

WSDOT ADA / 504 Transition Plan for Public Rights of Way and Ferries

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Title VI Notice to Public

It is Washington State Department of Transportation policy to ensure that no person shall, on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities. Any person who believes his or her Title VI protection has been violated, may file a complaint with WSDOT's Office of Equal Opportunity. For additional information regarding Title VI complaint procedures and/or information regarding our nondiscrimination obligations, please contact the Title VI coordinator within the Office of Equal Opportunity by calling 360-705-7090.

Americans with Disabilities Act (ADA) Information

WSDOT is committed to providing equal access to its facilities, programs and services for persons with disabilities. The material contained in this document can be made available in an alternate format by emailing the WSDOT Diversity/ADA Affairs team at wsdotada@wsdot.wa.gov or by calling toll free: 855-362-4ADA (4232). Persons who are deaf or hard of hearing may make a request by calling the Washington State Relay at 711.

Foreword

The Washington State Department of Transportation understands the vital role it plays in ensuring tangible and meaningful equal access for persons with disabilities in their communities. In accordance with 28 CFR §35.150(d), Title II of the Americans with Disabilities Act, WSDOT has created this ADA Transition Plan. This ADA Transition Plan is a living document and provides a programmatic plan on how WSDOT will remove accessibility barriers to pedestrian facilities and elements within WSDOT's control. This transition plan addresses all WSDOT owned facilities, including all facilities within limited access, all facilities within WSDOT public right of way outside of cities, and certain facilities and elements (such as WSDOT owned pedestrian signals) inside cities with less than 25,000 in population. This transition plan also addresses facilities and vessels owned by the Washington State Ferries. WSDOT's goal in implementing this transition plan is to become fully compliant with the ADA by providing equal access for all users of its programs and services.

In order to ensure success, WSDOT will continue to rely upon and expand partnerships with the disability community and other stakeholders, including cities, counties, and transit districts who share a common interest with WSDOT in addressing accessibility needs. WSDOT solicits and welcomes input from individuals affected by the usability of our facilities. WSDOT is committed to fulfilling its obligations under the ADA and Sections 504 and 508 of the Rehabilitation Act in order to achieve equal access for all who use WSDOT services, programs, and activities.

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Washington State Department of Transportation ADA Transition Plan for Title II and Sections 504 and 508 of the Americans with Disabilities Act

I. Transition Plan for Washington State Department of Transportation

1.0 Background

Title II of the ADA (28 CFR Part 35) pertains to the programs, activities and services of state and local governments. Since the passage of the ADA in July 1990, WSDOT has proactively addressed Title II requirements associated with transportation projects. This ADA Transition Plan is a requirement under the ADA.

WSDOT created its first ADA Transition Plan in 1995, based upon the standards of the 1991 ADA Accessibility Guidelines. The 1995 ADA Transition Plan addressed barriers associated with WSDOT buildings and its on-site facilities, rest areas and Ferry operations. However, the 1995 plan did not specifically address the features within WSDOT right of way. WSDOT has taken steps in subsequent years to identify barriers associated with these features within the public right of way. WSDOT's 2017 ADA Transition Plan addresses those features that were not included in the 1995 plan.

This transition plan identifies actions taken and sets forth actions that WSDOT will take over the next several years to remove barriers within the public right of way and all WSDOT owned facilities identified during WSDOT's continued self-evaluation efforts. WSDOT is committed to achieving substantial ADA compliance, as demonstrated by the comprehensive approach outlined in this plan. This includes WSDOT strategies for public engagement and involvement, detailing agency wide ADA roles and responsibilities, and WSDOT's plan to identify, prioritize and address ADA features in agency facilities, public right of way, and the Washington State Ferry system.

Section 504, Rehabilitation Act of 1973 (29 U.S.C.§701)

Section 504 says in pertinent part: No otherwise qualified individual with a disability in the United States, shall, solely by reason of his or her disability, be excluded from the participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. This part applies to each recipient of Federal financial assistance from the Department of Transportation and to each program or activity that receives such assistance.

