

Revitalizing Madison's ADA Transition Plan

Programs Services and Activities & Employment

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Department of Civil Rights



ADA Transition Plans



Public Entities

“A public entity shall operate each service, program, or activity so that the service, program, or activity, when viewed in its entirety, is readily accessible to and usable by individuals with disabilities.”

28 CFR § 35.150 (a)



Background

- Madison enacted an ADA Transition Plan in the 1990s.
- Has maintained compliance, although some of the elements of that compliance have become somewhat decentralized over time.
- The City of Madison has grown and changed significantly since the 1990's.
- The compliance requirements have evolved.

As a result, our ADA Transition Plan needs to be updated to **ensure legal compliance accessibility and usability** of the City's programs and facilities.

A Transition Plan must

- Identify barriers to access in public facilities that limit the accessibility of programs or activities for people with disabilities
- Describe how we will make the facilities accessible
- Make a schedule with steps to be taken each year that are needed to achieve compliance
- Name the official responsible for implementation of the plan.

(28 CFR § 35.150(d)(3))

Process & Elements

- ✓ Designate an ADA Coordinator
- ✓ Include a Complaint Process
- ✓ Develop internal design standards
- ✓ Self-Evaluation
- ✓ Approve a schedule and budget for the Transition Plan
- ✓ Notice & public engagement
- Monitor the progress

Project Roles



Lead Staff:

**Rebecca Hoyt,
Disability Rights
and Services
Specialist**



Lead Agency:

**Department of Civil
Rights**



Key Collaborators:

**Office of the City
Attorney, Human
Resources, and
other relevant
agency staff**



Agency

Responsibilities:

**Self-Evaluation
Schedule, cost, and
priorities for
removal of barriers**

Complaints

Equal Opportunities Complaint

- File [Online](#)
- In-person: Monday – Friday 8:00 a.m. – 4:30 p.m. at City County Building, 210 Martin Luther King Jr Blvd. Room 523, Madison, WI 53703
- Request a complaint form by mail by calling: 608-266-4910

Affirmative Action Complaint

- In-person: Monday – Friday 8:00 a.m. – 4:30 p.m. at City County Building, 210 Martin Luther King Jr Blvd. Room 523, Madison, WI 53703
- Email: APM3-5Complaints@cityofmadison.com
- Phone: 608-266-4910

Application

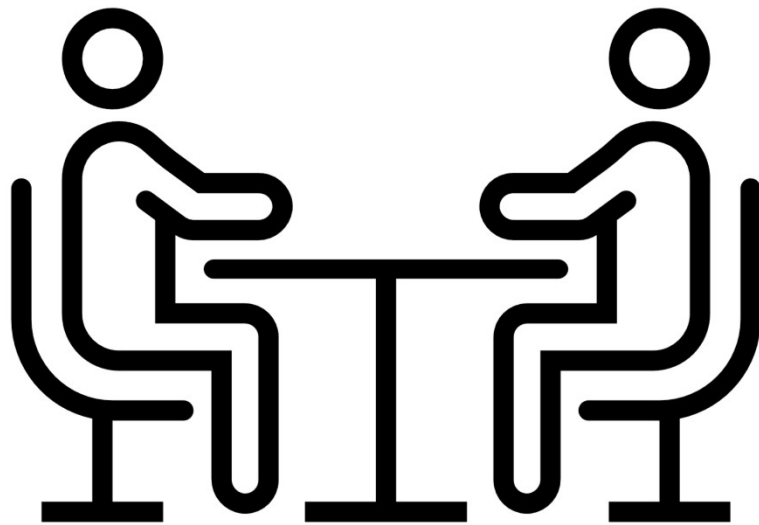
Programs, Activities, and Services

Employment

Public Right of Way

Public Facilities

Web and Digital Accessibility



**Programs,
Services,
and
Activities**

Program Access

Under the ADA, public entities, including the City of Madison, are required to ensure people with disabilities:

- Have equal opportunity to participate in and benefit from services.
- Have access to inclusive and accessible locations for programs and meetings
- Are not excluded or disadvantaged by eligibility criteria (or their family members, spouses, caregivers, etc.)
- Don't pay arbitrary fees or are subject to safety requirements that only apply to people with disabilities.
- Have information about and the right to request accommodations at no cost.

