CHARLOTTESVILLE ADA TRANSITION PLAN UPDATE

PRECISION INFRASTRUCTURE MANAGEMENT

Experts in ADA and Infrastructure Planning: We partner with local governments to develop ADA Transition Plans and asset management strategies grounded in real-world needs.

Public-Sector Focused: Our team understands how to align compliance, community expectations, and operational realities in government environments.

Field-Tested and Data-Driven: We use advanced tools and experienced field teams to collect accurate, actionable data.

From Assessment to Implementation: We support agencies at every stage—from policy reviews and self-evaluations to long-term planning and execution.

PIM | PRECISION INFRASTRUCTURE MANAGEMENT

OVERALL FINDINGS

- **167 Miles of ROW:** 48,038 Barriers
- **42 Facilities:** 2,697 Barriers
- **30 Parks:** 1,029 Barriers
- **Digital:** 1 Website (29 templates), 30 Documents
- **8 Departments Reviewed for Programmatic Access:** Iterative Project Plan Developed
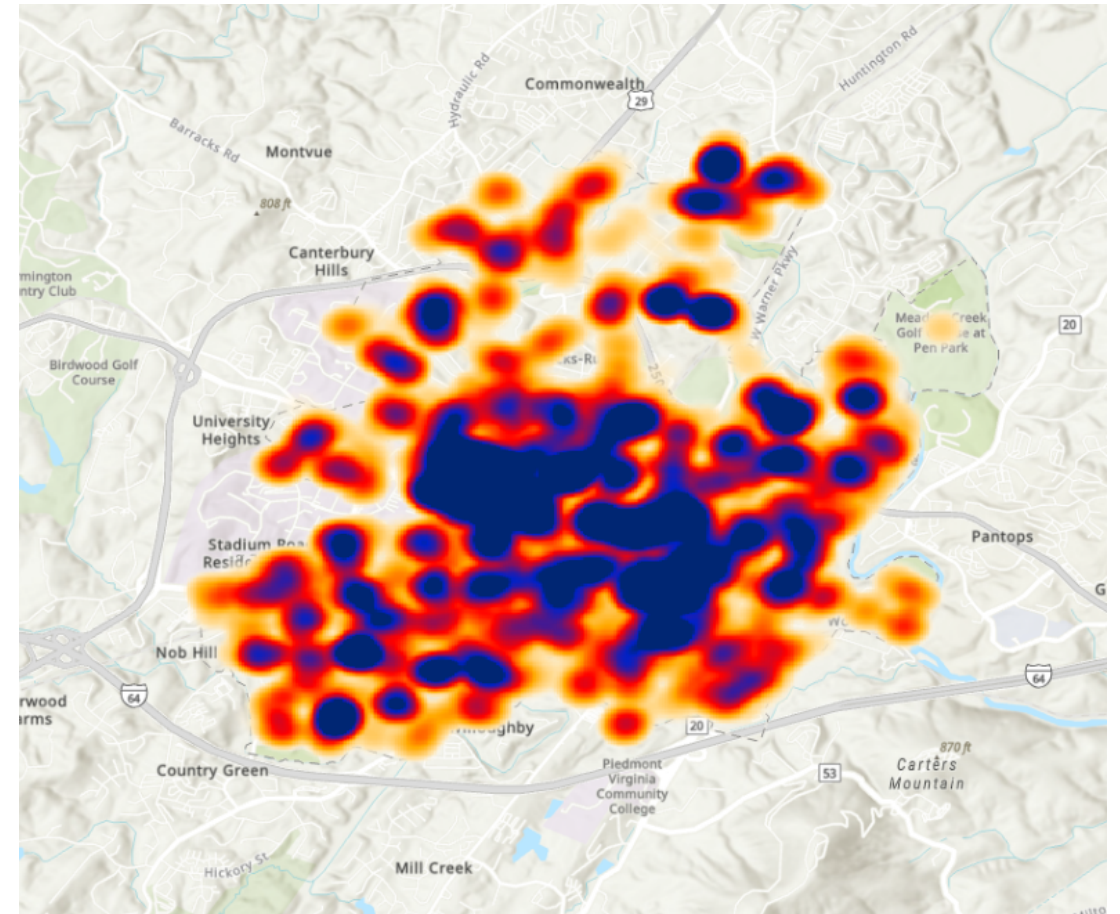
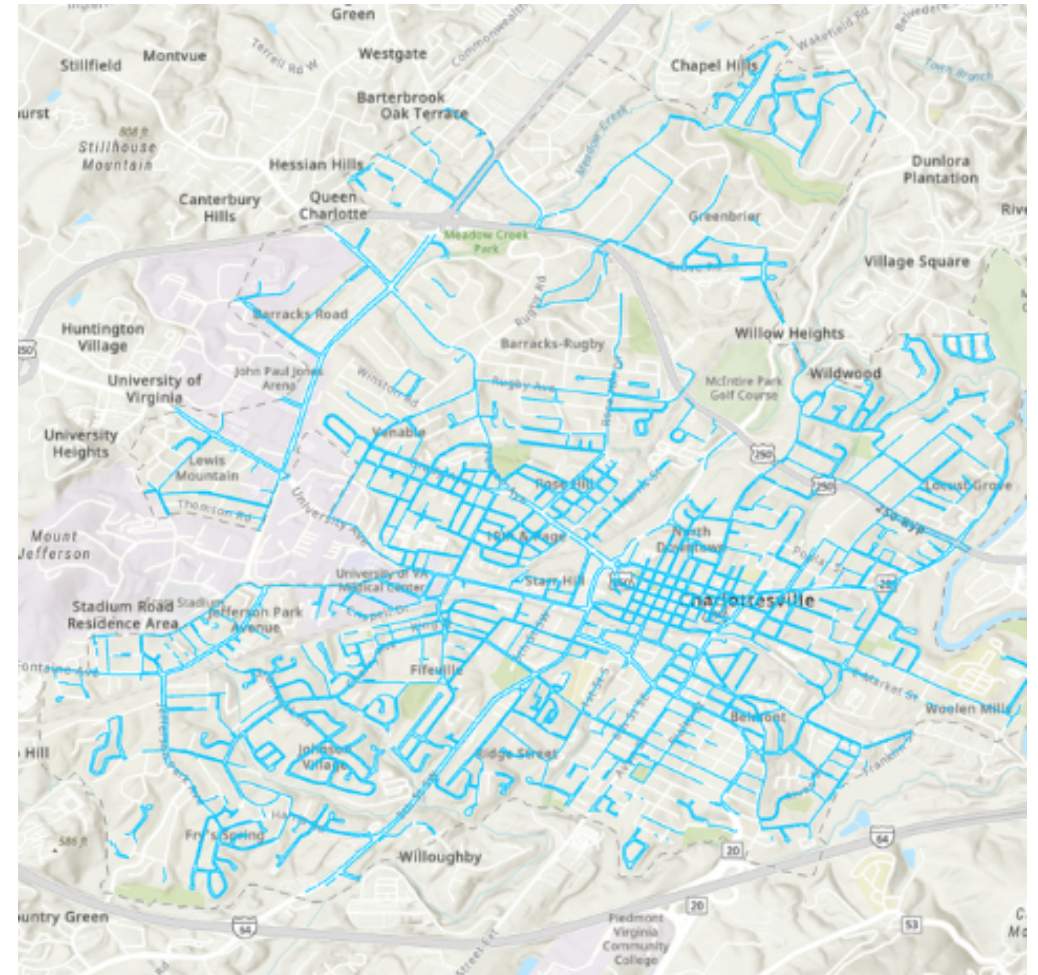# CHARLOTTESVILLE RIGHT-OF-WAY ASSESSMENT