2.0 WSDOT's Strategies for Implementing *ADA Compliance*

2.1 Public Notice Requirements

The ADA requires state and local governments to post a public notice about the rights of the public and the responsibility of the government entity under the ADA. WSDOT provides this notice on its website, public meeting notices, employment bulletins, and all other printed materials for public consumption. See the attached Notice under the Americans with Disabilities Act. [ADA Title II Notice](#) (pdf)

2.2 Public Involvement

In 2014, WSDOT adopted a new [Strategic Plan](#) (pdf) that places Community Engagement among the top goals for the agency. A Community Engagement Team convened, and in 2015, WSDOT published the "Guiding Principles for Community Engagement." The guiding principles are intended for all WSDOT staff to use during engagement and outreach efforts and include statements such as, "Seek out voices not traditionally heard, including people who are traditionally unable to participate due to age, disability, income, or national origin." WSDOT adopted a new [Community Engagement Plan](#) (pdf), recently updated in December 2016. The plan applies to the entire agency and emphasizes working with partners, stakeholders, communities and individuals; including providing access to the agency's decision-making process and providing information early and in easily understandable and accessible formats.

Public involvement is essential in transportation decision making. Accordingly, WSDOT sought public input to validate the self-evaluation findings and the content of its transition plan. Public feedback was obtained via public engagement meetings, surveys circulated to interested groups and stakeholders, a comprehensive statewide news release and notice on the WSDOT's public website. WSDOT also circulated the transition plan amongst other city and county transportation agencies. WSDOT ADA staff collected email addresses and contact information from attendees at public events and contact information for disability groups, community members and advocates. The survey was sent to several large email groups and lists that were known to be members of the disabled community or advocate groups, special interest groups and individuals who asked to be included in our public outreach.

A copy of the survey questions and the responses is attached to this plan with any personal information removed. The survey remains available to the public for continued input. [Survey Questions and Responses](#) (pdf)

WSDOT has noted and considered all comments received from the public regarding the self-evaluation findings and the implementation of the transition plan, and will

address changes to the transition plan, as appropriate. In some instances, specific individuals have been contacted to discuss their comments when related to a specific barrier, location, or incident of concern for further investigation or resolution. Continued distribution of the survey, along with electronic distribution of our updated Transition Plan will increase the amount of public feedback to the agency and WSDOT will continue to analyze and respond to feedback from the public.

2.3 Title II ADA Compliance Manager

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The ADA Compliance Manager and staff are located within the Office of Equal Opportunity at WSDOT Headquarters. The Office of Equal Opportunity reports directly to the Secretary of Transportation who has responsibility for the implementation of the agency's ADA Transition Plan. The ADA Compliance Manager is also the agency ADA Coordinator as required by Federal Regulation.

The ADA Compliance Manager serves as the central reference point for all ADA matters within the agency, including reviewing maximum extent feasible documentation when alterations cannot be made within ADA specifications. The ADA Compliance manager serves as the approving authority on behalf of the Secretary for accepting non-compliant ADA improvements to the maximum extent feasible where facilities or elements cannot be constructed or modified to be completely ADA compliant.

Various regional offices and divisions within WSDOT offer ADA training to staff and/or constituents. The WSDOT ADA Compliance manager contributes to the development of agency wide ADA training and has input regarding the content. The ADA Compliance manager also assists in developing and implementing agency wide ADA policies and procedures. The regions are expected to include the ADA Compliance manager when addressing ADA issues, including complaints,

and use the ADA Compliance manager as a resource for interfacing with their local disability advocate groups.

The ADA Compliance manager and staff serve a central role in receiving, tracking, and resolving public complaints regarding ADA Title II, and Sections 504 and 508 of the Rehabilitation Act that may include complaints about accessibility barriers or any other ADA-related issues regarding WSDOT facilities or right of way.

2.4 Grievance Procedure

WSDOT's ADA Grievance Procedures are included in this report. The procedures can also be accessed from WSDOT's website. The procedures provide details on how to file and resolve a complaint. [ADA Grievance Procedure](#) (pdf)

Complaints and requests for accommodations involving ADA issues within WSDOT are directed to the ADA Compliance manager. Complaints can be accepted in a number of ways, including the [WSDOT ADA mailbox](#) and toll-free number (1-855-362-4ADA (4232) listed on WSDOT's public web site. ADA complaints received by WSDOT regional offices or other divisions of WSDOT, including Public Transportation, Rail and Washington State Ferries, are forwarded to the ADA Compliance Office in Headquarters for tracking, investigation and resolution if necessary.