[Madison General Ordinance 39.02](#)

Effective Communication

Under the ADA, public entities, including the City of Madison, are required to:

- Make sure communication with people disabilities and their companions is as effective as communications with people without disabilities.
- Provide appropriate auxiliary aids and services where needed for equal opportunities to participate in, and enjoy the benefits of, a service, program, or activity.

Members of the public have a right to request accommodations at no cost.

Madison General Ordinance 39.02
Language Access Plan

Contracts, Licenses, and Certificates

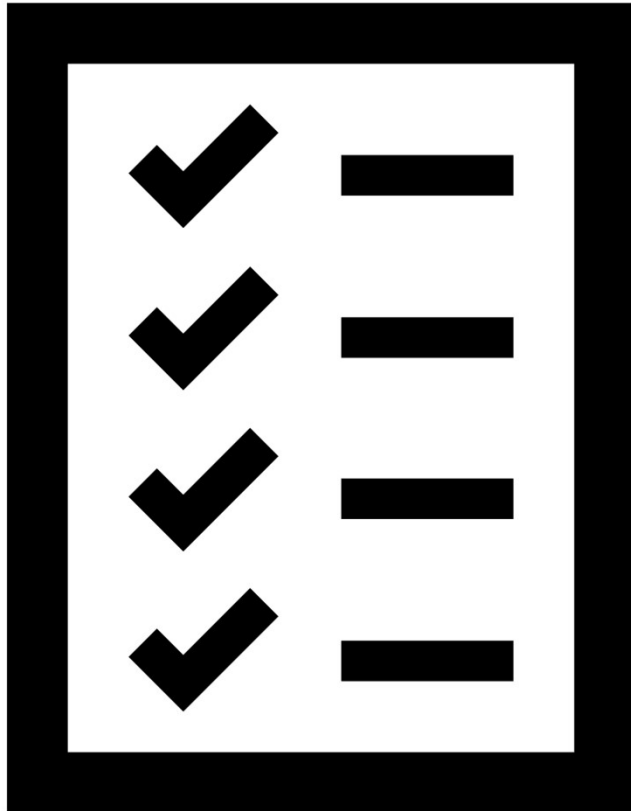
Under the ADA, public entities, including the City of Madison, are required to ensure

- Contracts with other entities must include anti-discrimination language.
- Licenses and certificates issued by agencies must be equally as accessible to people with disabilities
- Licenses and certificates required from another entity must be equally as accessible to people with disabilities.

Ticketing and Ticket Sales

The ADA requires that entities that sell tickets to events do not discriminate against people with disabilities in relation to:

- Ticket sales
- Ticket prices
- Identification of available accessible seating
- Purchasing multiple tickets
- Ticket transfer
- Secondary ticket market
- Hold and release of tickets for accessible seating, and
- Prevention of fraud in purchase of tickets for accessible seating.



Self- Evaluation Process

Self-Evaluation Process

- Reviewed policies and practices for centralized services
- Developed a *Programs, Activities, and Services Self-Evaluation Questionnaire* and *Supplemental Ticketing Questionnaire*
- Trained Department representatives on how to accurately complete the questionnaire

The Disability Rights and Services Program collected and analyzed 31 program questionnaires from 23 Departments.

What is Evaluated?

Centralized Services:

- Language Access Program
- Website and Electronic Information Technology (July 23rd Public Info Session)

All Departments:

- Program Access
- Effective Communication
- Licenses and Certificates
- Contracts
- Ticketing and Ticket Sales (where applicable)

Self-Evaluation Findings: Centralized Services



Language Access Program

The Language Access Program coordinates services for all City programs at no cost to the recipient. LAP provides:

- Qualified interpreters
- On-demand video remote interpreting (VRI) for spoken and sign languages
- Translation services
- Communication Access Realtime Translation (CART)
- Auto-generated captioning is available in all internal and public virtual meetings
- Assistive listening systems and devices
- Plain language consultation

Telecommunications

The City of Madison accepts and responds to callers who use Wisconsin Relay Services in the same manner it accepts and responds to other callers.