COLLECTION ROW PROCESS

Collection Process

- PIM coordinates with client and determines scope.
- Surveyors walk all established sidewalk and assess:
    - Curb Ramps (16-point inspection)
    - Obstructions to ROW (vegetative, vertical, ground)
    - Sidewalk gaps and footpaths
    - Accessible Pedestrian Signals
    - Vertical Height Displacements
    - Etc.
- Our process is flexible and client-focused. With our deep knowledge of PROWAG and industry best practices, we are equipped to meet a wide range of unique client needs.
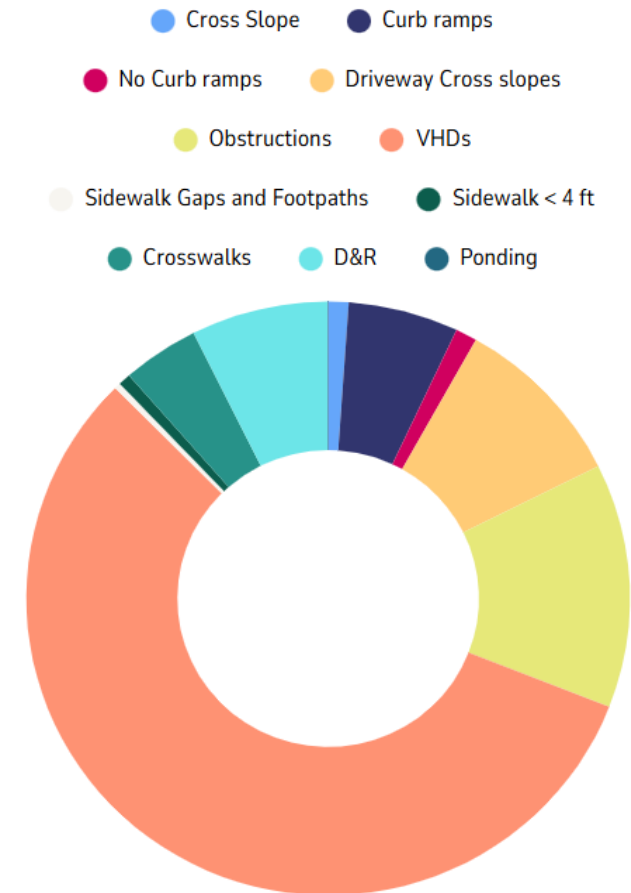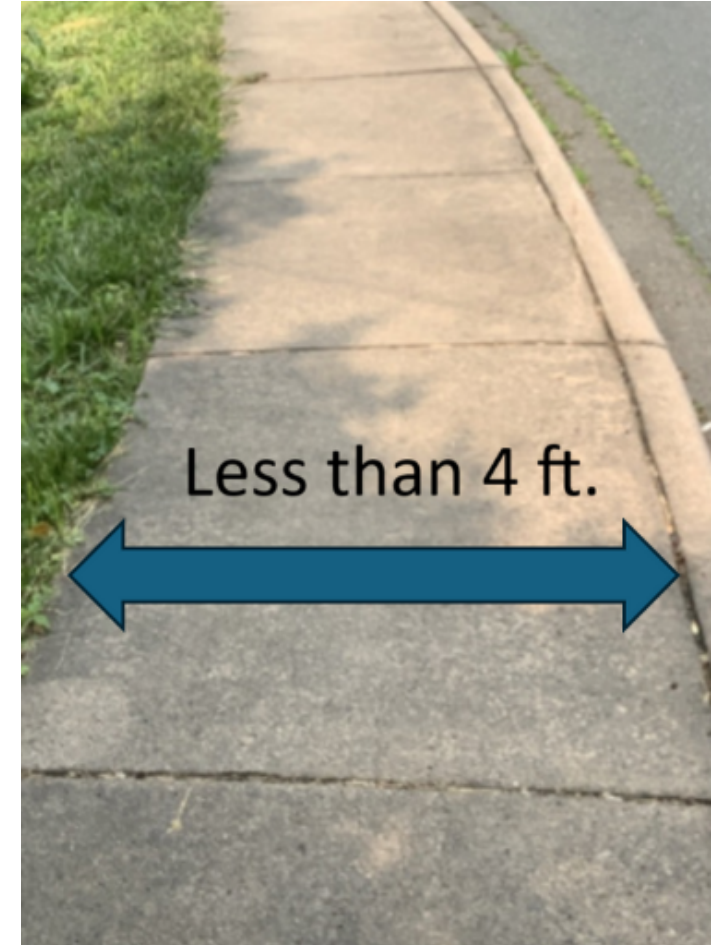
167 Miles of ROW: 48,038 Barriers

