

# City of Shreveport Americans with Disabilities Act (ADA)

## TRANSITION PLAN



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# **City of Shreveport ADA Transition Plan**

## **INTRODUCTION**

The Americans with Disabilities Act (ADA) was enacted on July 26, 1990 and provides comprehensive rights and protections for individuals with disabilities in the areas of employment, public accommodations, state and local government services, and telecommunications. The law was designed to ensure that persons of all abilities have equality of opportunity, economic self-sufficiency, full participation in American life, and independent living.

The ADA covers individuals with physical or mental impairments that substantially limit a major life activity, persons with a record of such impairment, and persons regarded or perceived as having such impairment. The City of Shreveport is committed to ensuring that all its programs, services and activities are accessible to persons with disabilities.

## **PURPOSE**

The City of Shreveport, Louisiana, in accordance with the requirements of the Americans with Disabilities Act (ADA) of 1990, as amended, does not discriminate against qualified individuals with disabilities on the basis of disability in City employment, services, programs, or activities. The City of Shreveport recognizes that it is in the interest of all its citizens and visitors, and of all its businesses and organizations, that people with mobility and other disabilities have access to the City's facilities, including its sidewalks and curb cuts, in accordance with applicable law. These are not only rights under applicable law but are opportunities which provide economic, social, and civic benefit. This policy is intended to facilitate the participation of people with mobility and other disabilities in City programs or employment, in business and education, and in daily life.

## **CITY RESPONSIBILITIES UNDER THE ADA**

Access to civic life by people with disabilities is a fundamental goal of the Americans with Disabilities Act, a goal shared by the City of Shreveport. Title II of the ADA requires city governments to ensure that each of its programs, services, and activities, when viewed in their entirety, are accessible to people with disabilities. This emphasis on access to programs, as opposed to access to buildings or facilities, distinguishes the requirements for public entities from those for private places of public accommodation.

Program Access may be achieved in a variety of ways: City governments may choose to make structural changes to existing facilities to achieve access; or they can pursue a variety of non-structural alternatives to achieve program accessibility. For example, city governments can choose to renovate a non-accessible building, relocate services to an accessible level of a building or to another building that is fully accessible, or to deliver services in an alternate accessible manner. When choosing among possible methods of achieving program access, however, city governments must give priority to the choices that offer programs, services and activities in the most integrated setting appropriate. In addition, all newly constructed and renovated facilities must be fully accessible to people with disabilities.<sup>1</sup>

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<sup>1</sup> 28 C.F.R. §§ 35.149, 35.150, 35.151, 35.163

Program access covers the whole range of city services and programs, including access along sidewalks and at intersections in the public right-of-way. In providing access, city governments are not required to take any action that would result in a fundamental alteration to the nature of any program, service or activity or that would result in undue financial and administrative burdens. If an action would result in such an alteration or such burdens, the City must take any other action it can to ensure that people with disabilities receive the benefits and services of the program or activity.<sup>2</sup> Curb cuts and walkways at intersections and along public rights-of-way are defined by the ADA as "facilities" of the jurisdiction that has control over them.

### **TRANSITION PLAN**

In the event that structural changes are required to achieve program accessibility, public entities must develop a Transition Plan setting forth the steps necessary to complete such changes. That plan is required to identify physical obstacles in the public entity's facilities that limit accessibility to its programs or activities to individuals with disabilities; describe in detail the methods that will be used to make the facilities accessible; specify the schedule for taking the steps necessary to achieve compliance in making the facilities accessible; and indicate the official responsible for implementation of the plan.

Where a public entity has responsibility or authority over streets, roads, or walkways, the Transition Plan is to include a schedule for providing curb cuts where pedestrian walks cross curbs, giving priority to curb cuts and sidewalks serving entities covered by the Act.

This Transition Plan addresses the provision of accessible curb cuts where pedestrian routes cross curbs and sidewalks, sufficient to prioritize the construction of new curb cuts and sidewalks, or repair/replace of existing curb cuts and sidewalks. The City will construct, repair or replace sidewalks and curb cuts per the priorities set forth in this document.

### **AREAS OF PRIORITY**

Prioritizing the repair and installation of curb cuts and sidewalks should be a fluid process, synthesizing the expressed needs of citizens with disabilities, the City's financial ability to underwrite the cost of such construction, the relative cost of construction and alterations to the overall need city-wide, and this general order of priorities:

1. The City has completed a physical inventory of existing sidewalks in the vicinity of fifty-two (52) elementary and middle schools within the City of Shreveport, and has completed estimates of the cost to make needed improvements, repairs or replacements to those existing sidewalks and curb cuts. The improvements, repairs or replacements have been scheduled, and shall be completed by July 2018.
2. As an ongoing program, the City will conduct inspections of curb cuts and the adjacent approaching sidewalk conditions in areas of high pedestrian usage and schedule needed repairs as funds are allocated by the Federal Transportation Administration, the City Council or general obligation funding, and shall be an ongoing program.
3. As an ongoing program, the City will conduct inspections in the vicinity of elementary and middle schools which do not have existing sidewalks leading to the schools and schedule such work as funds are allocated by the City Council or general obligation bond funding.

