ADA Best Practices Tool Kit for State and Local Governments

### Chapter 6 Addendum:

## Title II Checklist

### (Curb Ramps and Pedestrian Crossings)

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**PURPOSE OF THIS CHECKLIST:** This checklist is designed to help you **conduct a preliminary assessment to determine if your entity is in compliance with the requirements for curb ramps at pedestrian crossings under Title II of the ADA.** By using the checklist, you can determine if there are any red flags indicating that your entity may not be in compliance with Title II requirements. It also outlines steps you can take to come into compliance with Title II requirements for providing curb ramps at pedestrian crossings if you identify compliance problems.

**MATERIALS AND INFORMATION NEEDED:** To determine if your entity is in compliance with the ADA requirements for curb ramps at pedestrian crossings, you will need:

- The written policies and procedures and the contracts and specifications that your government entity has used since January 26, 1992, relating to the construction, alteration, and repair of highways, streets, roads, sidewalks, pedestrian crossings, and curb ramps.
- Your entity's long-range plan for the construction, alteration, and/or repair of highways, roads, streets, sidewalks, pedestrian crossings, and curb ramps.
- The written procedures your entity uses to evaluate requests for installation of, or modifications to, curb ramps.
- Any standard curb ramp designs and specifications that your entity, or contractors working for your entity, have used since January 26, 1992.
- Written policies and procedures your entity uses to ensure that the accessibility of curb ramps at pedestrian crossings is maintained.
- A list of the pedestrian crossings constructed by or on behalf of your entity since January 26, 1992. To assist you in identifying systemic problems, it would be helpful for you to know, for each of these pedestrian crossings, the date when construction commenced, the name of the firm or individual that designed the pedestrian crossing, and the name of the contractor who did the construction.
- A list of the pedestrian crossings altered by or on behalf of your entity since January 26, 1992. Pedestrian walkways and roadways should generally be considered altered if they have been resurfaced since January 26, 1992. Curb ramps adjacent to those pedestrian walkways and roadways should also be considered altered. Filling a pothole should not be considered an alteration. For each of the pedestrian crossings that were altered, to assist you

in identifying systemic problems, it would be helpful for you to know the date when the alteration occurred, the name of the firm or individual that performed design work, if any, for the alteration and the name of the contractor who performed the alterations.

- Copies of the Curb Ramps survey instructions and form that will be released in the next installment of this Tool Kit for yourself and everyone who will assist you in surveying your entity's curb ramps. You will also need survey tools for each survey team, including a metal measuring tape, a level, and a camera. A clipboard to hold survey forms can also be helpful.
- Copies of any feedback received from people with disabilities about the accessibility of your pedestrian crossings.

You may need the assistance of personnel responsible for overseeing highway, street, road, and sidewalk maintenance to assist you in completing the checklist.

### **Evaluating Compliance with the Requirements for Curbs at Pedestrian Crossings**

Review the policies, procedures, and contracts your entity has used relating to the construction, alteration, and repair of curb ramps. If your entity does not have written policies and procedures, you will need to interview the appropriate employees to find out what policies and procedures your entity has followed.

1. Since January 26, 1992, has your entity implemented policies and procedures to ensure that curb ramps or other sloped surfaces were provided wherever walkways intersected curbs whenever your entity constructed or altered highways, streets, roads, pedestrian crossings (including traffic islands), and sidewalks? (For purposes of answering this checklist, alteration generally includes paving, repaving, and resurfacing but does not include normal maintenance, such as filling potholes.)

Yes

No

2. Since January 26, 1992, has your entity implemented policies and procedures to ensure that curb ramps at pedestrian crossings were constructed and altered in compliance with either the ADA Standards for Accessible Design or the Uniform Federal Accessibility Standards?

Yes

No

3. Review any standardized curb ramp designs and specifications that your entity has used since January 26, 1992. To determine compliance, use the requirements outlined in Chapter 6 of this Tool Kit. Are the designs ADA-compliant? (If you do not have experience reviewing design and specification documents, you may find it helpful to obtain assistance from personnel who work in your highway or public works department.)

