

**AMERICANS WITH  
DISABILITIES ACT  
TRANSITION PLAN  
STAGE 1–CITY CENTER**

*City of Federal Way*

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## List of Abbreviations/Acronyms/Symbols

<b>ADA</b>	<b>Americans with Disabilities Act</b>
<b>APS</b>	<b>Accessible Pedestrian Signal</b>
<b>BAA</b>	<b>Boarding and Alighting</b>
<b>DWS</b>	<b>Detectable Warning System</b>
<b>GIS</b>	<b>Geographic Information System</b>
<b>M/T/S</b>	<b>Median/Traffic Island/Splitter Island</b>
<b>MUTCD</b>	<b>Manual on Uniform Traffic Control Devices</b>
<b>PAR</b>	<b>Pedestrian Access Route</b>
<b>PPB</b>	<b>Pedestrian Push Button</b>
<b>PCP</b>	<b>Pedestrian Circulation Paths</b>

<b>City</b>	<b>City of Federal Way</b>
<b>min.</b>	<b>minimum</b>
<b>max.</b>	<b>maximum</b>
<b>in.</b>	<b>inch(es)</b>
<b>ft.</b>	<b>feet</b>
<b>”</b>	<b>inch(es)</b>
<b>’</b>	<b>feet</b>
<b>%</b>	<b>percent</b>

## **1.0 Introduction**

The landmark Americans with Disabilities Act of 1990 provides comprehensive civil rights protections to qualified individuals with disabilities in the areas of employment, public accommodations, state and local government services, and telecommunications. A primary goal of the ADA is the equal participation of individuals with disabilities in the "mainstream" of American society. Title II of the Act took effect on January 26, 1992 and covers programs, activities, and services of public entities, including City of Federal Way, Washington. Most requirements of Title II are based on Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of disability in federally assisted programs and activities. The ADA extends Section 504's non-discrimination requirement to all activities of public entities, not only those that receive Federal financial assistance.

Stage 1 of the City of Federal Way Americans with Disabilities Act (ADA) Transition Plan provides policies and practices for implementing physical pedestrian improvements within the public right-of-way of the City of Federal Way in the City Center. The goal is to optimize the pedestrian experience, to provide safe and usable pedestrian facilities for all pedestrians, and to assure compliance with all federal, state, and local regulations and standards. The ADA requires that all governmental agencies complete a Transition Plan for the construction of accessible routes in streets, municipally owned parking lots, and Public Facilities. The contents and requirements of ADA Transition Plans are described in the ADA Title II Technical Assistance Manual, Section II-8.3000.

Future stages of the City's ADA Transition plan will cover:

- Stage 2 – Arterial Streets
- Stage 3 – City Properties (under ADAAG)
- Stage 4 – Collector Streets
- Stage 5 – Local Streets

The stages were developed in order to have manageable amounts of work to complete and analyze. The order of the stages were determined to address the areas that serve the greatest number of people and that support access to mass transit.

## **2.0 Overview**

The City of Federal Way ADA Transition Plan contains the following:

- Policies and Procedures
- A list of physical barriers in the City that limit the accessibility of public pedestrian paths, including signalized pedestrian crossings to individuals with disabilities;
- A detailed outline of the process to be implemented for removing these barriers to make public sidewalks accessible;
- A schedule for taking the necessary steps to achieve compliance with Title II and identifies the interim steps that will be taken for the transition period;
- The name of the official responsible for the Plan's implementation.

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This ADA Transition Plan is the first published by City of Federal Way. It should be considered a first step of a larger process. City of Federal Way's approach is unique, in that this document does not attempt to inventory all ADA deficiencies city-wide. This document fully inventories selected geographic areas within the City such as the City Center. Taking an incremental approach better utilizes City of Federal Way's limited resources, balancing community needs with funding realities. The reduced scope of this first edition ADA Transition Plan will provide the City with valuable cost data that can be applied to other geographic areas within the City in future Plan updates. More accurate cost data will help to better fit size of projects to program budgets.

The ADA requires that meaningful public participation be included as part of the ADA Transition Plan drafting and adoption process. Input from various stakeholders is currently being sought. Members of the public who have requested accommodations are being invited to review the draft of this plan, as well as other disabled individuals and their advocates. The draft of this plan will be provided in accessible formats upon request. In addition to the specific call for comment on this draft Transition Plan, the document will undergo public hearings that allow for public comment at City of Federal Way City Council meetings.

There is much work to do to upgrade Federal Way's pedestrian facilities within its public rights of way, but the City of Federal Way is committed to making ours an accessible community.

### **3.0 Policies and Procedures**

A barrier-free transportation system requires policies and procedures that ensure that all departments and programs are striving to meet the goal of a transportation system that is free of barriers. Planning documents must provide clear policy direction for new development. Inspection practices must assure that sidewalk facilities have been constructed according to plan and meet applicable standards.

The City has an interest in exercising particular diligence in regard to pedestrian facility development, regardless of whether pedestrian facilities have been constructed as part of a private development project or as part of a public works project. The cost associated with remediation of work that has been done incorrectly often far exceeds the original cost of the initial project.

#### **3.1 City of Federal Way Policies and Procedures for Creating Barrier-Free Transportation Systems: New Construction and Alterations**

Title II of the ADA requires that new facilities be designed and constructed such that they are readily accessible to and usable by persons with disabilities. New construction projects address the construction of a new roadway or other transportation facility where none existed before. New construction is expected to meet the highest level of ADA accessibility unless it is structurally impracticable to achieve full compliance.

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If full ADA compliance cannot be achieved in new construction, compliance is required to the extent structurally practicable. The United States Department of Justice (USDOJ), the primary enforcement agency for the ADA, has explicitly clarified in its guidance on the ADA regulations that structural impracticability is not to be applied to situations in which a facility is located in “hilly” terrain or on a plot of land upon which there are steep grades. In such circumstances, accessibility can be achieved without destroying the physical integrity of the structure, and is required in the construction of new facilities. The City of Federal Way Development Standards demonstrate and take into account ADA requirements for new construction by providing compliant details for use in new developments or within public Rights of Way.

In the City of Federal Way, the vast majority of construction projects are not classified as new construction under the ADA, but rather they are classified as alterations. An alteration is a project that occurs within an existing developed right-of-way. Alterations include reconstruction, major rehabilitation, widening, resurfacing (e.g., asphalt overlays or mill and fill), signal installation and upgrades, and projects of similar scale and effect. An alteration project must be planned, designed, and constructed so that the required accessibility improvements occur at the same time as the alteration.

Alterations to existing facilities are required to meet new construction standards to the maximum extent feasible. If full ADA compliance cannot be achieved in an alteration, compliance is required to the maximum extent feasible within the scope of the project. Examples of work that is not within the scope of a project include the need to acquire right of way when right of way is not being acquired elsewhere on the project; the need to relocate utilities when utilities are not being relocated elsewhere on the project; the need to vertically realign the roadway when the roadway is not being vertically realigned elsewhere on the project; etc. Federal Way will document instances in alteration projects where full compliance could not be achieved in a maximum extent feasible memorandum. The documentation of these instances will reveal the standard of care that guided engineering judgments.

On January 23, 2008 the US Department of Transportation issued a memorandum titled Public Rights of Way Advisory. In this memorandum, USDOT requires local agencies receiving federal funds, such as Federal Way, to utilize the 2005 PROWAG for accessibility standards for all new construction and for all alteration projects. USDOT has provided subsequent clarification that “resurfacing is an alteration that triggers the requirement to add curb ramps if it involves work on a street or roadway spanning from one intersection to another, and includes overlays of additional material to the road surface, with or without milling,” provided the overlay impacts an intersection or crosswalk. Minor patching, such as may occur to fill a pothole or adjust a utility lid is exempt.

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Specific Federal Way Policies are as follows:

- 3.1.1 The City's Comprehensive Plan includes goals and policies that support development of an accessible transportation system (Chapter Three Transportation, page 66, Policy TP62);
- 3.1.2 Updates to the City Development Standards will include specific requirements to upgrade sidewalks and traffic signal crossings to meet current ADA guidelines;
- 3.1.3 Concurrent with street overlay work, every place where sidewalks intersect the project, the crossing will be brought up to current ADA guidelines, including compliant accessible routes, to the maximum extent feasible;
- 3.1.4 Concurrent with all major capital improvement projects, sidewalks (including driveways and curb ramps within the project limits) will be brought up to current ADA guidelines, and accessible pedestrian signals (APS) shall be installed at all signalized pedestrian crossings;
- 3.1.5 Roadway design will meet current ADA guidelines to the maximum extent feasible to assure that new ramps are properly located, designed, and constructed correctly;
- 3.1.6 Inspection practices will assure that sidewalk facilities have been constructed according to plan and meet applicable guidelines;
- 3.1.7 Citizen requests will be well-documented and follow-through will be tracked.
- 3.1.8 The Public Works Director/Deputy Director will serve as the Sidewalk Transition Plan Manager for the Public Works Department for work within public right-of-way.

Federal Way is responsible for transitioning all of the City pedestrian facilities within public rights-of-way and public facilities to be compliant with the current ADA guidelines. Upgrading the entire network is an immense undertaking and must be done in phases that are dependent on available resources.