BREAKDOWN OF TOTAL ROW FINDINGS

Findings	Barriers
Cross Slope > 50 ft.	521
Crosswalks	1,971
Curb Ramps	2,845
Driveway Cross Slopes	4,561
No Curb Ramp	551
Obstructions	6,383
Vertical Height Displacement	27,189
Demolition and Replacement	3,514
Sidewalk Gaps and Footpaths	167
Sidewalk < 4 ft.	313
Ponding	23

Legend:
- Cross Slope
- Curb ramps
- No Curb ramps
- Driveway Cross slopes
- Obstructions
- VHDs
- Sidewalk Gaps and Footpaths
- Sidewalk < 4 ft
- Crosswalks
- D&R
- Ponding

ROW FINDING EXAMPLES

Less than 4 ft.

BREAKDOWN OF ROW COSTS

Findings	Barriers	Cost
Cross Slope > 50 ft.	521	$9,693,750
Crosswalks	1,971	$763,000
Curb Ramps	2,845	$16,445,000
Driveway Cross Slopes	4,561	$43,792,500
Obstructions	6,383	$19,497,050
Vertical Height Displacement	27,189	$3,629,375
Demolition and Replacement	3,514	$12,780,000
Sidewalk Gaps and Footpaths	167	4,696,875
Sidewalk < 4 ft.	313	$14,182,500

Cost Using AMA
$16,409,375

$67,220,625
Cost if using
traditional methods
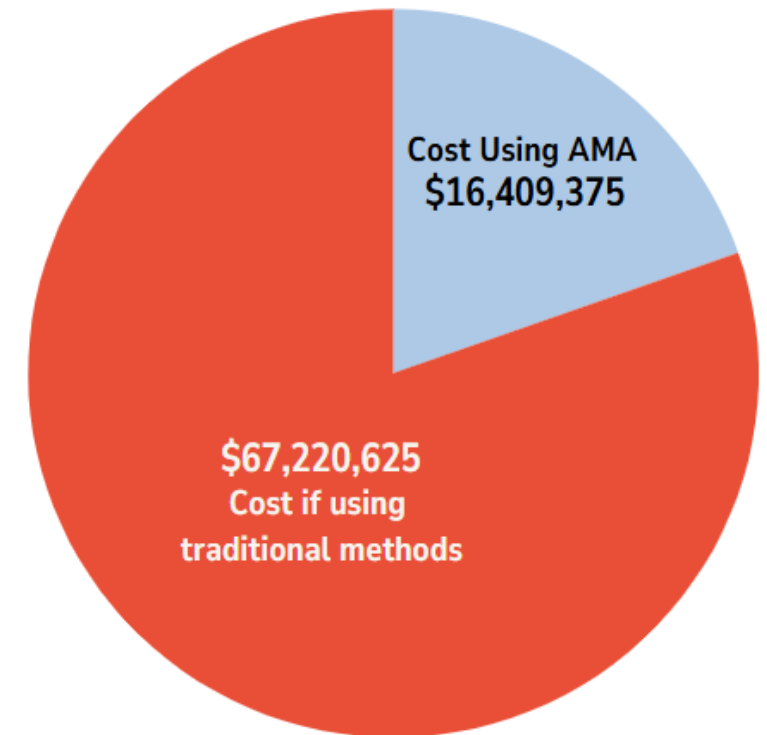
Total Cost: $125,480,050

ROW ASSET MANAGEMENT PLAN

Year	Cost	% of Plan
Year 1	$1,000,000	4.3%
Year 2	$1,000,000	4%
Year 3	$1,000,000	3.8%
Year 4	$1,000,000	3.6%
Year 5	$1,000,000	3.3%
Long Term Cost	$131,530,079	81%
Total	**$136,530,079**	**100%**

% of Plan

Year 1
4.3%
Year 2
4.0%
Year 3
3.8%
Year 4
3.6%
Year 5
3.3%

Long Term Costs
81.0%
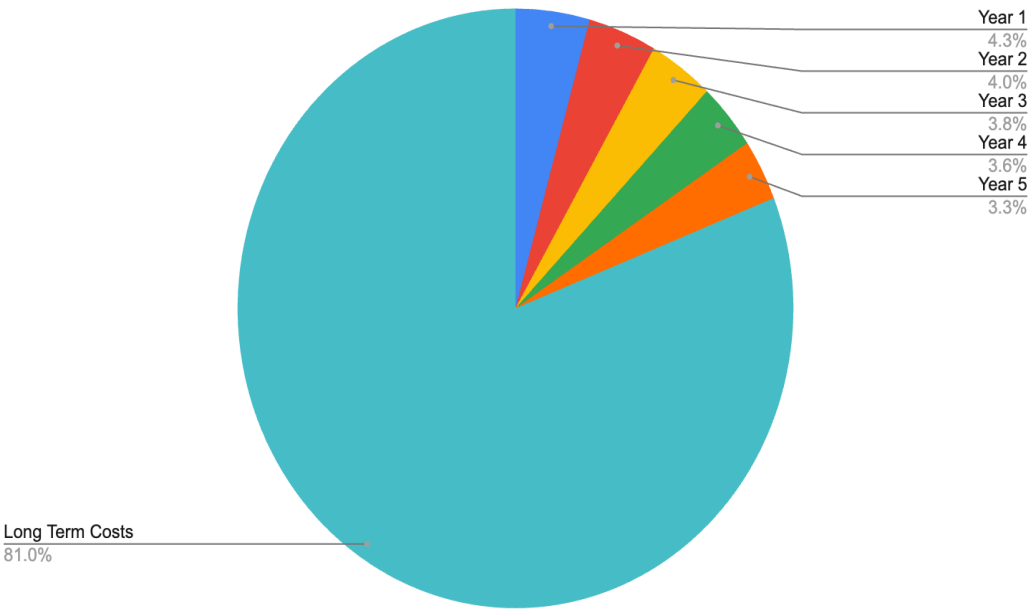
CHARLOTTESVILLE FACILITY ASSESSMENT