Yes

No

4. Survey a sample of the pedestrian crossings on portions of highways, streets, and roads that were constructed by or on behalf of your entity after January 26, 1992, and a sample of the curb ramps at pedestrian crossings on portions of highways, streets, and roads that were altered after January 26, 1992. In selecting your samples, make sure that you have a representative selection of pedestrian crossings constructed and altered at different time periods between January 26, 1992, and the present as well as curb ramps constructed and altered by a variety of different contractors and located in different areas of your community. To conduct the surveys, use the Curb Ramps survey instructions and Curb Ramps survey form that will be released in the next installment of this Tool Kit.

- a. Do all curbs where sidewalks and walkways intersect with roads, streets, or highways have curb ramps that allow people with disabilities to go from the sidewalk on one side of the vehicular way across any

traffic islands with curbs to the sidewalk on the opposite side?

Yes

No

b. Are all of these curb ramps free of accessibility problems (which would only be the case if you answer “Y” or “n/a” to all the questions on the Curb Ramps survey form when you conduct your survey)?

Yes

No

5. Has your entity performed an evaluation of its pre-ADA pedestrian crossings to identify the locations where curb ramps need to be constructed to provide program access for people with disabilities? (This survey may have occurred when your entity performed a self-evaluation and developed a transition plan.)

Yes

No

6. If the answer to Question #5 is “Yes,” has your entity been implementing those curb ramp installations as it implements its long-range plan for streets and sidewalks?

Yes

No

N/A

7. Does your entity seek input from people with disabilities with respect to its plans for the construction and alteration of highways, streets, roads, sidewalks, and pedestrian crossings?

Yes

No

N/A

8. Does your entity have a mechanism that people with disabilities can use to request the installation or repair of a curb ramp?

Yes

No

9. If your answer to Question #8 is “Yes,” does your entity also have procedures to ensure that such requests are given priority when your entity plans and implements the construction and alteration of streets, roads, highways, sidewalks, and pedestrian crossings?

Yes

No

N/A

## ACTIONS:

If you answered “No” to any of these questions, it is likely that your entity needs to take some steps to comply with the ADA requirements for curb ramps at pedestrian crossings. The steps needed will depend on whether the problems identified relate to new construction, alterations, the accessibility of pre-ADA pedestrian crossings, or the maintenance of accessibility.

- Identify the newly constructed and altered pedestrian crossings that are inaccessible and incorporate them into your entity’s long-range plan for streets and sidewalks.
- Implement written policies and procedures to ensure that newly constructed and altered pedestrian crossings are accessible from this point forward.
- Implement written policies and procedures to ensure that, whenever streets, roads, and highways are altered or resurfaced, curb ramps are installed at pedestrian crossings.
- Review any standardized designs your entity uses for the construction of curb ramps and change them, if necessary, to comply with ADA requirements.
- Assess the extent to which your entity has complied with ADA requirements for providing curb ramps at pedestrian crossings and transportation stops. To survey curb ramps in your community, use the Curb Ramps survey form and instructions that will be released in the next installment of this Tool Kit.
- Evaluate the accessibility of your pre-ADA pedestrian crossings and, using the results of that evaluation, develop a long-range plan to improve their accessibility. In formulating your long-range plan, give priority to accessibility modifications in the following order: those serving or in close proximity to local government facilities, bus stops and other transportation services, public accommodations, business districts, and residential areas where requests for curb ramps or other accessibility modifications have been made.
- Get input from people with disabilities on your long-range plan for improving the accessibility of pedestrian crossings.
- Make sure that requests by people with disabilities for the installation and repair of curb ramps are incorporated into your long-range action plan for improving the accessibility of pedestrian crossings. Such requests can help you identify locations that pose access problems for people with disabilities.
- Finally, as part of your review of your state or local government’s buildings and programs, don’t forget to look at the pedestrian routes from accessible parking spaces and transportation stops to the accessible entrances to your facilities. Determine where curb ramps need to be installed. Include these curb ramps as a top priority in your long-range action plan to improve the accessibility of pedestrian crossings.

May 7, 2007