## **3.2 Pedestrian Path Evaluation Procedures:**

Beginning in 2017, the City is updating the sidewalk and curb ramp inventory using the following two-step process:

### **3.2.1 Preliminary Evaluation - Curb Ramps Only**

Preliminary evaluation is designed to give the City a reasonably accurate sense for what the existing conditions are. "The Preliminary Evaluation-Curb Ramps Only" will inventory and document:

- A. Existence of sidewalk;
- B. Existence of curb ramps at all locations in which the sidewalk intersects roadway intersections or makes a major transition;
- C. Analysis using the City's aerial photography and Google Street View <sup>TM</sup> to determine whether or not existing curb ramps are compliant. These will be categorized as follows:
  1. Not compliant with current ADA guidelines and do not offer "substantial compliance", i.e. do not offer and safe and usable access to the majority of the population needing curb ramps for mobility;

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2. Not compliant with current ADA guidelines but do offer “substantial” compliance, i.e. they do offer safe and usable access to the majority of the population needing curb ramps for mobility (the ramp was built in the past under a vastly different standard and was compliant when built, but falls short of current guidelines); or
3. Geometry is close to the current guideline, and:
  - a. Has ADA detectable warning surface; or
  - b. Does not have ADA detectable warning surface; and
  - c. Does have what appears to be a level landing that is close to or exceeds four feet by four feet in area.
  - d. Does not have what appears to be a level landing that is close to or exceeds four feet by four feet in area.

The City concluded this work in 2017 and the results showed that over 80% of the 2,600+ curb ramps fail to meet current ADA standards. However, it is estimated that approximately 30% of the 2,600+ curb ramps would need to be replaced or retrofitted in order to provide reasonable accessibility.

### **3.2.2 Detailed Evaluation**

Detailed evaluation will fully satisfy the Federal guidance covering self-evaluation. The following evaluation criteria are based on the 2005 PROWAG and have been incorporated into inventory sheets covering six types of pedestrian facilities found within the City of Federal Way: Six types of pedestrian facilities are:

1. Pedestrian Circulation Paths (PCP) (sidewalks and road shoulders)
2. Curb ramp
3. Pedestrian pushbutton
4. Bus Stop
5. Public Parking
6. Street Furniture

Evaluation Criteria are listed below for all above facilities:

1. Pedestrian Circulation Paths (PCP) (sidewalks and road shoulders)
  - Continuous pedestrian access route
  - Diverging surfaces protected to prevent trips or falls
  - 4' min. clear width, excluding curb
  - 80" min. vertical clearance to protruding object, or 27" max. height barrier for protruding object
  - Post mounted objects 27" to 80" height protrude 4" max., excluding curb
  - Objects that protrude greater than 4" at a height greater than 27" and less than 80" must be equipped with a cane-detectable warning device.
  - A Pedestrian Access Route (PAR) less than 5' wide clear width (exclusive of curb) shall provide passing spaces 200' min. apart

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- Passing spaces 5' X 5' min.
- PAR cross slope max. 2.0%, except mid-block crosswalk and connected curb ramp can match street grade
- Cross slope 5.0% max. at crosswalk without stop sign control
- Max. running grade for PAR adjacent to roadway shall not exceed the profile grade of the adjacent roadway
- 5.0% max. running grade for PAR not adjacent to roadway
- 5.0% max. running grade in a crosswalk (marked or unmarked)
- PAR surface shall be firm, stable and slip resistant
- Vertical alignment shall be planar
- Grade breaks shall be flush
- 1/4" max. vertical surface discontinuity
- Vertical surface discontinuities between 1/4" and 1/2" may be beveled at 2H:1V or flatter, except at grade breaks.
- Sidewalk joints and grate openings shall not permit passage of a max. 1/2" diameter sphere
- Elongated grate openings shall be oriented perpendicular to the dominant direction of travel
- Provide a PAR if a driveway intersects a walkway/sidewalk

### 2. Curb Ramps

- PAR at each end of crosswalk connected by a ramp
- Entrance to the street within crosswalk markings at marked crossings
- Clear width 4' min., unobstructed, excluding flares
- Running slope 8.3% max. unless ramp length is 15'
- Cross slope 2.0% max.
- Mid-block ramp cross slope may match the roadway profile
- Landing required at top of perpendicular ramp and at bottom of parallel ramp
- Ramp landing 4' by 4' min.
- Ramp landing cross slopes 2.0% max.
- Mid-block landing cross slopes may match the street profile.
- Flare slopes 10.0% max. measured relative to curb slope
- Flare slope required when PCP crosses the ramp from the side
- 5.0% max. gutter counter slope at the foot of the ramp
- Surfaces shall be firm, stable and slip resistant
- Gratings, access covers, utility objects and other appurtenances shall not be located on curb ramps, landings or gutters within the PAR
- No vertical surface discontinuity is allowed within curb ramps, landings, or clear spaces for operable parts, which must be planar
- Grade breaks at the top and bottom of curb ramps must be perpendicular to the direction of travel
- Grade breaks must be flush
- 4' by 4' min. clear space where the bottom of curb ramp or landing meets gutter

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- Clear space must be contained within the crosswalk width
  - Detectable Warning Surface (DWS) required if the curb ramp/landing connects to a roadway
  - Truncated dome pattern required for DWS
  - Rows of truncated domes parallel with back of curb
  - DWS must be full width of curb ramp/landing connection to the street
  - DWS must be 24' min. depth
  - DWS must be installed at back of curb
  - DWS must contrast with background (light-on-dark or dark-on-light)
  - Median/Traffic Island/Splitter Island (M/T/S) shall provide a PAR connecting to each crosswalk
  - Each M/T/S PAR is 6' min. length
  - M/T/S shall provide a passing space min. 5' wide by 5' long for each PAR
  - DWS located at each M/T/S curb ramp or roadway entrance of a PAR
  - M/T/S DWS are separated by 2' min. in the direction of travel
  - When the PAR of a shared-use path goes through a median or traffic island, the width shall be the same as the width of the shared-use path
3. Pedestrian Push Buttons (PPB) (at signalized intersections)
- Signalized pedestrian crossings use Accessible Pedestrian Signals (APS)
  - PPB not greater than 5' from the crosswalk line (extended) that is furthest from the center of the intersection
  - PPB between 1.5' and 10' from the edge of the curb, shoulder, or pavement
  - PPB mounting height 48" max., 15" min. (42" desirable)
  - Clear space adjacent to PPB must be connected to the crosswalk served by a PAR (May overlap ramp landing)
  - Clear space adjacent to PPB 30" min. (design wheelchair width) by 48" min. (design wheelchair length)
  - Additional maneuvering space required if the clear space is constrained on 3 sides
  - Adjacent sidewalk access have 2.0% max. running and cross slopes
  - Reach range for a parallel approach 10" max. if push button mounting height is between 46" and 48"
  - Reach range for a parallel approach 24" max. (10" or less desirable) if push button mounting height is 46" max.
  - Reach range for a forward approach 0" max.
  - APS push buttons shall have a locator tone that operates during the DON'T WALK and the flashing DON'T WALK intervals only
  - APS push buttons shall have both audible and vibrotactile indications during the WALK interval
  - APS push button control faces shall be installed to face the intersection and be parallel to the crosswalk served
  - APS push buttons shall have a tactile arrow that indicates the crossing direction activated by the button

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- APS push button is aligned parallel to the direction of travel in the associated crosswalk
- APS push buttons shall be high contrast (light-on-dark or dark-on-light) against its housing
- APS push buttons with extended push button press features shall be marked with three braille dots forming an equilateral triangle in the center of the push button
- If additional crossing time is provided by an extended push button feature, then an MUTCD R10-32P plaque shall be mounted adjacent to or integral with the APS push button
- If the pedestrian clearance time is sufficient only to cross from the curb or shoulder to a median to wait the next cycle, then an additional APS push button shall be provided in the median
- 10' min. spacing between APS push buttons (5' min. in medians and islands), if feasible
- For spacing 10' or greater, audible WALK indication shall be a percussive tone
- For spacing less than 10', audible WALK indication shall be a speech walk message

#### 4. Bus Stops

- Boarding and Alighting Area (BAA) to 8' min. (measured perpendicular to the curb/roadway) by 5' min. (measured parallel to the curb/roadway)
- BAA grade 2.0% max. measured perpendicular to the roadway, matches street grade measured parallel to the street
- BAA connected to streets, sidewalks or pedestrian paths by a PAR
- Bus shelter clear space entirely within the shelter
- Bus Shelter clear space 36" by 48" min. if constrained on three sides. Clear space 30" by 48" min. if not constrained on three sides
- Bus shelter connected to the boarding and alighting area by a PAR

#### 5. Public Parking

- Number of accessible ramps shall meet or exceed the minimum required number of stalls for the block perimeter.
- Accessible stalls are located where most convenient to key destinations.
- Accessible stalls are located where street cross section and grade are flattest.
- For parallel stalls, where the adjacent walkway width exceeds 14 ft, a 5 ft min. access aisle shall be provided at street level.
- Parallel stall access aisles shall be connected to the PCP with a PAR.
- Parallel stall access aisles shall not encroach on vehicle travel lanes.
- Sidewalk adjacent to parallel stalls is free of obstructions and/or curb ramps.
- When an access aisle is not required, the accessible parking stall shall be located at either end of the block face.
- When an access aisle is not required, the end of block curb ramp may be used as the PAR.

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- For perpendicular stalls, an 8 ft min. width access aisle shall be provided at street level the full length of the accessible stall.
- Perpendicular stall access aisles shall be connected to the PCP with a PAR.
- Perpendicular stall access aisles shall be marked to discourage parking in them.
- Two perpendicular stalls may share an access aisle except where backing in is prohibited.

### 6. Street Furniture

Where tables are provided in a single location, at least 5.0%, but no fewer than 1, shall comply with the following.

- At tables provide a level 30" by 48" clear ground space with knee and toe clearance.
- Knee clearance at tables shall be 8" deep min. at 27" height, and may be reduced to 9" height at 11" deep.
- Table tops shall be 28" min. and 34" max. height.
- The table clear ground space shall be attached to the PCP with a PAR.