3.0 Agency Wide ADA Compliance Participation

WSDOT encompasses a number of divisions that have specific duties and responsibilities to further the transportation services delivered by the agency. Each of these specialized divisions have responsibilities under the ADA. The ADA Compliance manager, Washington State Ferries, Communications Office, Local Programs, Public Transportation Division, and each regional office have staff who are responsible for ensuring ADA compliance within their respective programs.

3.1 WSDOT's Headquarters Communication Office

According to Section 35.160(a) of the ADA, "A public entity shall take appropriate steps to ensure the communications with applicants, participants, and members of the public with disabilities are as effective as communications with others."

WSDOT is committed to providing appropriate auxiliary aids and services leading to the provision of effective communication for qualified persons with disabilities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications available to people who have speech, hearing, or vision impairments.

WSDOT's Headquarters Communications Office is placing greater emphasis on increasing the agency's communication staff awareness of inclusion efforts within

the agency and providing guidance for meeting Americans with Disabilities Act, Limited English Proficiency and Title VI requirements.

In April 2016, the Communication's Office hosted an annual communications staff conference, which was attended by approximately 65 agency and consultant communicators. The conference included presentations by Office of Equal Opportunity staff to discuss accessibility topics including inclusion, Americans with Disabilities Act, Environmental Justice and Title VI. This was a key focus area to raise awareness of the importance of accessibility in our work and to describe the direction of this agency emphasis area.

Additional staff guidance on communications accessibility will be provided in an update of WSDOT Communication Manual. The online communication manual will provide links to information and best practice resources such as:

[WSDOT ADA Information](#)

[Effective Communication Requirements](#)

[WSDOT Accessibility tools](#)

[Creating accessible online documents](#)

[ADA.gov](#)

The communication manual will also provide staff information and guidance for using Department of Enterprise Services' master contracts for obtaining translation and interpreter services.

The Communications Office already requires that news releases to announce public meetings, open houses or other public events must all include ADA and Title VI notices. WSDOT has an edit team to review all agency news releases prior to distribution and ensures this requirement is met.

Graphic Communications

The Graphics Style Guide includes guidance on using ADA and Title VI notices on all public documents. Currently, agency documents are formatted for printing, however, documents could be made available in a plain text format on request.

WSDOT's graphic staff is aware of issues related to people who have visual disabilities or are color blind and take colorblindness into consideration when designing public documents. The Graphics Style Guide notes that use of red, blue and green cannot always be avoided, but use of different color values can make materials more readable for those with disabilities and includes a link to the [American Foundation for the Blind](#) (pdf) resources.

The updated Graphics Style Guide also will communicate the expectation that clients will provide descriptive alt text for photos and images used in folios or other documents.

Website Communications

WSDOT has online internal guidance for making webpages accessible on the [Accessibility and Section 508 page](#). The mandatory use of templates helps ensure agency webpages, such as project information, is accessible.

The agency's external website is mostly accessible to individuals who use screen readers and other assistive devices, with the exception of PDF documents. WSDOT currently has in excess of 15,000 PDF documents on its website and most of the older PDFs do not include tags. With our current version of Acrobat, it is taking Web Communications staff nearly an hour to make one page of our Gray Notebook Lite accessible. This is a significant resource challenge for us.

Due to our resource challenges, we will make existing PDF documents accessible by request and going forward, we will focus our efforts on improving document accessibility for the web.

Digital Media Communications

WSDOT has launched Android and iPhone mobile apps that are accessible and conducted usability tests of the applications with a staff member who uses an assistive device. Both applications were launched in April 2016.

The Communication Office developed "[Video Standards and Best Practices](#)" (pdf) which addresses closed captioning of agency-produced videos: "Captioning is required of agency-produced videos in order to be compliant with the American Disability Act. Internal videos (like training videos) and uncut footage are an exception."

Correspondence

WSDOT's internal Correspondence Guidelines includes electronic templates for agency letters. As the online templates are being updated later this year, we will add tags to the WSDOT logo and address images in the template headers to meet accessibility requirements. We will also develop guidance related to accessibility considerations when corresponding, such as avoiding imbedded images, tables and other elements that are not readable to assistive devices.