Video relay interpretation services are available for free through Wisconsin Relay Services (711).



Braille Materials

The City of Madison
produces materials in
Braille upon request.

Request Braille
materials from City
Programs or the
Language Access
Program at
lap@cityofmadison.com



Self-Evaluation Findings: Program Compliance



Compliance

Based on the findings of the Self-Evaluation, the City of Madison is fully compliant in:

- Many areas of Program Access, but not all.
- Many areas of Effective Communication, but not all.
- Contracts
- Licenses and Certificates
- Ticketing and Ticket Sales

See a report of program evaluations in [Appendix IV.](#)

Program Access Findings

More resources and training are needed to achieve our goal of full compliance with the ADA. Not all agencies have:

- A process for making reasonable modifications.
- Notices about the availability of and how to request accommodations and language access services posted in public places and on public-facing forms.
- All staff who interact with the public in city facilities trained regarding the rights and responsibilities of people who use service animals.

Effective Communication Findings (1 of 2)

More resources and training are needed in the following areas to achieve our goal of full compliance with the ADA. Not all agencies have:

- Information about the availability of and how to request accommodations and language access services on all meeting notices and invitations.
- A practice of providing written materials in alternative formats such as large print, Braille, and audio recording upon request.
- A practice of providing qualified note takers and readers upon request
- All relevant staff are trained to request interpretation, translation, and other aids and services from the Language Access Program.

Effective Communication Findings (2 of 2)

Not all agencies have:

- The equipment and training they need to use On-Demand Language Line Interpretation services and On-Demand Video Interpretation services for communication with people who use spoken languages other than English, ASL, and other sign languages.
- Captioning or a written transcripts for audio portions of videos and recorded programming for individuals with hearing impairments.
- A practice of communicating directly with people with disabilities, other than when using a qualified interpreter, in an emergency, or at the request of the person with a disability.

Methods and Timeline for Removing Barriers



Schedule, Cost and Priorities for Removal of Access Barriers

Each program:

- Identified and addressed readily achievable barriers.
- Developed a schedule listing the barrier, estimated cost, method, and projected timeline to remove the access barrier.

Barriers were given a priority ranking as follows:

- Priority 1: Access to Services
- Priority 2: Effective Communication

Staff Trainings

Beginning **Spring of 2025**

- Service and Support Animals in Places of Public Accommodation
- ADA and Effective Communication



Policy Changes

By **December 2025**

- Reasonable modifications/accommodations for members of the public with disabilities.
- Guidance and sample language for notices about the availability of and how to request accommodations and language access services.



Additional Recommendations

1. [Universal design principles](#)
2. Information is easy to find and easy to use.
3. Work to streamline application processes and user experience for City services.
4. Multi-modal ways to engage with the community.
5. Programing should appeal to Disabled residents through different stages of life and from different cultural backgrounds and lived experiences.

Program Compliance

We will work to remove barriers to access in City Programs **by the end of 2025.**

Comments and suggestions may be sent to

RHoyt@cityofmadison.com or

Department of Civil Rights

ATTN: ADA Coordinator

210 Martin Luther King Jr. Blvd., Suite 523

Madison, WI 53703



Employment

Employment Rights

The ADA and Section 504 of the Rehabilitation Act protect people with disabilities from discrimination in all aspects of employment, including:

- Recruitment and advertising
- Application process
- Hiring and promotions
- Layoffs and assignment decisions
- Pay, benefits, and leaves
- Employment related activities
- Any other term, condition, or privilege of employment

Self- Evaluation

Disability Rights and Services Program (ADA Coordinator):

- Review of policies and procedures
- Consultation with relevant staff
- Review of employee facilities evaluations

Prohibitions Against Discrimination

Administrative Procedure Memoranda (APM)

APM 3-5 Prohibited Harassment and/or Discrimination Policy:

Prohibits bullying, discrimination, harassment, intimidation, micro-aggressions, and retaliation. Establishes a complaint and investigation process.

APM 2-33 Standard Expectations and Rules of Conduct: Directs all employees to create and maintain a welcoming, respectful, and inclusive work environment.