Where benches without tables are provided at a single location, at least 50% but not less than 1, shall comply with the following:

- Provide a level 30" by 48" clear ground space parallel to the short axis of the bench at the end of the bench.
- Bench height at the front shall be between 17" min. and 19" max. height.
- The bench clear ground space shall be attached to the PCP with a PAR.

Trained inspectors use the inventory sheets to identify accessibility barriers in any of these pedestrian facilities. This data will be automatically entered into a database in the City's GIS system and when complete will include all of the City's streets. Once the data is complete, the database will be maintained in-house and such changes as annexations and improvements and/or deterioration that the "score" of a sidewalk segment or curb ramp will be accounted for as soon as the new data is entered. The pedestrian paths (sidewalks), curb ramps, PPB, BAA data dictionary used during ArcCollector™ self-evaluation are located in Appendix A.

## **4.0 Sidewalk, Curb Ramp, Driveway and Accessible Pedestrian Signal Inventory**

As of August 2018 approximately 36% of the City's sidewalks have been inventoried. Preparing a complete and useful inventory is costly for all agencies because of the huge amount of labor required to collect, input, and manage the data. The City of Federal Way has been striving toward the goal of having a complete and accurate inventory of all public infrastructures.

The City's current sidewalk and curb ramp inventory was completed in 2018 as part of a comprehensive citywide walkway study focused on high pedestrian use areas with emphasis on the City Center and principal arterial streets, and the City has also completed an inventory of all the city-owned traffic signals that may need accessible pedestrian signal improvements.

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The inventory identified 1,311 existing curb ramps with approximately 445 of those judged to offer compliance when inventoried.

There are 87 traffic signals in Federal Way, six of which are owned and operated by WSDOT. The City has 563 push buttons, among 224 does not have Audible tones.

### **4.1 Barrier Prioritization**

To focus City efforts toward facilities that pose the largest barrier within the public right of way, an analysis of the accessibility of each pedestrian facility and its proximity to public destinations such as government offices, schools, churches, parks, transit, senior centers, multifamily homes, and other pedestrian attraction zone are undergoing data collection. The result of this analysis will be a prioritized list of facilities with barriers.

If the facility did not meet PROWAG criteria points were assigned, with the number of points dependent on the relative extent of non-compliance. Each facility is given a point (described in section 4.2) for each deficiency category and a sum total of these points indicate the level of noncompliance based on geometric factors. These are categorized into three different levels. A higher total score indicates a higher level of non-compliance (i.e. more of a barrier).

The three categories are as follows:

1. Level 1: total score greater than 10
2. Level 2: total score between 5 and 10
3. Level 3: total score less than 5

Each of these Level 1, 2, and 3 non-compliance facilities are given further prioritization depending on the proximity to different types of public destinations. A geographical location index score table lists the public destination and corresponding score. The lower the score, the higher the priority. Two types of score are combined in one table named as priority matrix table and are developed for sidewalk, driveway, and curb ramp within the City Center. In those tables highest priority will be given to Level 1 noncompliance closer to public facilities (within 1/8<sup>th</sup> mile radius).

### **4.2 Accessibility Index Score**

A number of criteria were used to establish the extent to which each pedestrian facility did or did not present a barrier to accessible mobility. The following Tables show these criteria, the threshold used to identify them as a barrier, and the score used to indicate the severity of each barrier relative to each other. These scores are used in barrier prioritization matrix described in section 4.1

**Table 1. Sidewalks**

<b>Criteria</b>	<b>Threshold</b>	<b>Score</b>
Width	<32 inches	11
	<48 inches	3
Cross Slope	>2%	2
Cross Slope	>4%	11
Ramp Slope	>8.33%	2
Ramp Slope	>10%	11
Surface Condition	<Average	3
Vertical Discontinuity	<1/4 inch	0
Vertical Discontinuity	>1/4 inch and<1/2 inch	4
Vertical Discontinuity	>1/2 inch	11
Horizontal Discontinuity	>1/2 inch	11
Fixed Obstacles	Present	11
Protruding Obstacles	Present	3
Non- Compliant Driveway	Present	2
Non-Compliant Driveway	Cross slope >4%	<b>11</b>
Non-Compliant Driveway	Ramp slope>10%	<b>11</b>

**Table 2. Curb Ramps**

<b>Criteria</b>	<b>Threshold</b>	<b>Score</b>
Landing	Not present	11
Landing Width	<32 inches	11
Landing Width	<48 inches	3
Ramp Width	<48 inches	3
Ramp Width	<32 inches	11
Ramp Running Slope	>8.33%	4
Ramp Running Slope	>10%	11
Ramp Running Cross Slope	>2%	2
Ramp Cross Slope	>4%	11
Truncated Domes	Not Present	3
Flare Slope	>10%	2
Gutter Slope	>2%	1
Lip	> 1/4 Inch	2
Lip	>1/2 inch	11
Landing Clear Scape	< 4ft x 4ft	2
Landing Cross Slope	>4%	2

**Table 3. Driveways**

<b>Criteria</b>	<b>Threshold</b>	<b>Score</b>
Cross Slope	>2%	2
Cross Slope	>4%	11
Ramp Slope	>8.33%	4
Ramp Slope	>10%	<b>11</b>

**Table 4. Pedestrian Push Button Accessibility Index**

<b>Criteria</b>	<b>Threshold</b>	<b>Score</b>
No Audible	<b>Y</b>	<b>11</b>
Only Audible	<b>Y</b>	<b>5</b>
Same Pole	<b>Y</b>	<b>5</b>
Non-compliant Push Button Height	<b>15” min. 48” max.</b>	<b>5</b>

### **4.3 Geographic Prioritization Methodology**

The following criteria will be considered to select and prioritize deficient facilities from the inventories and those identified by citizen request and are based on following considerations:

1. Government Building: Title II requires city governments to ensure that all of the programs, services, and activities, when viewed in their entirety, are accessible to people with disabilities. Any feature that serves as a barrier to access to a government building or activity is assumed to have the highest priority. The feature must be corrected or an alternative route established that provides barrier-free access;
2. Primary Walk Route to School: A location that is a barrier along a primary route to school will have a higher priority than other walkways near schools;
3. Churches: church properties frequently host senior and disabled groups /activities.
4. Senior Citizen Center and Housing/Assisted Living/Social Service Agency/Disabled: a location that is a barrier to these locations will have higher priority;
5. Transit Center or bus stop: a location blocking access to fixed route bus service will have higher priority;
6. Park: a location blocking pedestrian access to parks will have higher priority;
7. Pedestrian Attractions: a walkway that services more pedestrians than one with a lower number of pedestrians. The following facilities are identified as ones that tend to attract pedestrians. Additional consideration should accrue to locations that are in close proximity to more than one of the following pedestrian attractors:
  - a. Hospitals
  - b. Arterial Streets
  - c. High Density residential neighborhoods
  - d. Urban center
  - e. Commercial/Mixed Use
  - f. Commercial Neighborhood

- 8. Availability of a convenient alternative route. If there is no alternative available, i.e. available by crossing a two-lane street or by going around a block counter-clockwise instead of clockwise, the location should be given priority over a location that does have an alternative available.
- 9. Location has standing curb, or “unusable” ramp, versus a location that has a usable ramp that does not conform to current guidelines.
- 10. The location is not within the project limits of a larger capital improvement project that is reasonably expected to be funded within the next six years.

**4.4 Geographical Location Consideration**

**Table 5. Items of Geographical Location Consideration**

<b>Location Criteria</b>	<b>Rating Criteria</b>
<b>Government/Public Building</b>	Within 1/8-mile radius of Government Building
<b>Schools</b>	
Proximity to Schools	Within 1/8-mile radius of School
Walk-to-School Route	Within Safe routes to School Zone
<b>Church</b>	Within 1/8-mile radius of Church
<b>Senior Center/ Assisted Living</b>	Within 1/8-mile radius of location
<b>Parks</b>	Within 1/8-mile radius of Park
<b>Transit</b>	
Park and Ride, Transit Center	Within 1/8-mile of high-capacity Transit Stop
Transit Bus Stops	
<b>Pedestrian Attraction Zone</b>	
Downtown /Urban /Commercial Business Centers /Hospital/ Library/ High Density Residential Neighborhood	Within ¼-mile radius of Downtown, Urban and Commercial Business Center Zoning

**5.0 Highest Priority Evaluation Criteria**

Citywide, not all non-compliant ramps and traffic signals can be upgraded or replaced immediately, or even in the short term. The City does not have the financial resources to do so. As such, facilities that are not up to current guidelines, but offer relatively safe usability and are not blocking access to an individual or to groups of individuals have a lower priority than barriers that cannot accommodate a large percentage of the affected population.

# DRAFT

All requests for pedestrian accessibility improvements will continue to be given careful consideration. The City will continue to assign evaluation of citizen requests a high priority and when there is an immediate need, if practical, address barriers in those locations as soon as resources are available. However, in some instances, some barriers are beyond the City’s ability to correct. In those cases, the City will work towards identifying an interim alternative accessible route.

High Priority facilities evaluation criteria is presented in the following table. To identify facilities that do not meet PROWAG criteria but offer relatively safe usability are presented in the table under the column Low Priority Barrier. Therefore, those facilities that meet the criteria will not get a higher priority.