3.2 Local Programs Office

WSDOT Local Programs Office assists customers in the successful delivery of transportation projects by providing educational, technical, and financial support

to cities, counties, and other transportation partners such as tribal governments, ports, and transit agencies. WSDOT, through its Local Programs Office, has continued to coordinate with the local city and county agencies and communities to address ADA needs on state highways within their jurisdictions.

Local Programs has reached approximately 160 cities and counties in the past two years with classroom training and other technical assistance, since the inception of its ADA Technical Assistance program. Going forward, Local Programs projects to reach out to all 39 counties and 281 cities through its email distribution list and Local Technical Assistance Program newsletter to highlight the requirements for ADA self-evaluations and Transition Plans. Staff has also advertised that the office is available to provide technical assistance, especially to non-certification acceptance agencies with fewer than 50 employees.

Local Programs continues to encourage Washington's local public agencies toward compliance with their ADA responsibilities. As noted above, past activities have included ADA training, providing technical assistance and monitoring compliance with ADA requirements on existing federal aid projects. Local Programs anticipates implementing a deadline for certified acceptance agencies to have ADA transition plans in place, beginning three years after the approval of WSDOT's transition plan, in order for those agencies to continue to be eligible for federal highway funding. All other agencies should be in compliance no later than five years following the approval of WSDOT's transition plan in order to continue to remain eligible to receive federal highway funds. Local Programs has continued to raise the visibility of ADA awareness through periodic updates of its Local Agency Guidelines Manual Chapter 29, as well as incorporating ADA in its funding programs application.

3.3 Public Transportation Division

The WSDOT Public Transportation Division is committed to ensuring that no entity shall discriminate against a person with a disability in connection with the provision of transportation service as outlined in 49 CFR Part 27, Part 37, and Part 38. Many of the grants the division awards are specifically geared towards providing access to those who would not otherwise have it.

Each grantee receives at least one on-site review during the biennium. During these site visits, the Public Transportation Division covers a wide variety of ADA topics including: service animals, automatic call outs, lift maintenance, securements, communication, ADA paratransit policies and other ADA topics. Since there has been a recent change in ADA guidance (Circular C 4710.1), the division is currently working on revising the checklist it uses for site visits. While staff has not previously evaluated grantees' transition plans, that task will be added in the next cycle. Grantees must be in compliance with these

requirements or risk being found “not in good standing” and have funds withheld. Additionally, if PTD were to identify any gaps that a grant could help remedy, it would encourage the grantee to apply. For example, the division has made many grants to make shelters and buildings more accessible or to purchase accessible vehicles.

WSDOT Public Transportation Division staff provides training and technical assistance to grantees on topics related to ADA compliance and accessibility. Transit agencies receive technical assistance as a result of an audit finding or based on a direct request. Division staff regularly present at transit agencies and conferences. WSDOT division staff also attend the Annual ADA Transit Conference to participate in discussions with grantees and provide the latest technical assistance. The most common topic of technical assistance is service animal regulations and guidance.

WSDOT Public Transportation Division receives complaints and concerns from the public about transportation services. When the division receives a complaint, a WSDOT staff person follows up with the complainant. During that follow-up phone call, the WSDOT staff person collects basic information and helps determine if that complaint is a civil rights complaint or is otherwise within WSDOT Public Transportation Division’s purview. If the complaint is not within the WSDOT purview, staff will connect the person with someone who can help them. Complaints involving ADA issues are forwarded to the ADA Compliance manager at WSDOT Headquarters to be tracked, investigated and resolved.

In addition to collecting complaints that come into the Public Transportation Division, WSDOT also tracks complaints that are reported on a grantees’ quarterly progress report. Lastly, WSDOT also ensures each grantee has an up to date paratransit/special needs complaint process. The division requires every grantee to include appeal to WSDOT as one of the steps in their process.