COLLECTION PROCESS FACILITIES

Collection Gear

- iPad
- BlueDAG (software)
- Two-foot level
- Measuring Tape

Daily Process

- Surveyor coordinates with facility contacts to determine the optimal time for onsite arrival.
- Surveyor uses BlueDAG to evaluate facility barriers
  - Parking
  - Entrance
  - Amenities (playgrounds, sports fields, recreation centers, water fountains, etc)
  - Bathrooms
  - Anything else that is publicly accessible.
- Surveyor uses PIM resources to accurately develop recommendations for remediation, pricing, and prioritization of all identified barriers.
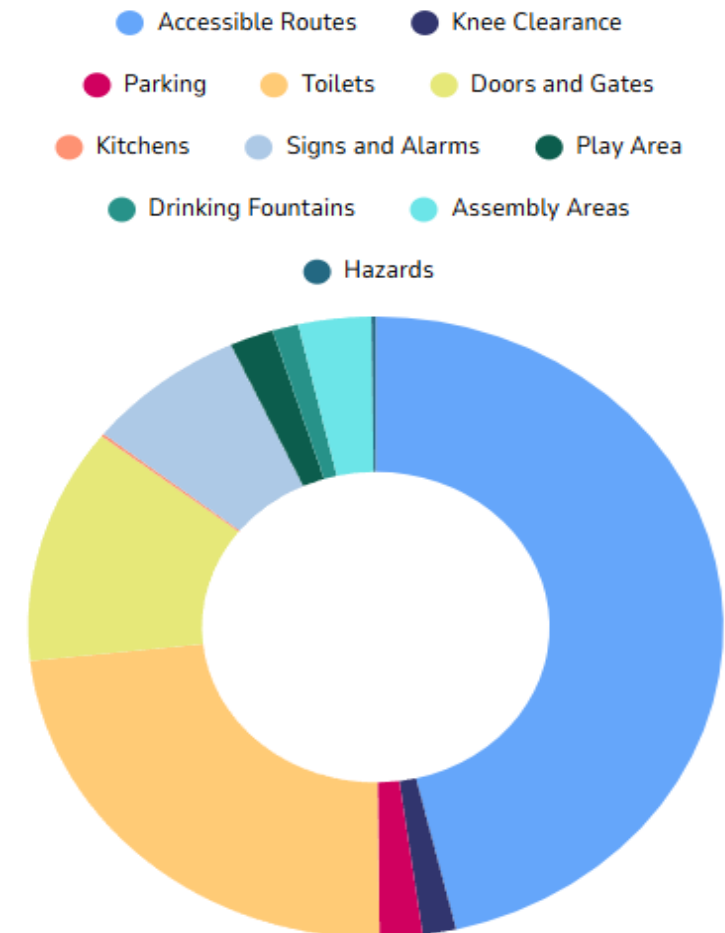
FACILITY FINDINGS

42 Facilities: 2,697 Barriers
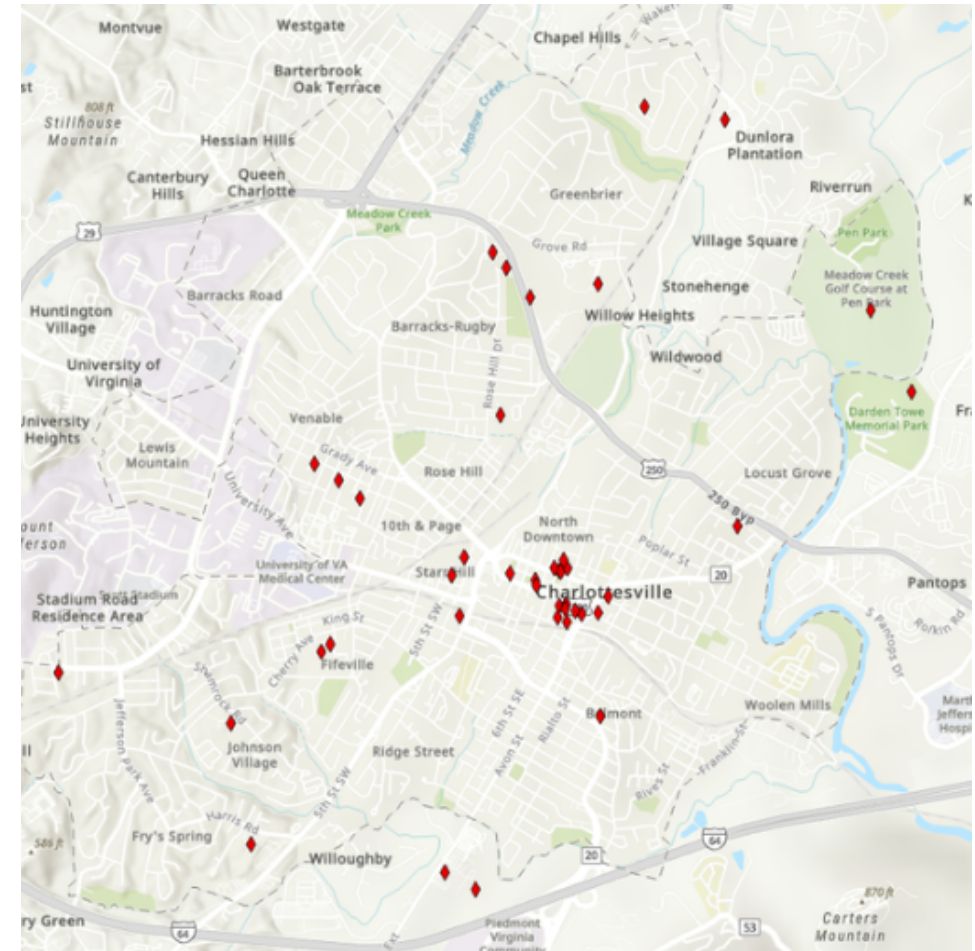
BREAKDOWN OF TOTAL FACILITY FINDINGS

Findings	Barriers
Accessible Routes	628
Knee Clearance	26
Parking	143
Toilets, Bathing Rooms, and Saunas	753
Doors and Gates	820
Hazards & Protruding Objects	7
Kitchens, Kitchenettes, and We Bars	32
Reach Ranges	31
Signs and Alarms	88
Play Areas	24
Counters/Surfaces/Fountains	127
Assembly Areas	18