**Table 6. Pedestrian Circulation Path/Pedestrian Access Route**

<b>PROWAG Criteria</b>	<b>Low Priority Barrier to be Addressed by Alteration Project Only or by Public Request.</b>
4’ minimum clear width, excluding the curb.	The clear width may be reduced to 32” at spot locations (i.e., utility poles, signal poles or other foundation-mounted appurtenances) provided there is no drop-off on either side.
Pedestrian Access Route cross slope maximum 2%, except mid-block crosswalks and connected curb ramps can match street grade.	Cross slopes above 4% maximum will be allowed on existing sidewalks and road shoulders.
Pedestrian Access Route surfaces shall be firm, stable and slip resistant.	Gravel shoulders will not be paved.
Vertical surface discontinuities between 1/4" and 1/2" may be beveled at 2H:1V or flatter, except at grade breaks.	Sidewalk panels displaced greater than 1/2” may be ground provided the resulting slope is planar and flatter than 8.3%.

**Table 7. Curb Ramps**

<b>PROWAG Criteria</b>	<b>Low Priority Barrier to be Addressed by Alteration Project Only or by Public Request.</b>
Clear width 4' minimum, unobstructed, excluding flares.	The clear width may be reduced to 32" provided all other 2005 PROWAG guidelines are met.
Cross slope 2.0% maximum.	Cross slopes up to 4.0% maximum will be allowed on existing sidewalks and road shoulders.
Ramp landing cross slopes 2.0% maximum.	Cross slopes up to 4.0% maximum will be allowed on existing sidewalks and road shoulders.
Flare slopes 10.0% maximum as measured relative to the curb slope.	Flare slopes may exceed 10.0% as measured relative to the curb slope where the flare is constrained by an existing utility facility or a foundation-mounted street appurtenance.
Gratings, access covers, utility objects and other appurtenances shall not be located on curb ramps, landings or gutters within the Pedestrian Access Route	Utility covers are permitted where such covers are treated with a slip resistant coating, the maximum open space is 1/2" or less, the cover surface is firm and stable, and surface discontinuities are 1/4" or less.
Detectible Warning Surface required if the curb ramp/landing connects to a roadway	Detectible Warning Surface will not be prioritized for crossings adjacent to a paved shoulder for Local Access streets.

**Table 8. Pedestrian Push Buttons and Accessible Pedestrian Signals (APS)**

<b>PROWAG Criteria</b>	<b>Low Priority Barrier to be Addressed by Alteration Project Only or by Public Request.</b>
Push buttons located no greater than 5' from the crosswalk line (extended) that is furthest from the center of the intersection.	Push buttons may be located greater than 5' from the crosswalk line provided they are mounted on a signal pole.
Pushbuttons between 1 1/2' and 10' from the edge of the curb, shoulder, or pavement	Push buttons may be mounted less than 1.5' or greater than 10' from the curb, shoulder or pavement provided they are mounted on a signal pole.
Two pushbuttons on the same corner should be separated by at least 10 feet	Push Button are on the same pole will be separated only with new grant funded construction and citizen request

## **6.0 Strategies for Funding Barrier Removal**

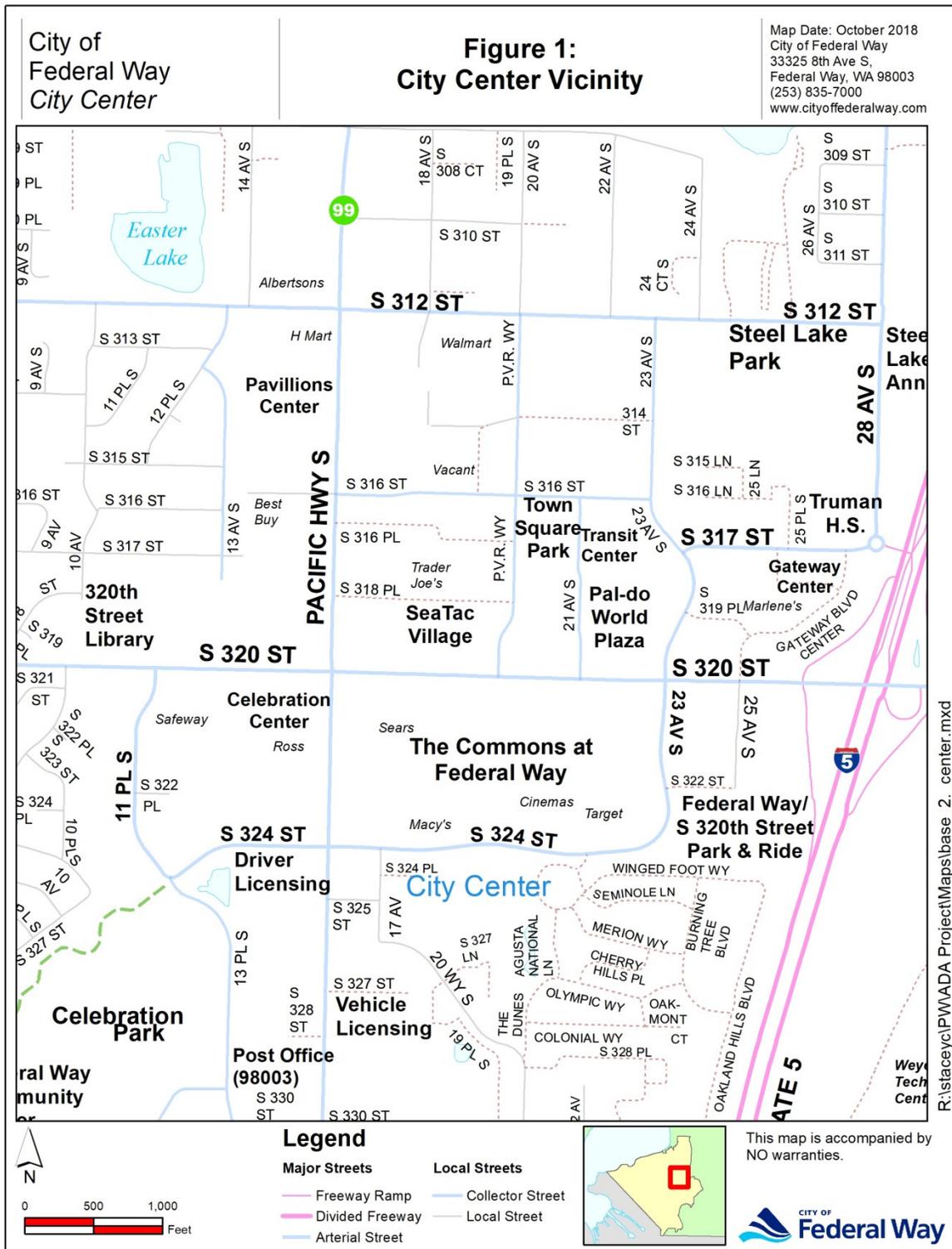
Opportunities for funding the removal of access barriers include:

- New or widened roads
- Roadway alteration projects
- Maintenance upgrade and repair projects and programs
- Requiring private developers to remove access barriers when development affects facilities within the right-of-way; and
- Actively seeking out and applying for grant funding specific to removal of access barriers when available.

All of the City's capital improvement projects and private development projects within the City's rights-of-way will be constructed to current ADA guidelines. In addition, the City currently has in place a pavement management program that schedules roadway rehabilitation and maintenance. The City plans to review public roadway barriers during the implementation of this Plan, and address those barriers that can be resolved as part of the on-going pavement maintenance and rehabilitation program. As part of the review, the City will revise the Transition Plan schedule for the removal of barriers. The Transition Plan schedule will also be updated as projects for new construction and roadway alterations arise. As a result, the City of Federal Way averages over \$300,000 in expenditures annually to achieve the City's goal of a barrier-free transportation system. It should be noted that, although grant funding is theoretically available for retrofitting existing streets, grant funding program criteria are currently structured such that a pure barrier removal project would not score well enough to receive funding. As such, other than as a part of a larger capital improvement project, the majority of barrier removal work is entirely city-funded.

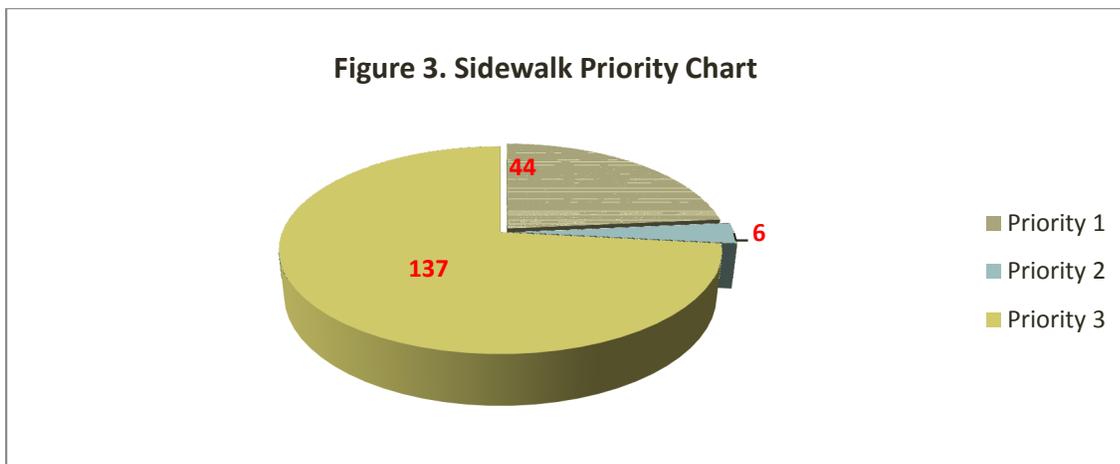
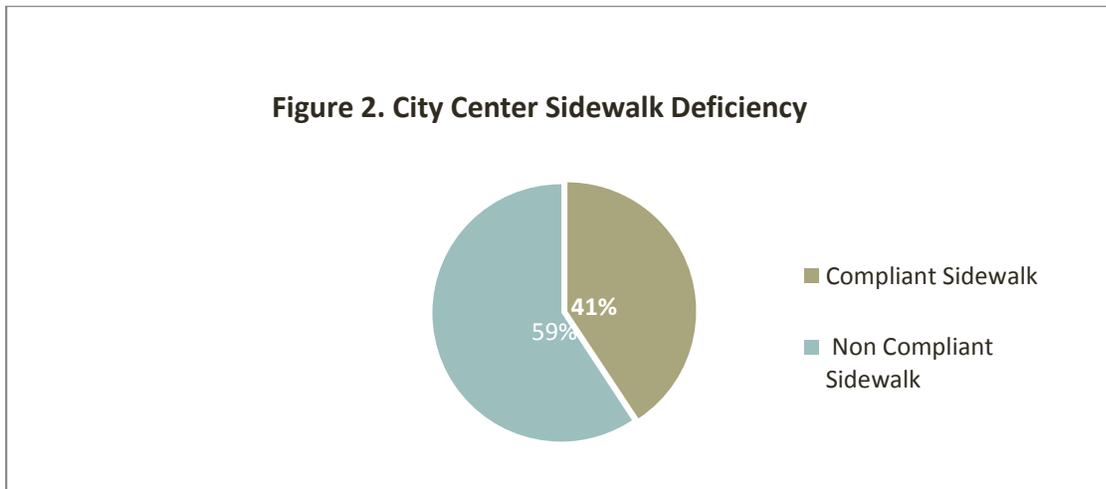
## **7.0 Findings for City Center**

