

Baltimore City ADA Transition Plan

Public Participation
April 10, 2024
3:30 PM to 5:00 PM

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Agenda

- Introductions
- Rules for a successful meeting
- Status on the City's ADA Transition Plan development
- What we heard at prior public meetings
- Methods of Compliance
- Feedback and next steps

Introductions

- Presenter – Valorie LaCour, Chief of the ADA Compliance Division, Agency ADA Coordinator
- Meeting facilitator – Eric James
- Welcome to each of you attending this afternoon
- Sign language interpreters
- Thank you to the Zeta Center for providing this location for the public meeting

A Successful Public Meeting

- For those attending virtually:
 - Please mute your microphone
 - Please turn off your video
 - Please use the chat function for questions
- For those attending in-person
 - Silence your cell phone
 - Please hold your questions until the end of the presentation
- The meeting materials were uploaded to the website yesterday and are available for your review.

ADA Transition Plan Schedule

Transition Plan Element	Status
Self-Assessment	In progress
Designation of an ADA Coordinator	Completed
Methods for Compliance	In progress – The focus of tonight’s meeting
Public Input	In progress - Public meetings held 1/27/22, 9/29/22, and 10/18/23
Prioritization	Completed
Commitments and Funding	In progress
Schedule	In progress



Prioritization

- **Prioritization Process**
 - Determine where/what ADA upgrades are most needed
 - Tool to guide the implementation of specific projects to help focus efforts and funding on projects in areas identified as high priority
 - The City has considered public input received so far in developing the proposed prioritization methodology
 - Ten (10) criteria were established and rated to create the prioritization map

October 2023 Meeting

A few of the **key themes** we heard from the public:

- Access to important destinations such as employment, medical facilities, post offices, banks, grocery
- Emphasis on neighborhood connectivity and transit access
- Need for better pedestrian signals with features such as audible countdowns – especially at complex intersections
- Need for improvements to pedestrian safety and lighting, especially near transit stops
- Understand where disabled residents live to help focus improvements
- Need to have election polling locations accessible

Methods for Compliance

- The Methods for Compliance section of the Transition Plan includes:
 - Processes for the public to alert the City about specific ADA issues/concerns
 - Service Requests 3-1-1
 - Accommodation Requests
 - Complaints
 - Formal Grievances
 - Design standards to be used for all new and reconstruction projects



Examples of Requests

- 3-1-1 Service Request - request for a general improvement

“The curb ramp at the corner of Main Avenue and First Street should be fixed.”

- Accommodation Request - an individual specific request to access City programs, services, events, or activities

“I need a ramp at my front door in order to get from the sidewalk to the street.”

Examples of Requests Continued

- Complaint - formal expression of dissatisfaction regarding services or repairs communicated to the city

“I filed a service request, and it is taking too long for the City to respond.”

- Grievance - official statement of unfair treatment, discrimination, or violation of civil rights

“The City is discriminating against me on the basis of my disability.”

Making a Service Request

Service Requests can be made by contacting:

- 3-1-1
- The ADA Coordinator
- Community Liaisons
- The Office of Equity and Civil Rights
- Elected Officials

Accommodation Requests

- Requests are received by the ADA Coordinator who will contact the individual to discuss the request
- ADA coordinator will visit the location to analyze options for accommodation
- When needed, ADA coordinator will coordinate the design/engineering of the accommodation
- Construction is scheduled and completed
- ADA Coordinator will communicate the resolution of the accommodation request



Example of Accommodation

“The ramp in front of my house, that we need to use is broken and we can’t get our family member into the car.”



Before



After

Complaint Process

- Complaints can be submitted to the ADA Coordinator through mail, email, or telephone
- The ADA Coordinator will communicate with the complainant and provide a response
- If the response does not resolve the issue, the resident can request a review by the Office of Equity and civil Rights

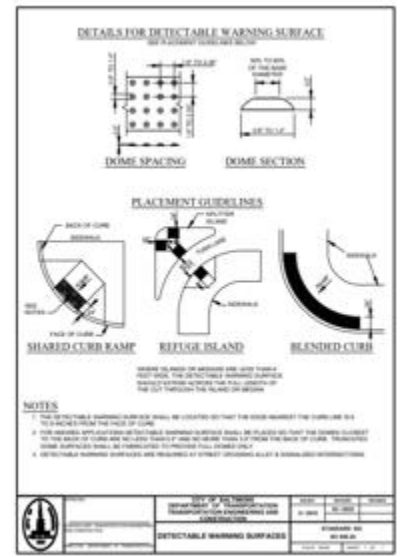
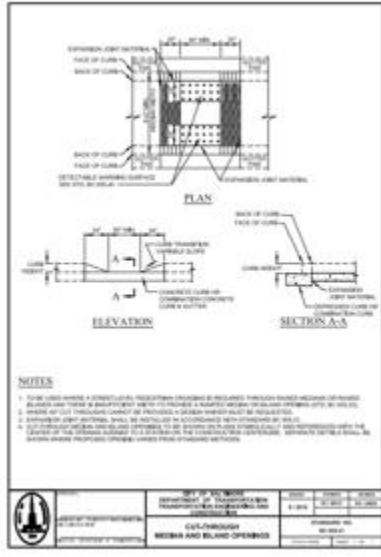
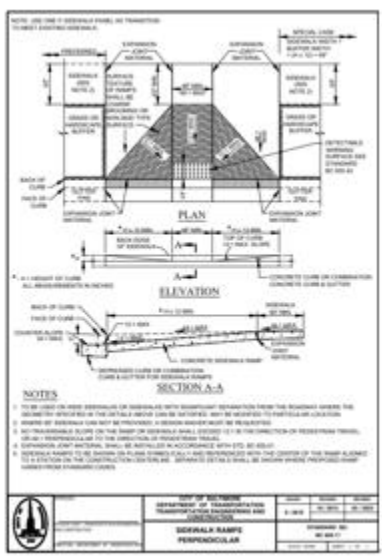
Grievance Procedure

- Grievances can be filed by anyone who alleges discrimination based on a disability in the provision of services, activities and programs, by the City.
- Grievances may be submitted to the ADA Coordinator, the Office of Equity and Civil Rights, the Department of Justice the State of Maryland and the Federal Highway Administration with any necessary documentation
- Grievances pertaining to pedestrian access in the right-of-way are accepted by the ADA Coordinator and are forwarded to the Federal Highway Administration (FHWA) and the Maryland State Highway Administration (MDOT-SHA)



Design Standards

- The City updated the ADA design standards for construction of pedestrian facilities in the ROW.
 - Consistent with State of Maryland Standards
- Design standards are available on the City website for a 30-day public comment period starting April 16, 2024





Next Steps

- Continue public input and continue advancing other portions of the ADA Transition Plan:
- Goals:
 - Develop a draft of ADA Transition Plan by end of 2024



Contact DOT

- **BCDOT's website:**

<https://Transportation.Baltimorecity.gov/ada-transportation>

- **By email:** ADACoordinator@baltimorecity.gov or Valorie.LaCour@baltimorecity.gov

- **By mail:** Baltimore City
Department of Transportation
Attn: Valorie LaCour, ADA Coordinator
417 East Fayette Street, 5th Floor
Baltimore, MD 21202

Question & Answer Session

- For those **attending virtually**, please type your questions and comments in the chat
 - Or submit a comment or question via email
- For those **attending in-person**, please raise your hand if you have a question or comment
 - Please fill out a comment card



Thank you for attending!