Reasonable Accommodations

APM 2-22, Workplace Accommodations and Policy Guidance

- Prohibit discrimination on the basis of disability
- Establishes reasonable accommodations process
- Ensures facilities are accessible and useable to employees with disabilities.
- Designates Occupational Accommodations Specialist:
Leah Reinardy
Occupational Accommodations Specialist
LReinardy@cityofmadison.com
608-267-1156

Pay and Benefits

- Personnel Rules
- Salary schedules
- Variety of leave options including FMLA, Disability Leave, Temporary Transitional Reassignment, Light Duty, etc.
- Employee Assistance Program
- Wage/Disability Insurance
- Wisconsin Retirement System-Disability Retirement
- Training and Development Opportunities
- Affinity Groups – Disability Resource Group

Notice to Contractors and Grantees

APM 1-1 requires all contractors to be notified of their obligations under the ADA and other laws through mandatory contract language that is established by City ordinance or resolution.

Contracts are reviewed by the Department of Civil Rights for Madison General Ordinance Chapter 39 requirements, including language for nondiscrimination, Affirmative Action, and nondiscrimination based on disability when applicable.

Beyond Compliance: Equitable Employment Opportunities

- Racial Equity and Social Justice Equitable Hiring Tool 2.0
- APM 5-1 Requiring a Driver's License for City Employment
- APM 2-8, Job Vacancy Advance Notices and Certification Requests
- Inspiring Student Professionals in Residence (INSPIRE) program



Beyond Compliance: Employee Facilities

We welcome and expect that qualified, talented, and skilled people with disabilities will become part of the Madison workforce in all City agencies and commit to making our facilities accessible wherever possible.

- We evaluated employee facilities using the 2010 ADA Design Standards and will address barriers that are readily achievable.
- As resources allow, we will make our employee-only spaces as accessible as possible.
- Where facilities cannot be made accessible, we continue to work with employees through the [reasonable accommodation](#) process.

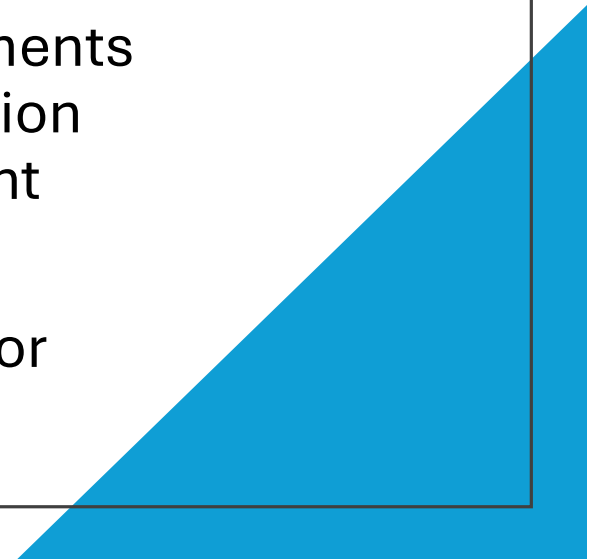
Self-Evaluation Findings: Employment



Findings: Compliant

Based on a review of existing policy, we find that the City of Madison **is compliant** with the requirements of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act where employment practices are concerned.

We continue to strive to be a model employer for qualified people with disabilities.



Actions Recommended to Maintain Compliance

1. Continue to work to remove barriers to access in employee facilities.
2. Develop better ways to include disability in employee demographic information systems.
3. Distribute the Employee Self Disclosure to all employees every five (5) years to allow employees to update their disability status and provide regular notice about the accommodation process.
4. Include disability status in the Department of Civil Rights job family utilization charts.

Additional Recommendations

1. Continue to support programs and initiatives that
 - Increase the diversity of City staff at all levels of the organization.
 - Provide work experience, internships, and apprenticeships for people with disabilities.
 - Increase the retention of City staff with disabilities.
2. Develop an array of opportunities for applicants to demonstrate their skills and talents in the hiring process.
3. Include Disability-owned businesses in targeted business programs and disability representation in contractor requirements.



THE FUTURE
IS ACCESSIBLE

Submit Comments

<https://www.surveymonkey.com/r/9J2QRRK>

RHoyt@CityOfMadison.com

Department of Civil Rights
ATTN: ADA Coordinator
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