The City Center is defined in the City's Comprehensive Plan as the area generally bordered by S 312<sup>th</sup> to the north, S 324<sup>th</sup> to the South, 11<sup>th</sup> Place to the west, and Interstate 5 to the east. See Figure 1 for the City Center Vicinity Map.



## 7.1 Sidewalk

City Staff divided the sidewalks into approximately The location and data are in GIS. The analysis concluded that City Center has 41% ADA compliant sidewalk and 59% non-compliant sidewalk as shown in Figure 2. City Center has only 2% missing sidewalk in mostly one side of a street. All City Center sidewalks are compliant for ADA width. Priority matrix table is attached. The scoring criteria are described in Section 4.1.

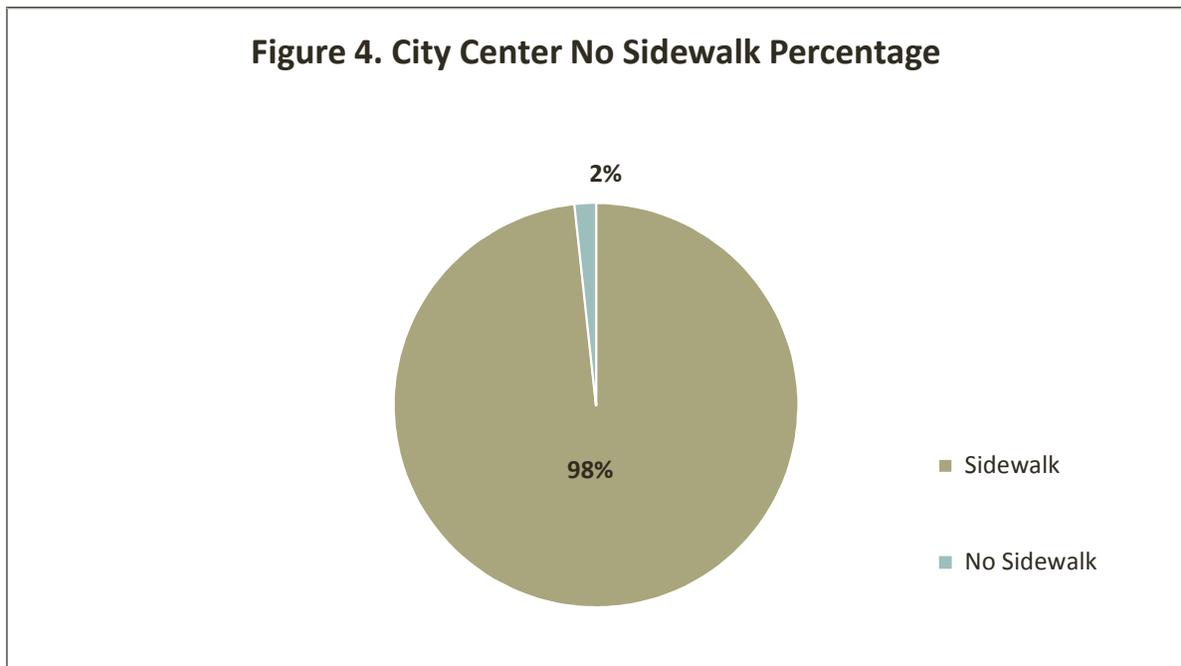


**Table 9: Sidewalk Priority Matrix**

<b>Priority Description</b>	<b>Location Serving Government Offices and Public Facilities</b>	<b>Primary Walk Route to School</b>	<b>Churches</b>	<b>Senior Citizen Center/ Assisted Living/Social Service Agency</b>	<b>Transit Center/Park and Ride / bus stop</b>	<b>Park</b>	<b>Any Pedestrian attraction</b>	<b>Total</b>
<b>Sidewalk does not meet current standards- priority matrix score &gt; 10 points</b>	<b>6</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>14</b>	<b>7</b>	<b>44</b>
<b>Sidewalk does not meet current standards- priority matrix score &lt;= 10 points and &gt;5</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>6</b>
<b>Sidewalk does not meet current standards- priority matrix score &lt;= 5 points</b>	<b>36</b>	<b>50</b>	<b>1</b>	<b>0</b>	<b>11</b>	<b>20</b>	<b>19</b>	<b>137</b>

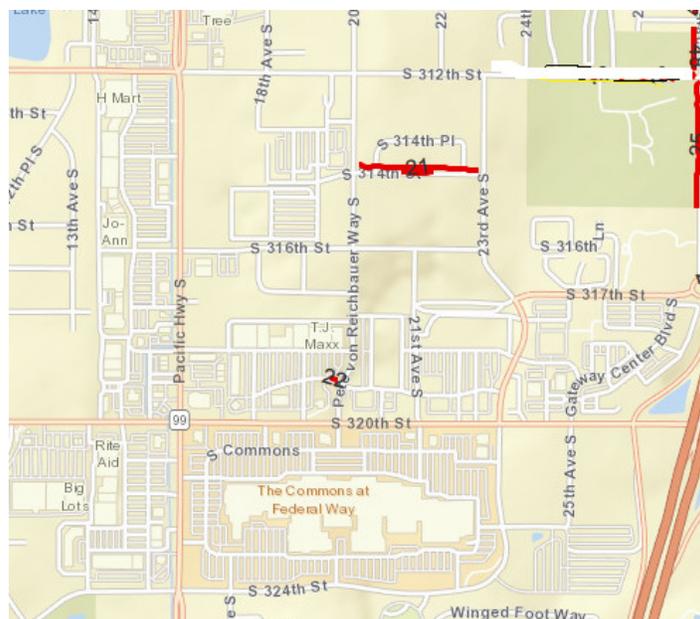
Note : Each cell represents number of deficient facilities

**Figure 4. City Center No Sidewalk Percentage**



The City does not have sidewalks on the Northside of S 314th St from Pete Von Reichbauer Way S to 23rd Ave S and portion of Southside at S 314th Place. S 314th Place is currently a private road but is designated to receive sidewalk with redevelopment. Sidewalk is also missing on the north side of S 312th St between 23rd Ave S and 25th Ave S.