3.4 WSDOT Regional Offices

WSDOT is divided into six geographic regions. Each regional office has staff that is responsible for providing project and engineering guidance and first responses to questions relating to pedestrian accessibility in design or construction projects within their region. Regional staff may also be involved in project level details, design, construction, and work zone issues. It is the responsibility of the project office, within the region, to develop the solutions and ensure correct implementation of new or updated construction projects. Regional design staff are expected to forward proposed “maximum extent feasible” design changes in the public right of way or facility projects to Headquarters to be reviewed and approved by the assigned Assistant State Design Engineer and the ADA

Compliance manager. ADA complaints within the regions are forwarded to the ADA Compliance office for tracking, investigation, and resolution.

Region offices also provide updated information, guidance and assistance, when needed, to the Local Programs and Maintenance offices. Regional offices also provide a link to local disability advisory groups to facilitate the exchange of information and feedback on project-level issues.

3.5 Facilities

WSDOT completed its initial transition plan in 1995 and addressed many ADA deficiencies as a result. Since then, the agency has made significant progress toward making its facilities, programs, and services accessible to people with disabilities. A 2013 progress report recorded completion of all noncompliant issues identified by the initial transition plan assessment. WSDOT continues to evaluate ADA compliance as part of its condition assessment process, which is performed every two years, to identify building and site deficiencies at its facilities.

All WSDOT Safety Rest Areas are ADA accessible. A list of Safety Rest Area locations and amenities is located on the [Safety rest area locations page](#).

All ADA issues that are identified by facilities will be corrected accordingly.

4.0 WSDOT's Plan to Identify and Address ADA Features in Public Rights of Way

4.1 Self-Evaluation and Data Collection

WSDOT began a statewide self-evaluation of its public right of way facilities in 2009 to inventory pedestrian facilities. The ADA feature data was stored in the agency's ADA Features Database. The initial phase of field data collection concluded in 2012.

The following phase of the self-evaluation data collection utilized the State Route Video Log Application, known as SRView, to review locations to add to the inventory. The data collected via SRView is identified as inventoried and needing measurement.

The SRView data was added to the ADA Features Database and is presented in the [WSDOT self-evaluation data](#) (xlsx). This data can be queried in a number of ways to identify problematic locations (e.g., missing ramps, heaved sidewalk panels, objects blocking sidewalk access, etc.)

As WSDOT moves forward with the implementation of this transition plan, during the scoping and design phase of projects, ADA features evaluated in the field will

be compared to the self-evaluation inventory and, as necessary, added to the ADA Features Database.

In the construction phase, special provisions have been developed to require contractors to collect and certify newly constructed ADA feature measurements. These measurements will be added to the inventory in the ADA Features Database. The self-evaluation spreadsheet is a needs-based spreadsheet. The column “Sched. Fiscal Year” refers to an analysis related to the pavement deterioration models or whether or not it was part of a section planned for paving in the 15-17, 17-19 or 19-21 biennia. It is intended to provide an estimation of when the feature might be addressed. Updated analysis will be conducted to identify non-compliant features and when they are likely to be addressed.

ADA features collected include APS signals, crosswalks, bridge end ramps, curb ramps, detectable warning surfaces, driveways, edge protection, handrails, rest areas, pedestrian bridges, shared use pathways, walkways, islands, ADA parking areas, rail crossings, sidewalks, and stairways.

For information to interpret the self-evaluation data, see the [ADA non-compliance codes and ADA Data Dictionary](#) (pdf).

WSDOT has also identified the methodology for continued data collection for the self-evaluation and a list of scheduled ADA improvements into the next biennium.

[2017-2020 ADA Improvement Schedule](#) (pdf)

4.2 Right of Way – Removal of Barriers

Within WSDOT’s traditional planned paving projects, curb ramp barriers will be removed, pedestrian push buttons will be made accessible, and sidewalks will be evaluated for spot improvements. An inventory listing outlining the location, detailed modification, planning date, and planning level cost estimate is found in the [WSDOT self-evaluation data](#) (xlsx).

WSDOT uses the design standards adopted in the WSDOT Design Policy Manual and the 2005 PROWAG.

Proposed projects in the public rights of way must address ADA compliance as described in the WSDOT Design Manual. Regardless of which public agency has jurisdiction within the right of way, the public agency that is sponsoring the project is responsible for ensuring ADA compliance is addressed on its project.

On all state **routes** outside of incorporated cities and on those with limited access within incorporated cities, jurisdiction remains with the state unless modified by a maintenance agreement.