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<sup>2</sup> 28 C.F.R. § 35.150(a)(3)

## **TRANSPORTATION PORTION**

1. The City will continue to coordinate with SporTran to identify bus stops and routes with high numbers of riders, and identify locations in need of improvement, repair or replacement of curb cuts and the adjacent or approaching sidewalks, obtain the estimated cost to perform such improvement, repair or replacement work, and schedule such work as funds are allocated by the City Council or general obligation funding.
2. Install bus landing pads at advertising benches located at or connected to sidewalks to be completed by 2020.
3. The City will coordinate with the Caddo Parish School Board to identify school bus stop locations in need of improvement, repair or replacement of curb cuts and the adjacent or approaching sidewalks, obtain the estimated cost to perform such improvement, repair or replacement work, and schedule such work as funds are allocated by the City Council or general obligation bond funding.
4. Survey all bus stops to identify where improvements can be made to comply with the technical and scoping requirements of the ADA Accessibility guidelines, obtain estimated costs of improvements, and schedule performance of the work.
5. Install landing pads at non-bench bus stops if there is an existing sidewalk at those stops no later than 2027, subject to funds being allocated by the Federal Transportation Authority, the City Council or general obligation bond funding.

## **PROGRAM ACCESSIBILITY: SIDEWALKS & CURB CUTS**

The City of Shreveport recognizes that pedestrian walkways or sidewalks that are the responsibility of the City often play a key role in providing access to government programs and services and to the goods and services offered to the public by private businesses. When walkways cross a curb at intersections, a ramp or sloped surface is needed. Curb cuts allow people with mobility impairments to gain access to the sidewalks and to pass through center islands in streets.

Whenever the City constructs new streets or alters existing streets, it is committed to installing curb cuts where public walkways cross curbs at intersections. When new sidewalks or walkways are built or altered, the City is committed to ensuring that curb cuts or sloped areas are provided wherever they intersect with streets or roads.

At existing roads and sidewalks that are not being altered, the City may choose in some cases to construct curb cuts at every point where a pedestrian walkway intersects a curb, or it may choose to provide curb cuts at only select corners or at other locations if equal access to the programs served by these walkways can be ensured. Alternative routes to buildings that make use of existing curb cuts may be acceptable where people with disabilities must only travel a marginally longer route.

## **GRIEVANCES AND REQUEST FOR ACCESS AND ACCOMODATION**

This Access or Accommodation Request and 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 City of Shreveport. It may also be used to request that access barriers be reduced or removed in anticipation of any access opportunity.

Formal communication to the City of Shreveport regarding accessibility concerns must be directed to the City of Shreveport ADA coordinator and may be made by any means most convenient to the individual reporting the concerns. For ease of access, simplification, clarity, and tracking purposes, the City provides an online reporting process available online at [www.shreveportla.gov](http://www.shreveportla.gov). Persons may also submit communication in any written form in person or by mail.

Alternative means of filing complaints, or requests for accommodations or access, such as personal interviews or a tape recording of a complaint, will be made available for persons with disabilities upon request. The request/complaint should be submitted by the requestor/grievant and/or his/her designee as soon as possible but no later than 60 calendar days after an alleged violation through the City ADA web page, or at the below address:

Alonzo Smith, City of Shreveport ADA Coordinator / Safety Officer  
505 Travis Street  
Suite 620  
Shreveport, LA 71101

Within 15 calendar days after receipt of the complaint, the ADA coordinator will meet with the requestor/complainant to discuss the request/complaint and the possible resolutions.

Within 15 calendar days of the meeting, the ADA Coordinator will respond in writing, and where appropriate, in a format accessible to the requestor/complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Shreveport and offer options for substantive resolution of the request/complaint. For complaints submitted online, or via electronic mail, an electronic mail reply may be used as the City's written communication.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the requestor/complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Chief Administrative Officer (CAO) or designee. Within 15 calendar days after receipt of the appeal, the Chief Administrative Officer (CAO) or designee will meet with the requestor/complainant to discuss the request/complaint and possible resolutions.

Within 15 calendar days after the meeting, the Chief Administrative Officer (CAO) or designee will respond in writing, and, where appropriate, in a format accessible to the requestor/complainant, with a final resolution of the request/complaint. All written requests/complaints received by the ADA Coordinator designee, appeals to the Chief Administrative Officer (CAO) or designee, and responses from these two offices will be retained by the ADA Coordinator for at least three years.