**Figure 5. Map: No Sidewalk Locations**



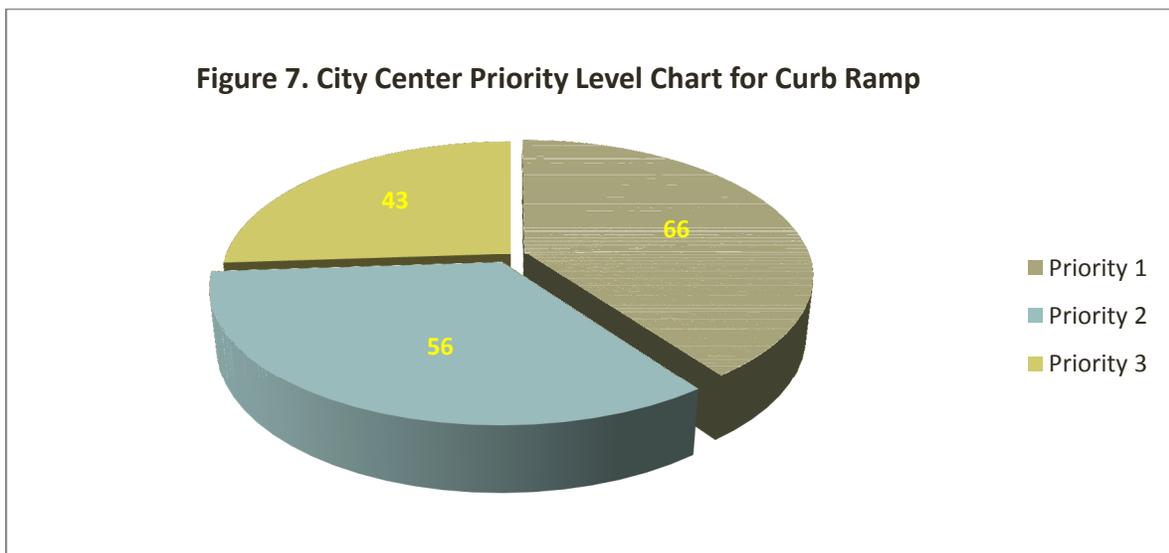
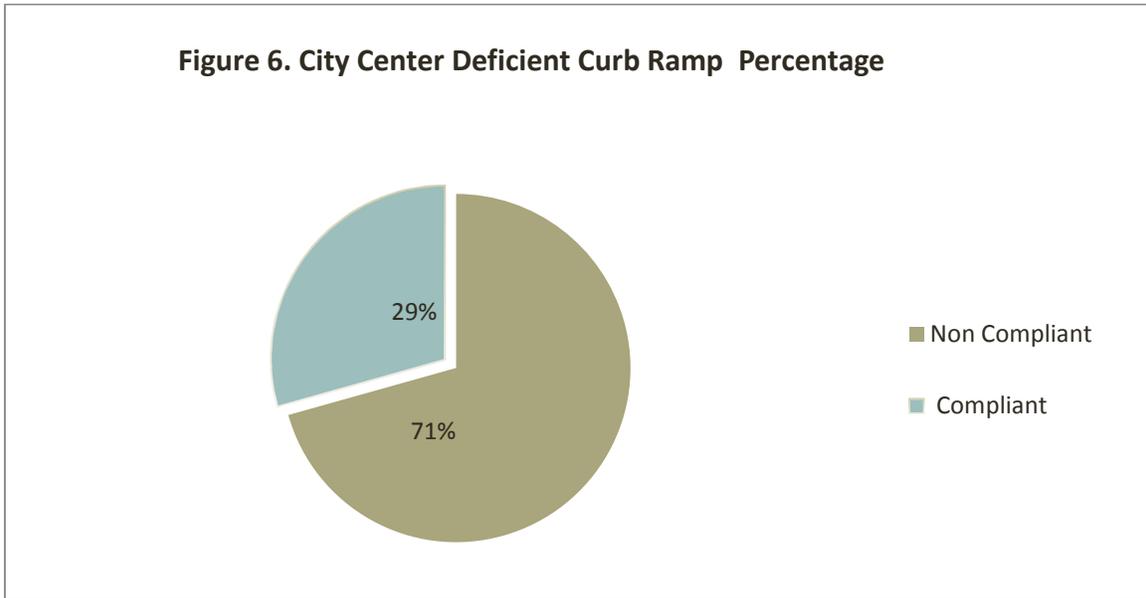
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**Table 10: Sidewalk Compliance Statistics for City Center**

<b>Sidewalk Measurement Category</b>	<b>Feet</b>	<b>Percentage</b>
<b>Sidewalk Material</b>		
Concrete	25,680	100
Asphalt		
Others		
<b>Sidewalk Cracks, Vertical Displacement</b>		
Fully ADA compliant	22,730	88.51
Non-compliant	2,950	11.49
<b>Sidewalk Cross Slope</b>		
0.0%-2.0%(ADA Compliant)	11,640	51.96
2.1%-4.0%	13,344	45.33
>4%	696	2.71
<b>Sidewalk Width</b>		
0.1'-4.0'		
4.1' to <5.0' (ADA compliant if 200 ft. long or less)		
>=5.0' (ADA compliant)	25,689	100
<b>Sidewalk Obstruction</b>		
Fixed object obstruction sidewalk path	171	0.67

## 7.2 Curb Ramps

In City Center 71% of curb ramps are ADA non-compliant with ADA and 29% are compliant. Priority matrix table is attached.



**Table 11: Curb Ramp Priority Matrix**

Priority Description	Location Serving Government Offices and Public Facilities	Primary Walk Route to School	Churches	Senior Citizen center/ Assisted Living/Social Service Agency	Transit Center, Park and Ride / bus stop	Park	Any Pedestrian attraction	Total
<b>Curb Ramp does not meet current standards- priority matrix score &gt; 10 points</b>	15	25	0	2	6	4	16	66
<b>Curb Ramp does not meet current standards- priority matrix score &lt;= 10 points and &gt;5 points</b>	21	25	0	3	9	1	2	56
<b>Curb Ramp does not meet current standards- priority matrix score &lt;= 5 points</b>	23	4	0	1	11	2	2	43

Note : Each cell represents number of deficient facilities

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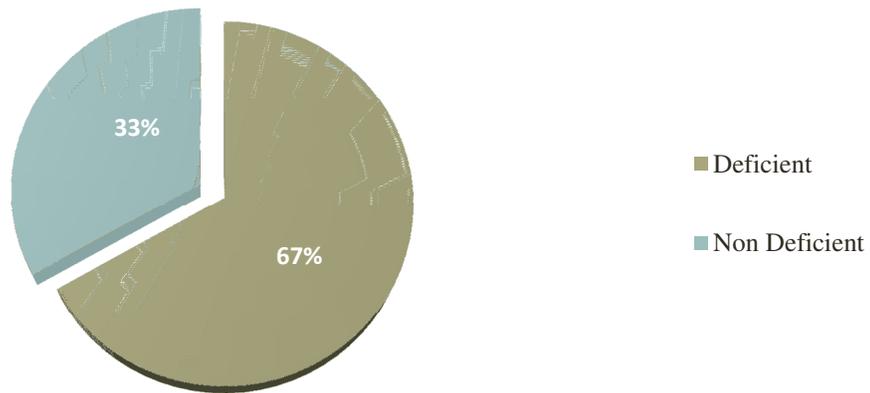
**Table 12: City Center Curb Ramp Compliance Statistics:**

<b>Curb Ramp Measurement Category</b>	<b>Number</b>	<b>Percentage</b>
<b>Curb Ramp Type</b>		
Perpendicular	152	60.8
Parallel	70	28
Parallel Single Direction	26	10.2
Median crossing	2	0.8
Other/Non standard	0	0
<b>Curb Ramps Absent Where Required</b>		
Total missing Ramps	1	0.4
<b>Curb Ramps Fully ADA Compliant</b>		
Fully Compliant	66	26.4
Non fully compliant	184	73.6
<b>Top Landing</b>		
4.0' or greater (ADA Compliant)	142	56.8
<4.0'	10	4
<b>Cross Slope</b>		
0.0%-2.0% (ADA Compliant)	122	48.8
2.1%-4.0%	128	51.2
>4%	0	0
<b>Ramp Slope</b>		
0.0% to less than 8.33%	134	53.6
8.33%-10%	44	17.6
>10%	72	28.8
<b>Flared Side Slope (only perpendicular ramps)</b>		
0.0%-10% (ADA Compliant)	194	77.6
>10%	56	22.4
<b>Truncated Dome</b>		
No Truncated Dome	125	50
Truncated Dome	125	50
<b>Ramp Obstruction</b>		
No Obstruction Present	250	100

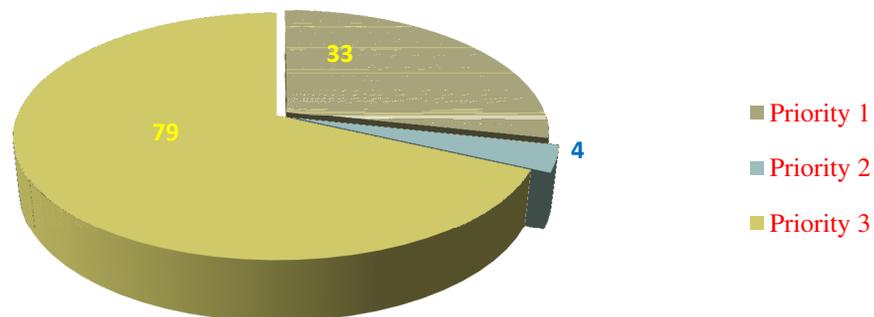
### **7.3 Driveway**

The City Center has 67% ADA deficient driveways and 33% non-deficient driveways. When the City will construct new sidewalk, according to ADA compliance, noncompliant driveways will be constructed according to ADA standards. The Priority matrix table is attached.

**Figure 8. Deficient and Nondeficient Driveway Percentage At City Center**



**Figure 9. Driveway Priority Matrix**



**Table 13: Driveway Priority Matrix**

<b>Priority Description</b>	<b>Location Serving Government Offices and Public Facilities</b>	<b>Primary Walk Route to School</b>	<b>Churches</b>	<b>Senior Citizen Center/ Assisted Living/Social Service Agency</b>	<b>Transit Center, Park and Ride / Bus Stop</b>	<b>Park</b>	<b>Any Pedestrian Attraction</b>	<b>Total</b>
<b>Driveway does not meet current standards- priority matrix score &gt; 10 points</b>	5	0	0	0	0	19	9	33
<b>Driveway does not meet current standards- priority matrix score &lt;= 10 points to &gt;5 points</b>	3	0	0	0	0	1	0	4
<b>Driveway does not meet current standards- priority matrix score &lt;= 5 points</b>	10	17	0	0	2	20	30	79

**Table 14: Driveway Entrance Compliance Statistics**

<b>Driveway Entrance Measurement Category</b>	<b>Number</b>	<b>Percentage</b>
<b>Driveway Entrances Fully ADA Compliant</b>		
Fully Compliant	56	32
Non-compliant	119	68
<b>Ramp Running Slope</b>		
<=8.33% ( ADA Compliant)	147	82.85
8.34%-9.99%	5	2.85
10% or greater	23	13.14
<b>Ramp Cross Slope</b>		
0.0%-2.0% (ADA Compliant)	65	37.14
2.1%-4%	88	50.29
>4%	22	12.57