When project work occurs on a managed access state route inside an incorporated city that has jurisdiction beyond the curbs (RCW 47.24.020), pedestrian facilities are designed using the city design standards adopted in accordance with RCW 35.78.030 and the most current ADA requirements.

4.3 Prioritized Barrier Removal Plan

In addition to traditional planned paving projects, WSDOT has developed a method for prioritizing barrier removal projects based on public input and consistent with federal requirements (28 CFR §35.150(d)(2)) as follows:

Highest Priority

- Priority identified through public input or complaints received, and
- Areas with high concentrations of populations with disabilities (based on Census data),
- Intersections and roadway segments serving facilities including:
 - Government offices
 - Public schools
 - Hospitals, health clinics and health centers
 - Transit Facilities (includes bus stops and transit stations)

Second Highest Priority

- Areas with medium/mid-range concentrations of populations with disabilities (based on Census data),
- Intersections and roadway segments serving facilities including:
 - Public housing
 - sports arenas
 - licensing offices
 - libraries
 - shopping malls
 - supermarkets
 - strip retail centers
 - other major employment sites

Third Highest Priority

- Areas with lower/low-range concentrations of populations with disabilities (based on Census data),
- Intersections and roadway segments serving facilities including:
 - Industrial areas
- Other areas not classified as high or medium priority
 - WSDOT's prioritization methodology and definitions of the terms used in prioritizing barriers for repair can be found in the [Barrier Prioritization Methodology](#) (pdf).

ADA Features will be made accessible in accordance with the [WSDOT Design Manual Policy \(Chapter 1510\)](#) (pdf) which incorporates *2005 Revised Draft Guidelines for Accessible Public Rights-of-way* guidance.

For further information regarding WSDOT ADA projects that are planned and programmed, please see the [Statewide Transportation Improvement Program \(STIP\) webpage](#). The STIP documents are updated frequently. If you do not find an area of concern listed in the STIP documents, or require additional assistance, please contact our ADA office via email at wsdotada@wsdot.wa.gov or by calling toll free 855-362-4ADA (4232).

II. Transition Plan Details for Washington State Ferries

1.0 Terminals

Washington State Ferries continues its commitment to providing equal access to people with disabilities throughout the fleet and ferry terminals.

In the next biennium, major capital improvements are funded and slated to occur at the Orcas Island and Bainbridge Island terminals. Large-scale multimodal terminal projects are in the design phase for the Colman Dock and the Mukilteo terminals located in Seattle. Both projects will have significant ADA-related improvements.

WSF held one public meeting in 2016 regarding the Colman Dock remodel. Disability advocates, mobility trainers, known disabled passengers that use Colman Dock, and interested citizens attended the initial meeting to discuss the building plans and changes to the pedestrian access routes both during and after construction. Similar outreach events are planned for 2017. Public meetings will also be scheduled to invite public input regarding the new Mukilteo terminal.

Maintenance and preservation projects at WSF terminals throughout the system are ongoing and frequent. Accessibility considerations are a part of normal practice in developing project scope. The ADA Compliance manager is frequently consulted regarding ADA issues and complaints. The ADA office has one ADA coordinator, on staff in the WSF Headquarters in Seattle to facilitate quick resolution of ADA issues.

See the [Terminal modernization and ADA improvements](#) (pdf) scheduled for the next biennium.

2.0 Vessels

Accessibility standards for WSF-operated vessels are governed by the Passenger Vessel Regulations (49 CFR §39). These regulations provide details on how a passenger vessel operator, like WSF, must provide service to passengers with disabilities.

The Visual Paging System Program Pilot was initiated in summer 2011 on the Seattle – Bainbridge Island Route. Two pilot project vessels, M/V *Tacoma* and M/V *Wenatchee* were outfitted with visual paging equipment that displays all overhead announcements onto screens placed throughout the passenger cabin, providing important travel-related information to passengers who are deaf or hard of hearing.

Since the VPS Program Pilot was initiated, a total of 12 vessels in four different classes have had visual paging systems installed, along with extensive training given to both licensed and unlicensed deck personnel on how to effectively operate the system.