Legend: Accessible Routes, Knee Clearance, Parking, Toilets, Doors and Gates, Kitchens, Signs and Alarms, Play Area, Drinking Fountains, Assembly Areas, Hazards

FACILITY FINDING EXAMPLES

FOUNTAIN

SINKS

REACH RANGE

TRANSFER PLATFORM
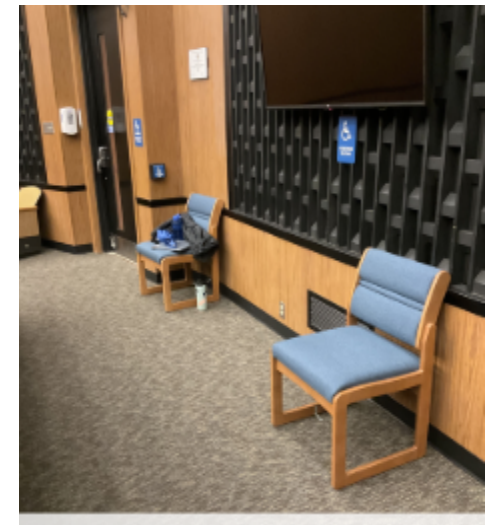
SEATING

BREAKDOWN OF TOTAL FACILITY FINDINGS

Findings	Barriers	Cost
Accessible Routes	628	$582,267
Knee Clearance	26	$160,000
Parking	143	$281,910
Toilets, Bathing Rooms, and Saunas	753	$426,475
Doors and Gates	820	$1,244,060
Hazards & Protruding Objects	7	$7,600
Kitchens, Kitchenettes, and We Bars	32	$44,000
Reach Ranges	31	$14,700
Signs and Alarms	88	$15,850
Play Areas	24	$660,700
Counters/Surfaces/Fountains	127	$445,500
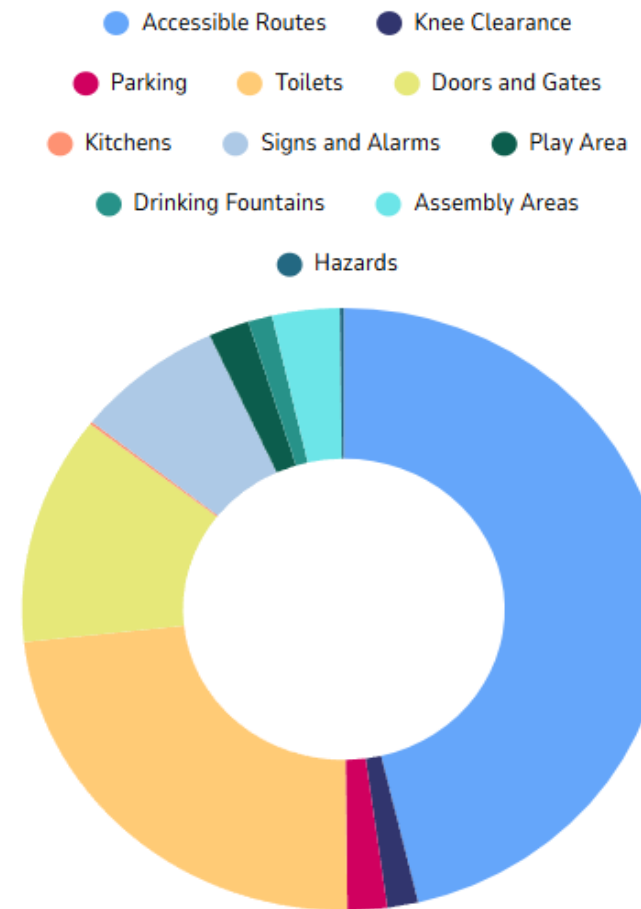
COLLECTION PROCESS PARKS

Collection Gear

- iPad
- BlueDAG (software)
- Two-foot level
- Measuring Tape

Daily Process

- Surveyor coordinates with facility contacts to determine the optimal time for onsite arrival.
- Surveyor uses BlueDAG to evaluate facility barriers
  - Parking
  - Entrance
  - Amenities (playgrounds, sports fields, recreation centers, water fountains, etc)
  - Bathrooms
  - Anything else that is publicly accessible.
- Surveyor uses PIM resources to accurately develop recommendations for remediation, pricing, and prioritization of all identified barriers.
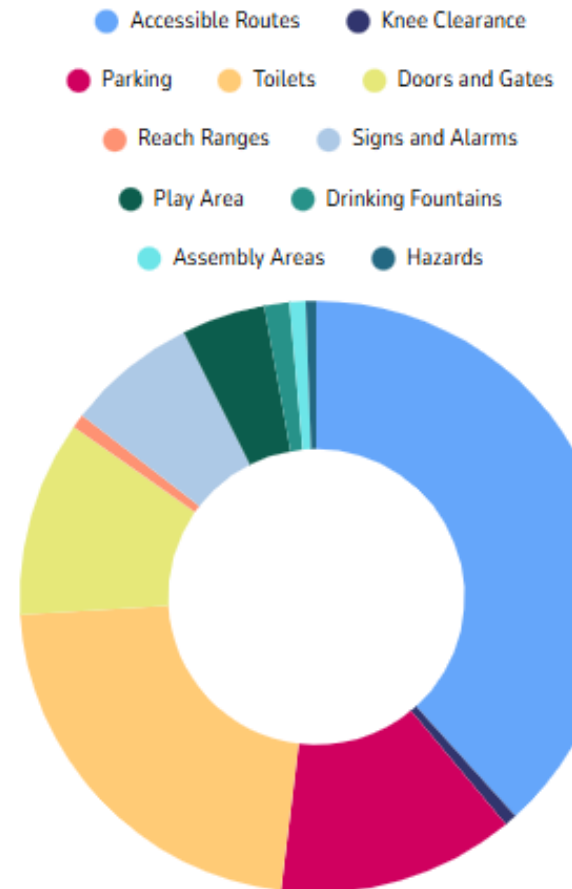
PARKS FINDINGS