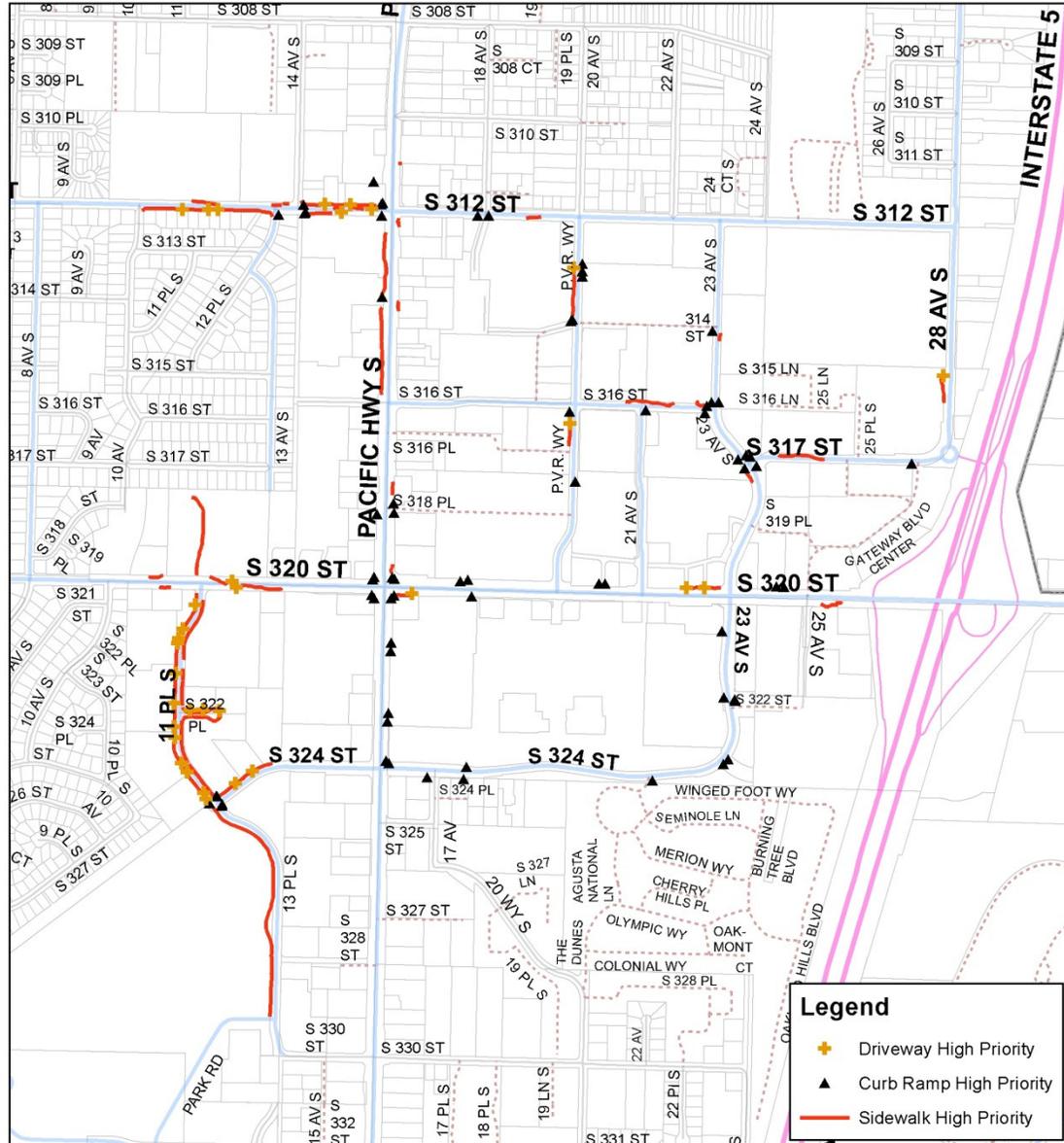
Driveway entrances featuring cross slopes greater than 4% and ramp running slopes greater than 10% are potentially significant barriers to accessibility.

The following Figure 10 shows all of the “Priority 1” deficiencies for sidewalks, curb ramps, and driveways.

City of  
Federal Way  
City Center

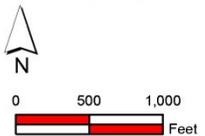
**Figure 10:  
Priority 1 Pedestrian Barriers**

Map Date: October 2018  
City of Federal Way  
33325 8th Ave S  
Federal Way, WA 98003  
(253) 835-7000  
www.cityoffederalway.com



**Legend**

- Driveway High Priority
- Curb Ramp High Priority
- Sidewalk High Priority



**Legend**

- Freeway Ramp
- Collector Street
- Divided Freeway
- Local Street
- Arterial Street
- Private Street



This map is accompanied by NO warranties.



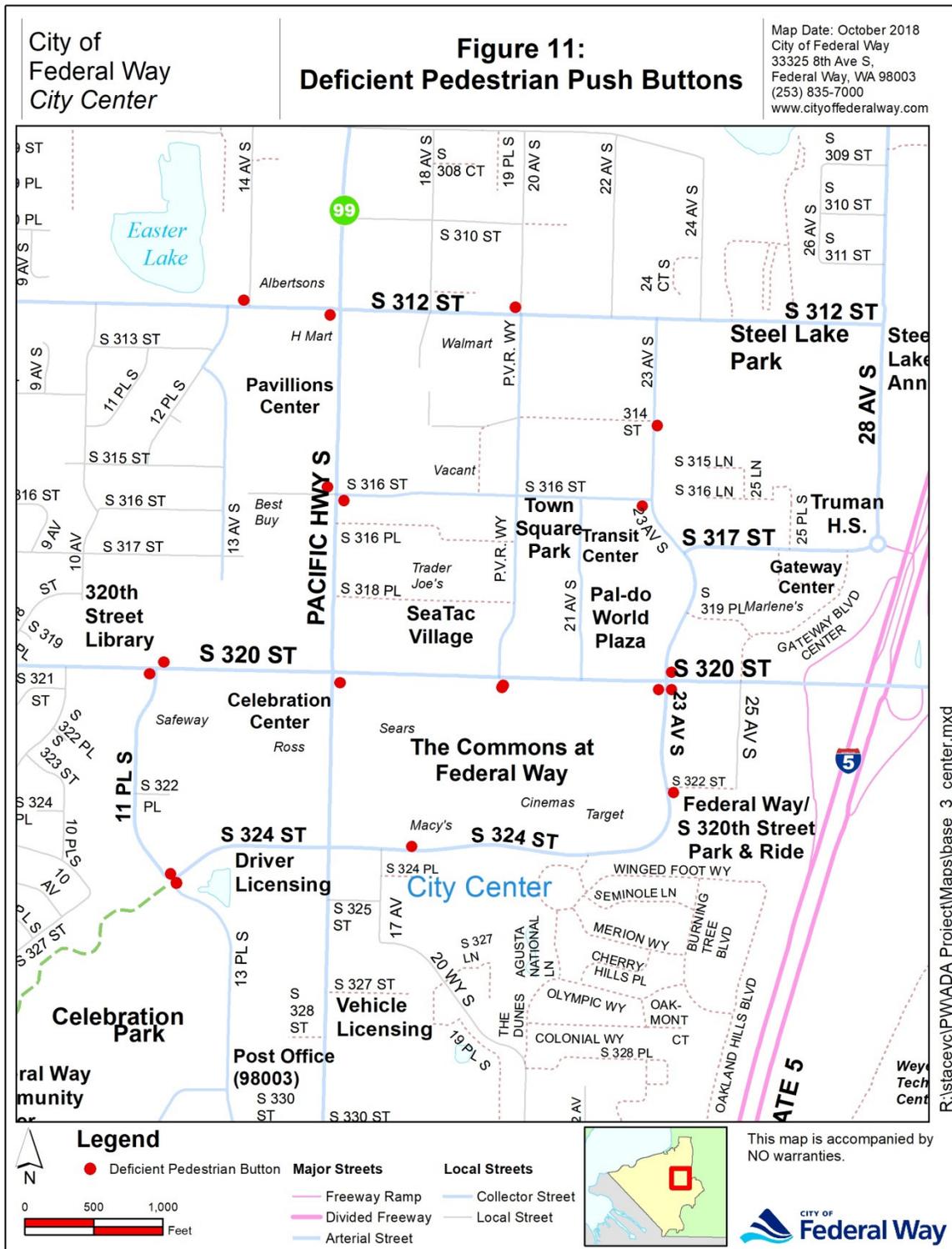
R:\stacey\PWADA Project\Maps\ADA\_Update\_center.mxd

**7.4 Pedestrian Signals**

For Pedestrian signals, higher priority will be given to locations where there is potential demand to accessible pedestrian signals. APS will be installed according to the availability of funding and citizens’ requests or if alterations trigger replacement. Where the existing APS is only audible the City will replace them according to citizens’ request only. Other deficiencies are of low priority. However, on federally funded projects , any deficient pedestrian signal will be repaired to make them fully compliant. Figure 11 shows the location of the deficient pedestrian push buttons in city center.

**Table 15: Pedestrian Signal Compliance Statistics for City Center**

<b>Pedestrian Signal Measurement Category)</b>	<b>Number</b>	<b>Percentage</b>
<b>Button APS Status</b>		
No APS	20	14.28
Non-Compliant APS		
Compliant APS		
<b>Height of push button</b>		
0.0’-1.25’	0	
1.25’-3.0’(ADA compliant not recommended)	31	22.14
3.0’-4.0’(ADA compliant recommended height)	108	77.14
>4.0’	1	0.71
<b>Distance Between Push Button and Edge of Curb</b>		
0.0’-1.4’		
1.5’-6.0’(ADA Compliant)		
6.1’-10.0’(ADA Compliant if physical constraint)		
>10.0’	68	48.57
<b>Distance Between Push Buttons</b>		
Same Pole(ADA compliant if physical constraint)	36	25.71
Different poles 0.0’-9.9’(ADA compliant if physical constraint)		
Different poles 10.0’(ADA compliant )		



## **7.5 Transition Plan Cost and Schedule**

It will take the City many years of dedicated work to upgrade all sidewalk, traffic signals, and other pedestrian improvements to meet current ADA guidelines. This is further constrained by updates to the current guidelines that make current compliant improvements non-compliant. The City does not presently have standalone ADA funding. This Plan provides a foundation for this work, but will require updates in the future. The City will take interim steps on an annual basis to implement this Plan. The City of Federal Way's objective is to address all known Priority 1 deficiencies within 20 years. This schedule can be accelerated if the budget becomes available for standalone barrier removal. The cost estimate is only for the City Center, Priority Level I locations, and cost estimation for all deficiencies is attached.