Seven terminals that have capacity for screen placement are receiving visual paging screens (two screens are already present at Seattle – Colman Dock). These seven terminals include Edmonds, Clinton, Mukilteo, Vashon, Port Townsend, Friday Harbor and Kingston.

Currently, the WSF Visual Paging System is still the only program of its kind in the world. In our ongoing efforts to insure compliance and accessibility, WSDOT will expand the installation of the Visual Paging System throughout the WSF system.

3.0 WSF Accessibility Advisory Committee (AAC)

The Accessibility Advisory Committee is comprised of both internal members and five members of the disability community. Internal AAC members include representatives from both terminal and vessel engineering, the ADA coordinator, the ADA Compliance manager and representatives from both terminal and vessel operations and a representative safety officer.

The AAC was established as part of an ongoing partnership between WSF and the disability community to ensure its terminals, vessels and services are accessible to persons with disabilities. The AAC assists WSF in connecting with internal and external stakeholders in the ferry service area. The ACC provides input to WSF in order to incorporate accessibility issues and planning into project design, renovations, and construction as they relate to the terminals, vessels and operations.

WSDOT recognizes that the members of the ACC are not just ferry users but also use many of WSDOT's facilities. Going forward, WSDOT intends to expand the role of the ACC to advise WSDOT on the effectiveness of the entire scope of services and facilities provided by WSDOT, including barrier removal and accessibility improvements throughout the state.

4.0 Customer Service

Customer complaints are most often received through the WSF Customer Service department. When it appears there may be an ADA violation or issue, Customer Service then forwards the complaints to the ADA coordinator and ADA Compliance manager. The ADA coordinator will track, investigate and resolve the complaint in accordance with WSDOT policy. Customer Service also forwards other types of complaints for informational purposes, even for issues handled by Customer Service. While many of the complaints from passengers with disabilities are related to customer service rather than the person's disability, the ADA coordinator and Customer Service representatives work together closely to determine the best course of action. The departments work together to ensure that passengers with disabilities receive the same excellent customer service WSF strives to provide to

all customers, while also taking into account specific equal access issues that may only impact customers with disabilities.

WSF customers with an ADA Grievance use the same process as WSDOT customers. The WSDOT ADA Grievance procedure is outlined here: [ADA Grievance Procedure](#) (pdf)

WSF has published a brochure for the public titled "[Our Commitment to Accessibility](#)" (pdf). This brochure is distributed throughout the WSF vessels and terminals and is frequently used as a customer service resource. The brochure outlines the accessibility features at all terminals and on all vessels. This information includes, but is not limited to, accessibility of restrooms in the passenger cabin and on the car deck; the number of accessible elevators; galley accessibility and available dining areas; and proximity of parking lots and drop-off areas to the terminals. It also explains specific WSF procedures and policies; for example, policies on service animals and discounted fares. Lastly, the brochure outlines the ADA grievance procedure.

III. ADA Transition Plan Updates

WSDOT is developing a comprehensive inventory of pedestrian facilities on state routes, as well as within building facilities, including ferry terminals and vessels. WSDOT's future updates to the ADA Transition Plan for the public rights of way and WSF will include progress updates regarding the plan's data. Status updates will continue relating to public-use facilities, ferry vessels and terminals with the submittal of WSDOT's annual Equal Employment Opportunity Assurances report.

As public right of way data is prioritized, WSDOT will provide yearly status updates to FHWA in the same manner it does with other iterations of its ADA Transition Plan. These updates will document progress on improving ADA accessibility statewide, including WSDOT's plan for installation of accessible pedestrian signal buttons with audible and vibrotactile (vibrating button) indicators, and will outline future improvements to be undertaken.

The construction and improvement schedule may be altered at WSDOT's discretion, based on changes in guidance from the United States Access Board, federal policy, and/or WSDOT policy. WSDOT's former and current transition plans are available to the public through our public website or by request to the ADA Compliance Office.