30 Parks: 1,029 Barriers
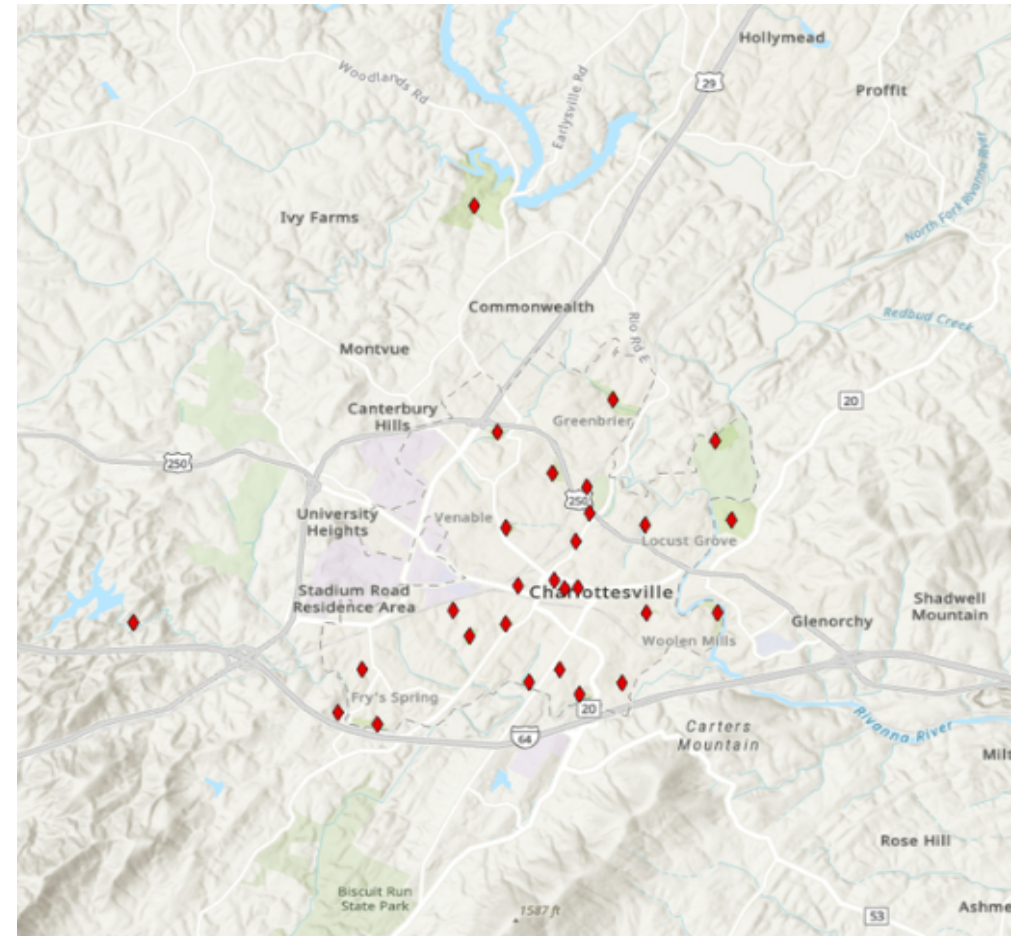
BREAKDOWN OF TOTAL PARKS FINDINGS

Findings	Barriers
Accessible Routes	394
Knee Clearance	7
Parking	133
Toilets, Bathing Rooms, and Saunas	228
Doors and Gates	110
Hazards & Protruding Objects	6
Reach Ranges	8
Signs and Alarms	73
Play Areas	47
Counters/Surfaces/Fountains	14
Assembly Areas	9

Legend: Accessible Routes, Knee Clearance, Parking, Toilets, Doors and Gates, Reach Ranges, Signs and Alarms, Play Area, Drinking Fountains, Assembly Areas, Hazards

PARKS FINDING EXAMPLES

ACCESSIBLE ROUTE

KNEE CLEARANCE

ACCESS AISLE

PIPE INSULATION
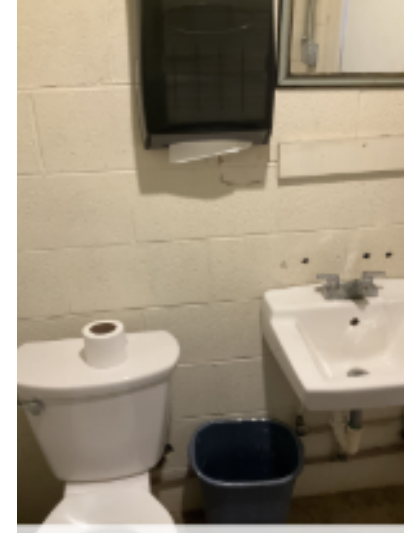
PAPER TOWELS

BREAKDOWN OF TOTAL PARKS FINDINGS

Findings	Barriers	Cost
Accessible Routes	395	$1,448,715
Knee Clearance	7	$27,000
Parking	133	$207,450
Toilets, Bathing Rooms, and Saunas	228	$88,480
Doors and Gates	110	$68,715
Hazards & Protruding Objects	6	$7,100
Reach Ranges	8	$2,000
Signs and Alarms	73	$5,120
Play Areas	47	$1,076,000
Counters/Surfaces/Fountains	14	$55,000
Assembly Areas	9	$131,000