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**Table 16: City Center Priority Level I Cost Estimation**

ADA Deficiencies	Improvement Type	Unit	Measurements	Unit Price (2018) (Remove and Replace)	Total Cost
<b>Sidewalks</b>					
Non-Compliant Sidewalk Width	Sidewalk improvements (upgrade/reconstruct existing sidewalk )	SY	all >4ft	\$100	\$0
Non-Compliant Sidewalk Slope	Sidewalk improvements (upgrade/reconstruct existing sidewalk )	SY	8'X700 (GIS length)	\$100	\$62,222
Non-Compliant Driveways	New Driveway with Curb, Gutter, and Sidewalk	SY	12'X35'x33	\$150	\$231,000
Non-Compliant Vertical Discontinuity	Sidewalk improvements (sidewalk grading)	SY	8'X 20'X38	\$100	\$67,556
Sidewalk Fixed Obstacles (trees)	Sidewalk improvements (tree removal, panel replacement)	SY	8'X20'X1	\$100	\$1,778
Sidewalk Fixed Obstacles (Utility Poles)	Sidewalk improvements (Relocate utility poles, panel replacement)	SY	8' x20' x3	\$100	\$5,333
Sidewalk Fixed Obstacles (fire hydrant)	Sidewalk improvements (Relocate Fire Hydrants, panel replacement )	SY		\$100	\$0
Sidewalk fixed obstacles (Mail Box)	Sidewalk improvements (Mailbox, remove and relocate)	SY		\$100	\$0
Sidewalk Fixed Obstacles (Junction Box )	Sidewalk improvements ( remove and relocate junction box and panel, reset sidewalk and junction box )	SY	8'X20'X1	\$100	\$3,555
<b>Subtotal</b>					<b>\$371,444</b>
<b>Curb Ramps</b>					
Curb Ramp without Truncated Domes	Add MMA truncated domes	EA	3	\$1,200	\$3,600
Crossings with missing curb ramp	New curb ramps	EA	1	\$5,200	\$5,200
Substandard curb landings	Curb ramp improvement (upgrade/install top landing)	EA	9	\$5,200	\$46,800
Non-compliant ramp width , slope and others	curb ramp improvement (reconstruct existing)	EA	56	\$5,200	\$291,200
<b>Subtotal</b>					<b>\$346,800</b>
<b>Push Buttons</b>					
Location without APS Push Button	Upgrade existing traffic signal to APS	EA	20	\$1,000	\$20,000
Push buttons on same pole	Add new pedestrian push button pole	EA	Not in level 1 priority	\$3,000	\$0
<b>Subtotal</b>					<b>\$20,000</b>
<b>Total</b>					<b>\$738,244</b>
Contingency @ 10%					\$73,824
Design and Construction Engineering @ 12 %					\$88,589
Mobilization @ 8%					\$59,060
TWSC + Traffic Control@ 15%					\$110,737
<b>Total 2018 Dollars</b>					<b>\$1,070,454</b>

\* City will fix curb ramps with no other deficiencies other than only missing truncated dome in Priority level I because it is easy to fix without major construction.

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**Table 17: City Center Cost Estimation for All Deficiencies**

ADA Deficiencies	Improvement Type	Unit	Measurements	Unit Price (2018) (Remove and Replace)	Total Cost
<b>Sidewalks</b>					
Non-Compliant Sidewalk Width	Sidewalk improvements (upgrade/reconstruct existing sidewalk )	SY	all >4ft	\$100	\$0
Non-Compliant Sidewalk Slope	Sidewalk improvements (upgrade/reconstruct existing sidewalk )	SY	8'X14,000 (GIS length)	\$100	\$1,244,444
Non-Compliant Driveways	New Driveway with Curb, Gutter, and Sidewalk	SY	12'X35'x117	\$150	\$819,000
Non-Compliant Vertical Discontinuity	Sidewalk improvements (sidewalk grading)	SY	8'X 20'X56	\$100	\$99,556
Sidewalk Fixed Obstacles (trees)	Sidewalk improvements (tree removal, panel replacement)	SY	8'X20'X1	\$100	\$1,778
Sidewalk fixed obstacles (Utility Poles)	Sidewalk improvements (Relocate utility poles, panel replacement)	SY	8'X20'X3	\$100	\$5,333
Sidewalk fixed obstacles (fire hydrant)	Sidewalk improvements (Relocate Fire Hydrants, panel replacement )	SY		\$100	\$0
Sidewalk fixed obstacles (Mail Box )	Sidewalk improvements (Mailbox, remove and relocate)	SY		\$100	\$0
Sidewalk fixed obstacles (Junction Box )	Sidewalk improvements ( remove and relocate junction box and panel, reset sidewalk and junction box )	SY	8'X20'X4	\$100	\$1,778
<b>Subtotal</b>					<b>\$2,171,889</b>
<b>Curb Ramps</b>					
Curb Ramp without Truncated Domes	No other deficiencies	EA	3	\$1,200	\$3,600
Crossings with missing curb ramp	New curb ramps	EA	1	\$5,200	\$5,200
substandard curb landings	Curb ramp improvement (upgrade/install top landing)	EA	16	\$5,200	\$83,200
Non-compliant ramp width , slope and others	curb ramp improvement (reconstruct existing)	EA	149	\$5,200	\$774,800
<b>Subtotal</b>					<b>\$866,800</b>
<b>Push Buttons</b>					
Location without APS Push Button	Upgrade existing traffic signal to APS	EA	20	\$1,000	\$20,000
Push buttons on same pole	Add new pedestrian push button pole	EA	36	\$3,000	\$108,000
<b>Subtotal</b>					<b>\$128,000</b>
<b>Total</b>					<b>\$3,166,689</b>
Contingency @ 10%					\$316,669
Design and Construction Engineering @ 12 %					\$380,003
Mobilization @ 8%					\$253,335
TWSC + Traffic Control@ 15%					\$475,003
<b>Total 2018 Dollars</b>					<b>\$4,591,699</b>

## 8.0 Recommendations

### **Recommendations 1: Develop performance measures and processes to track removal of barriers**

#### **Status: Underway**

The primary purpose of an ADA Transition Plan is to develop a plan for removal of accessibility barriers. In order to show progress towards this requirement, the City should develop a process of tracking barrier removal on a year by year basis. It is recommended that the City actively update the GIS ADA self-assessment database developed for this plan, tracking how and when ADA barriers are removed. This data can be used to provide annual updates on progress and demonstrate to the public as well as federal regulators that the City is making progress to meet Title II requirements.

Procedures:

Re-inventory areas within overlay and Capital Improvement Projects annually.

### **Recommendations 2: Develop a standard grievance process for barriers in the public right of way.**

#### **Status: Pending**

#### **City of Federal Way Grievance Procedure under the Americans with Disabilities Act**

This 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, facilities and programs. The complaint should be in writing and contain information about the alleged discrimination such as name, address, and phone number of complainer and location, date and description of the problem. Alternative means of filing complaints such as personal interviews or a recording of the complaint will be made available upon request.

The form in Appendix A may be used by a qualified individual with a disability who believes he or she has experienced discrimination based on disability status in admission to, access to and treatment in facilities, program, services, or activities provided by City of Federal Way. An authorized representative may file on behalf of a qualified person with a disability. Grievance on behalf of classes of individuals are also permitted. Information requested on the form must be filled out completely to help expediting the grievance process.

The complaint should be submitted by the grievant and /or his/ her designee as soon as possible to:

## DRAFT

ADA Coordinator  
Desiree Winkler, PE  
Deputy Director of Public Works  
33325 8<sup>th</sup> Avenue South  
Federal Way WA 98003-6325  
Phone: 253-835-2700  
Fax 253-835-2709

**Recommendation 3: Develop stand-alone funding to remove the highest priority barriers not associated with Capital projects.**

**Recommendation 4: Prioritized next steps**

Continue Stages 2 and 3.

**APPENDIX A:**



**PUBLIC WORKS DEPARTMENT**  
33325 8<sup>th</sup> Avenue South  
Federal Way WA 98003-6325  
253-835-2700; Fax 253-835-2709  
[www.cityoffederalway.com](http://www.cityoffederalway.com)

Customer Service Request for Barrier Removal

The Customer Request for Barrier Removal program is established through guidance under the American with Disabilities Act (ADA) to serve citizens with disabilities who have identified physical/structural barriers in the community which impede access to services, programs and activities offered by the City of Federal Way.

Date of Request: \_\_\_\_\_  
Name: First \_\_\_\_\_ Middle \_\_\_\_\_ Last \_\_\_\_\_  
Address: \_\_\_\_\_

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

Telephone number \_\_\_\_\_ Mobile # \_\_\_\_\_  
Email: \_\_\_\_\_

If person needing accommodation is not the individual completing this form, please enter  
Name \_\_\_\_\_  
Phone# \_\_\_\_\_ email \_\_\_\_\_

Location information (please provide specific location of the problem/request)  
Street Name and Address (if available)

\_\_\_\_\_  
Cross Street

\_\_\_\_\_  
Comments: (describe your request/concern, if possible location on Map)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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