IV. CONCLUSION

While WSDOT aspires to ensure all of its public right of way and facilities are readily accessible, it is rare that any entity's facilities are completely accessible without making some ongoing improvements. Therefore, based on the results of the self-evaluation, WSDOT will continue to initiate improvements to the features of its public right of way system, as well as throughout WSF terminals and vessels, using the department's various policies outlined in the Design Manual. The standards are evolving along with applicable regulations as the needs of the community are better understood. These design standards also reference and incorporate industry guidance and best practices established by the American Association of State Highway and Transportation Officials, the *Manual on Uniform Traffic Control Devices*, the *Public Right of Way Accessibility Guidelines*, and other applicable guidelines. WSDOT will also incorporate input from the Accessibility Advisory Committee (ACC) and the ADA Complaint process.

Glossary

Accessible: Describes a site, building, facility, or portion thereof that complies with the Americans with Disabilities Act.

Accessible Pedestrian Signal (APS): A communication device located at traffic signals allowing for pedestrian walk phases using non-visual cues such as, audible tones, vibrotactile features or auditory announcements.

Accessible Route: An unobstructed, continuous route for pedestrian travel along a public sidewalk, crosswalk or ramp.

ADA Accessibility Guidelines (ADAAG): Also known as the 2010 ADA Standards for Accessible Design, contains the scoping and technical requirements for accessibility to buildings and facility sites.

Alteration: A change to a facility within the public rights of way which may affect access, circulation or use. See Appendix 6.3 for further explanation and examples of alterations related to resurfacing and maintenance.

Blended Curb Transition: A curb ramp where the sidewalk is blended into or flush with the street.

Civil Rights Act of 1991: To amend the Civil Rights Act of 1964 to strengthen and improve Federal Civil Rights laws, to provide for damages in cases of intentional employment discrimination, to clarify provisions regarding disparate impact actions, and for other purposes.

Code of Federal Regulations (CFR): An annual codification of the general and permanent rules published in the Federal Register by the executive departments and agencies of the Federal Government.

Cross Slope: The slope that is perpendicular to the direction of travel. (See running slope)

Crosswalk: A designated, marked pedestrian path across a roadway.

Curb: A vertical or rolled transition from the roadway or gutter to the sidewalk or planting strip.

Curb Ramp: A short ramp cutting through a curb or built up to it.

Detectible Warning: A standardized surface feature built in or applied to a walking surface or other elements along a public access path to warn visually impaired persons of a hazard.

Driveway: A vehicular path serving as an access point to public roadway from adjacent properties.

Egress: A continuous and unobstructed way of exit travel from any point in a building or facility to a public way. A means of egress comprises vertical and horizontal travel which may include doorways, corridors or ramps.

Element: An architectural or mechanical component of a facility, space, site or public rights-of-way.

Facility: All or any portion of buildings, structures, site improvements, equipment, roads, walks, passageways, parking lots or other real or personal property located on a public rights-of-way.

Federal Highways Administration (FHWA): Provides stewardship over the construction, maintenance and preservation of the nation's highways, bridges and tunnels.

Grade: The slope that is parallel to the direction of travel expressed as a ratio of rise to run, usually expressed in percent.

Locator Tone: A repeating audio cue which identifies the location of a pedestrian push button.

Parallel Curb Ramp: A system of two sloped ramps that run parallel to the curb line from a common lower landing which is approximately level with the street.

Pedestrian Access Route (PAR): Any walk or path intended for pedestrian movement or activity.

Perpendicular Curb Ramp: A curb ramp with a main slope running perpendicular to the curb line. May include one or more flared side slopes.

Public Rights of way (ROW or R/W): A type of easement granted or reserved over the land for transportation purposes, this can be for highway, public footpath, bike trails or electrical transmission lines.

Ramp: A sloped portion of walkway with a running slope greater than 1:20 or 5 percent.

Running Slope: The slope which is parallel to the direction of travel expressed as a ratio of rise to run, usually expressed in percent.

Sidewalk: The portion within the public rights of way which is improved for use by pedestrians.

Signage: Displayed verbal, symbolic, tactile, and pictorial information.

Street Furniture: Elements in the public rights-of-way which are intended for use by pedestrians such as benches, mailboxes, and other usable equipment.

Tactile: Describes an object which can be perceived using the sense of touch.
TTY (Tele-Typewriter): A device similar to a typewriter which has a small readout. Employs interactive text based communications through the transmission of coded signals across the standard telephone network. Text telephones are also sometimes referred to as TTD (telecommunication devices for deaf persons) machines, however not common.