Legend: Accessible Routes, Knee Clearance, Parking, Toilets, Doors and Gates, Hazards, Reach Ranges, Signs and Alarms, Play Areas, Drinking Fountains, Assembly Areas
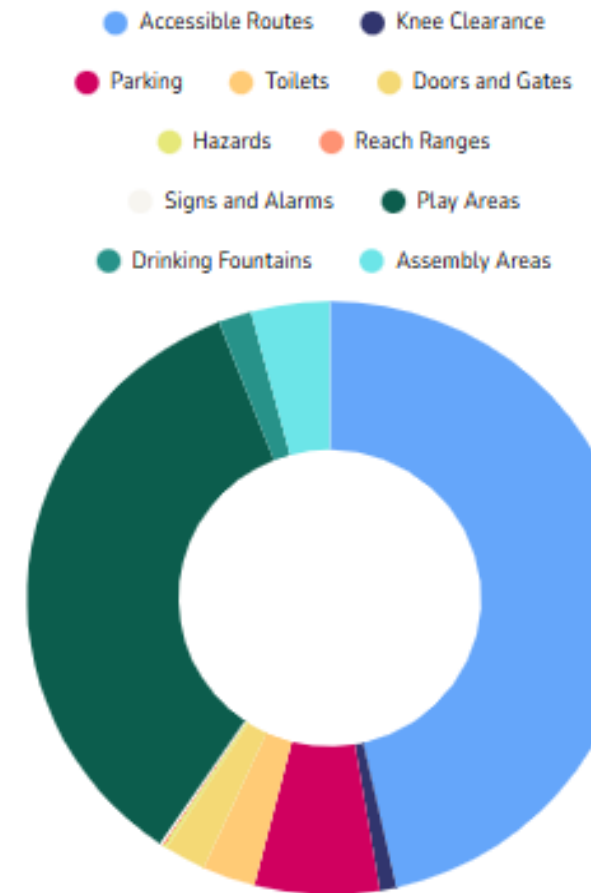
DIGITAL FINDINGS

Digital: 1 Website (29 templates), 30 Documents

WCAG-EM TESTING PROCESS

- **WCAG-EM** stands for Website Accessibility Conformance Evaluation Methodology.
- A standardized method for evaluating how well a website conforms to **WCAG 2.1/2.2.**
- Designed by the **W3C/WAI** to ensure consistent, repeatable accessibility evaluations.
  - *W3C (World Wide Web Consortium) sets international web standards, and WAI (Web Accessibility Initiative) develops guidelines and tools to make the web accessible to people with disabilities.*
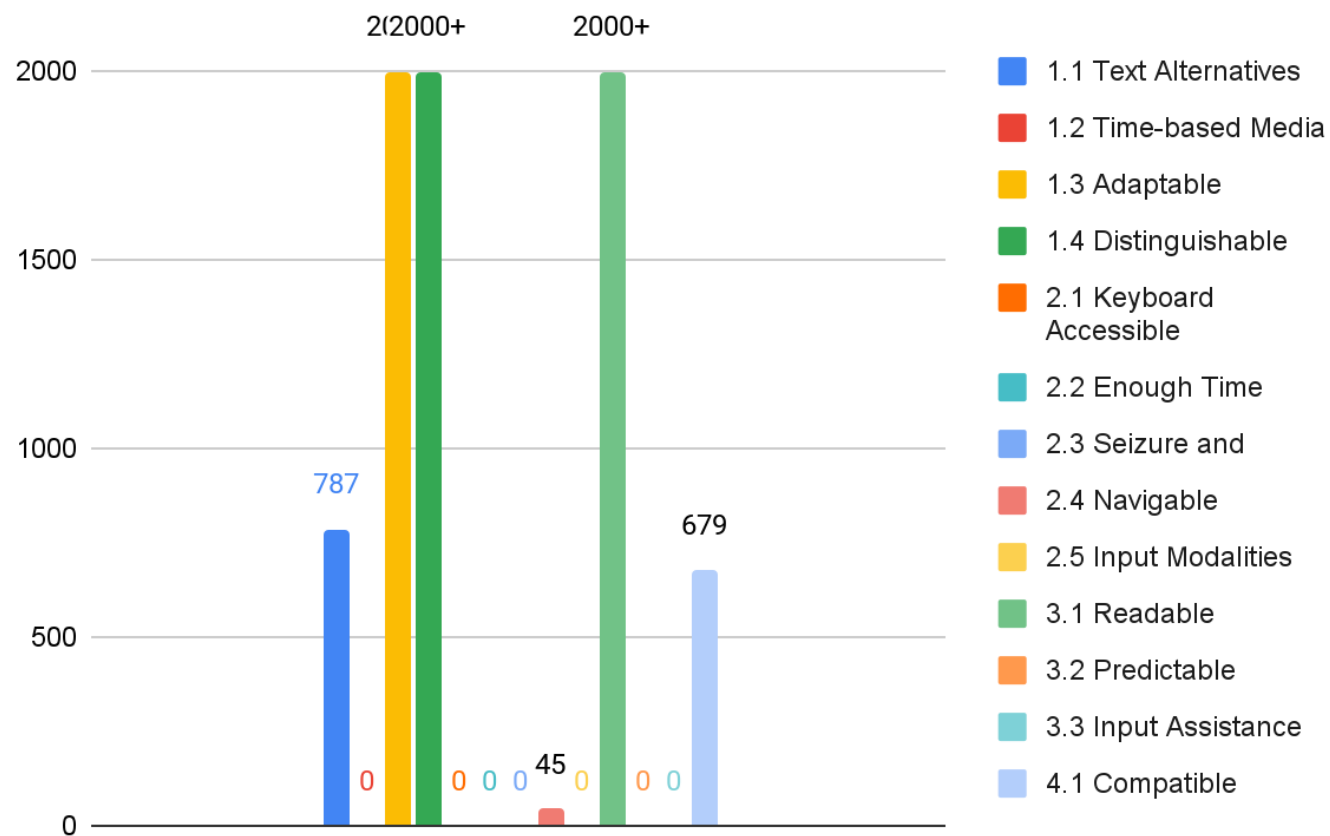
WCAG-EM TESTING PROCESS

- **Define Evaluation Scope**
  - o Set the purpose, target users, technologies, and sample size.
- **Explore the Website**
  - o Understand structure, functionality, and content variability.
- **Select a Representative Sample**
  - o Choose pages that reflect different types of content, templates, and functionality.
- **Audit Sample Pages**
  - o Evaluate selected pages against WCAG success criteria (Level A & AA).
  - o Use manual and automated tools.
- **Report Findings**
  - o Document conformance levels, issues, and recommendations.
  - o Provide score/level and summary for stakeholders.