## **CONCLUSION**

Services and programs offered by the City to the public must be accessible for all citizens and reasonable accommodations must be made for those with disabilities. The process of making City facilities and programs accessible to all individuals will be an ongoing one and the City will continue to review accessibility issues through self-evaluation, resolution of complaints, and by making reasonable modifications to various programs. The City has made progress towards improving accessibility as seen by the following actions:

- Designation of an ADA Coordinator
- Implementation of an ADA grievance procedure
- Conducting an ongoing self-assessment to identify issues needing to be resolved
- Complying with Federal and State requirements as facilities are modified or Constructed

It is imperative that the City partner with the community to work together to identify and resolve accessibility issues. In addition to the existing grievance process, feedback will be obtained from the community by publishing this document on the City's website. Upon receipt of public input, City staff will update the Plan and make it available to the public in its revised form. Periodic updates will be made to the Plan going forward.

## **ATTACHMENT:**

(SEE NEXT PAGES)

- ✓ **ADA Accommodation for City Employment**
- ✓ **ADA Accommodation for a City Program**



# CITY OF SHREVEPORT

ADA Coordinator | 505 Travis Street, Suite 620, Shreveport, LA 71101

## ADA Accommodation for City Employment

Date Submitted: \_\_\_\_\_

### **REQUESTOR'S CONTACT INFORMATION:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

### **IF YOU ARE A CURRENT CITY OF SHREVEPORT EMPLOYEE, PLEASE PROVIDE THE FOLLOWING INFORMATION:**

Job Title: \_\_\_\_\_ Department: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

### **PLEASE ANSWER THE FOLLOWING QUESTIONS REGARDING YOUR ACCOMMODATION NEEDS:**

How does a disability restrict your ability to accomplish a job function(s)? Please describe as specifically as possible. State the task(s) for which you are requesting an accommodation, and describe the difficulty you have performing that task without accommodation.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What specific accommodation(s) are you requesting?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*I believe I have a protected disability (a physical or mental impairment that limits one or more major life activities) and I cannot perform the essential functions of my job without an accommodation.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please submit this form to:**  
Alonzo Smith, City of Shreveport/ ADA Coordinator, Safety Officer  
505 Travis St. Suite 620 | Shreveport, La. 71101 | FAX-318-673-5546





# CITY OF SHREVEPORT

ADA Coordinator | 505 Travis Street, Suite 620, Shreveport, LA 71101

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## ADA Accommodation for a City Program

Program Name: \_\_\_\_\_  
Date Submitted: \_\_\_\_\_

### **REQUESTOR'S CONTACT INFORMATION:**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

If the ADA accommodation is being requested for someone other than yourself, please name that individual and provide his/her contact information:

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_  
Your relationship to this person: \_\_\_\_\_

Please answer the following questions regarding your accommodation needs:  
What protected disability is preventing participation in the Program above? How does this disability limit or restrict participation? Are there specific physical challenges?

\_\_\_\_\_  
\_\_\_\_\_

What accommodation(s) are you requesting for the Program named above?

\_\_\_\_\_  
\_\_\_\_\_

Is one to one staff interaction required? Yes \_\_\_\_\_ No \_\_\_\_\_

Is the participant self-sufficient for daily needs/personal care, including independence for toiletry need?

\_\_\_\_\_  
\_\_\_\_\_

Is there a limitation on participation in specific Program activities?

\_\_\_\_\_  
\_\_\_\_\_

What type of behavior issues does the participant have?

\_\_\_\_\_  
\_\_\_\_\_

Can the participant communicate verbally?

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Can the participant follow verbal, visual, physical directions?

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Can the participant function, with limited assistance, as a member of a large social group?

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Accommodation will be made based on a review of the request for accommodation and in accordance with the City's Policy and Process for Applicants, Citizens, and Customers for All ADA-Related Complaints or Requests for Accommodation, Including Pedestrian Facility Access. Each time a participant enrolls in a program, a new request for accommodation must be made. Failure to make a timely request for accommodation may result in delay of the review and implementation of the accommodation or delay the participant's entry into the program. Participants will be unable to attend the program until the request has been reviewed and a determination has been made. Please allow up to ten (10) business days for review.

I have read (or had read to me) and understand the above information and the minimum requirements for participation in the Program as described in the standard description of the Program provided to the public. Therefore, I believe that with the requested accommodation, the participant above meets Program minimum requirements for participation.

Requestor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent or Guardian Signature: \_\_\_\_\_  
(If participant is under 18 years of age): \_\_\_\_\_ Date: \_\_\_\_\_

Physicians Signature (Required) \_\_\_\_\_ Date \_\_\_\_\_

**Please submit this form to:**  
Alonzo Smith, City of Shreveport ADA Coordinator / Safety Officer  
505 Travis Street, Suite 620, Shreveport, LA 71101 | FAX 318-673-5546