DIGITAL FINDINGS

Findings:

- ## 2,544,760 PDF Barriers

* 30 PDFs tested against WCAG 2.1 criteria using PDF Accessibility Checker (PAC)

Bar chart legend:
- 1.1 Text Alternatives
- 1.2 Time-based Media
- 1.3 Adaptable
- 1.4 Distinguishable
- 2.1 Keyboard Accessible
- 2.2 Enough Time
- 2.3 Seizure and
- 2.4 Navigable
- 2.5 Input Modalities
- 3.1 Readable
- 3.2 Predictable
- 3.3 Input Assistance
- 4.1 Compatible

Chart values: 787, 2000+, 2000+, 0, 0, 0, 45, 0, 2000+, 0, 0, 679

DIGITAL FINDINGS

Findings:

- ## 244 Unique Findings

* 29 Templates Tested Using WCAG-EM and Accessibility Insights

Assessment report

This report shows the overall accessibility of the website or web app through a combination of automated and manual tests that cover all the WCAG 2.1 AA and 2.2 AA success criteria.

Summary

✓ 93% ◯ 0% ✕ 7%

Test details

Automated checks	✓ 56 ✕ 3	
Keyboard		
Focus		
Landmarks		
Headings		
Repetitive content		
Links		
Native widgets		
Custom widgets		
Timed events		
Errors / status		
Page navigation		
Parsing		

Images	
Language	
Sensory	
Adaptable content	
Audio / video	
Multimedia	
Live multimedia	
Sequence	
Semantics	✓ 8
Pointer / motion	
Contrast	
Cognitive	

WHAT IS A PROGRAMMATIC ACCESS ASSESSMENT

- **Definition:** A Programmatic Access Assessment evaluates how well a city's programs, policies, and services provide equitable access for individuals with disabilities, in compliance with ADA Title II.
- **Focus Areas:**
  - Communication & Information Access
  - Reasonable Modifications
  - Emergency Preparedness
  - Vendor & Partner Compliance
  - Community Participation
- **Goal:** Ensure all community members—including people with disabilities—can access and benefit from public programs, services, and activities.

ASSESSING PROGRAMS AND SERVICES

Under the ADA, programs and services refer to the full range of activities, benefits, and operations offered by a government entity—regardless of format or location.

- This includes in-person, digital, and third-party delivered services.
  - o **Examples:** recreation programs, permitting processes, public meetings, library services, emergency response, public information, and more.
- The ADA requires these services be accessible to everyone, including individuals with disabilities—physically, digitally, and procedurally.
- Accessibility must be built into policies, practices, and procedures, not just facilities.

ADMINISTRATIVE REQUIREMENTS

- **Key Title II Requirements:**
  o **Public Notice:** Ensure accessibility information is posted across all platforms.
  o **ADA Coordinator:** Clarify role, authority, and access to resources.
  o **Grievance Procedure:** Provide an easily accessible process for resolving complaints.
- **Recommendations:**
  o Standardize public notices and coordinator contact info citywide.
  o Adopt and promote a citywide grievance form and process.
  o Provide staff training on ADA administrative responsibilities.

KEY PROGRAM & POLICY GAPS IDENTIFIED

Systemic Gaps Identified:
- Lack of consistent reasonable modification procedures.
- Inconsistent effective communication policies across departments.
- Insufficient accessibility in emergency communications and digital content.

General Recommendations:
- Adopt citywide digital accessibility policy (WCAG 2.1 AA).
- Train all staff on ADA reasonable modification and communication standards.
- Develop formal vendor and third-party compliance requirements.

MOVING FORWARD WITH PROGRAMMATIC ACCESS

- **Guiding Framework:**
  - Accessibility Maturity Model (5 Levels, 5 Dimensions)
  - 5-Year Roadmap from foundational actions to full integration
- **Next Steps:**
  - Launch department-specific action plans.
  - Roll out staff training and onboarding requirements.
  - Publish updated accessibility tools and policies citywide.
  - Continue to assess programs and services not identified in the assessment process.
- **Outcomes:**
  - Improved inclusion, reduced liability, and increased public trust.

Knowledge and Skills Dimension (with proof points)

Dimension: Knowledge and Skills	Undefined	Defined	Repeatable	Managed	Optimized
	No efforts to develop access-related knowledge and skills have been made.	Recognized need for organization-wide access and inclusion expertise and training. Planning initiated, not well-organized.	Workforce access skills development and training plan in place. Integration of assessment process is in progress, but not implemented consistently.	Training and turnover files have been developed for all roles and lines of effort are regularly audited for compliance with organizational policy.	Organization-wide role-based expertise in accessibility is well-defined, evaluated, and continuously enhanced
2.1 Establish training minimums.	No action.	Inventory available training and relevant roles.	Implement training programs.	Evaluate training programs for improvement.	Refresh training initiatives utilizing lived experience and staff input.
2.2 Develop ongoing education initiatives.	No action.	Inventory existing education efforts and stakeholders.	Implement education and awareness campaign.	Evaluate education and awareness efforts.	Partner with existing education and awareness programs, implement improvements utilizing lived experience.
2.3 Develop monitoring programs to improve awareness.	No action.	Inventory existing monitoring programs.	Establish monitoring cadences.	Implement monitoring processes.	Utilize lessons learned through monitoring cadences to make improvements to training programs and education and awareness campaigns.