



# Role of the ADA Coordinator

Welcome!



Ed Neuberg

ADA Manager  
Denver Regional Transportation District (RTD)

[edward.neuberg@rtd-denver.com](mailto:edward.neuberg@rtd-denver.com)

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Thank You.

## Titles to the ADA

- Title I Employment
- Title II Government Services, public entities
- Title III Public Accommodations local businesses
- Title IV Communications/relay services
- Title V Miscellaneous Provisions

## My Job

- ADA Coordinator/Manager 75%
  - Facility access
  - Policies and procedures
  - Plan reviews
  - Trainings
  - Manage staff/liaison's
- Work with Board of Directors 10%
- Work with the private sector 10%
- Miscellaneous 5%

## Who is here?

**How would you describe your job?**

## **Herding Cats**



## Benefits of an ADA Coordinator

- Takes the lead, creates a point person
- Provides consistent and accurate information
- Main contact for help with questions and concerns about ADA, disability rights
- Provides guidance on ADA compliance
- Monitors ADA compliance identifies deficiencies
- Initiates steps for compliance
- Saves money generates revenue
- DOJ will be looking for you 😊

## ADA The Grandfather Clause

## Scenario #1

- The City & County Building has provided complimentary wheelchairs and walkers for patrons who need them. City staff will help push wheelchair patrons around the building. Magnifying glasses, hearing aids, and other aids are available at the security desk. The City even has employee volunteers to help patrons in the restroom if needed.

Is this ADA compliance?





= Important

## Credibility

- Attend National ADA Symposiums and other pertinent trainings
- Become a Certified ADA Coordinator
- Keep up on new information/requirements
  - New ADA
  - PROWAG
  - Others?

## Credibility

- Don't be afraid to make decisions
- Document projects, decisions, and work
- Know building codes – International Building Codes (IBC)

## Know ADA Title II

- Public entities with 50 or more employees
- Understand the physical requirements of accessibility – 2010 Accessible Standards
- Program accessibility/reasonable modifications
- Facilities check list
- Self evaluations

## Know ADA Title II

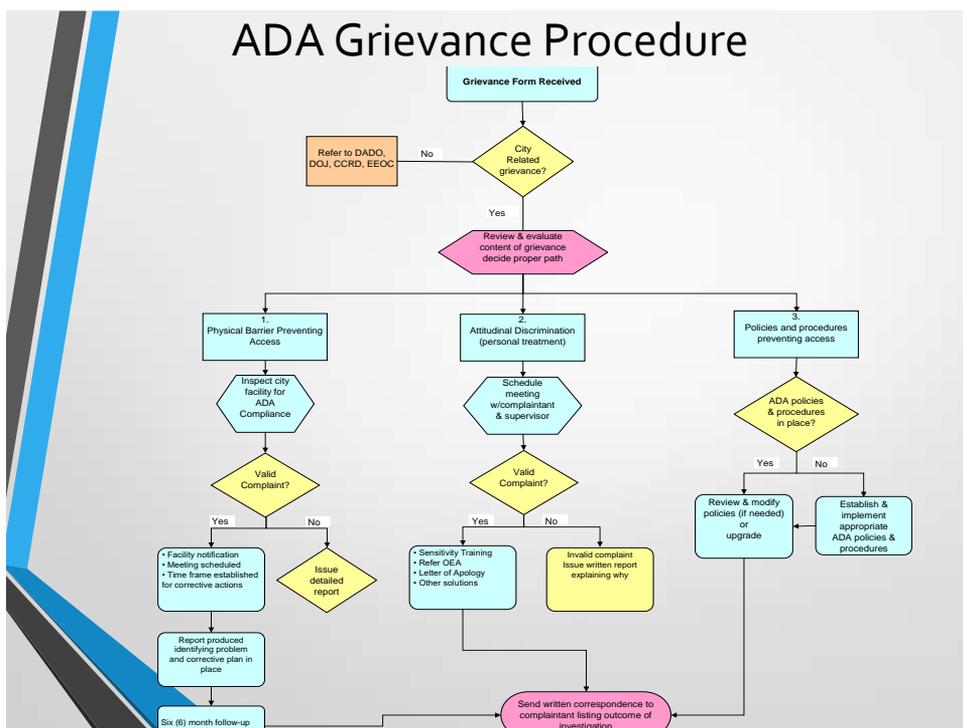
- Transition Plans
- Establish grievance procedure
- Post ADA Notification in common areas
- Effective communication
- Service Animals
- Understand and know policy and procedural changes

## Grievance Procedure Intro.

- Under Title II of the Americans with Disabilities Act (ADA) the City and County is required to make City facilities, services and programs accessible to people with disabilities and in compliance with the ADA. If you feel that you have not been able to access City government because of an accessibility issues, or have been discriminated against based on your disability, please fill out this form. Your complaint will be investigated and you will be contacted with the results, or how to further proceed. This form and process are designed to provide you with the opportunity to quickly and effectively resolve any issue(s) as they relate to the ADA and the City. For organizations or businesses outside the City's responsibility please contact the Department of Justice at 1-800-514-0301.

# Grievance Form

- Title II of the Americans with Disabilities Act
- City Internal grievance procedure
- Instructions: Please fill out this form completely. Sign and return to: City Office of ADA Coordinator, 000 W. 1<sup>st</sup> Ave. Dept. o, City, State, Zip. This information will be held in confidence unless instructed otherwise by you.
- Please note that this grievance procedure is for facilities, services and programs owned and or operated by the City and County.
- 
- Your name (complainant): \_\_\_\_\_
- Address: \_\_\_\_\_
- Telephone numbers:  
Home \_\_\_\_\_ Work \_\_\_\_\_ Cell \_\_\_\_\_
- Reason for grievance/complaint, or why you feel you have been discriminated against. Please be specific and provide as much information as possible i.e. location, date, time, names etc.  
\_\_\_\_\_
- Your signature \_\_\_\_\_
- If you have questions about this form, need an accommodation, or a different format, please contact ADA Coordinator at 000-000-0000 or email: your email here
- Please allow us 15 business days to investigate and respond to your complaint.



# Notice Under ADA



## NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), RTD will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

**Employment:** RTD does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the Americans with Disabilities Act (ADA).

**Effective Communication:** RTD will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in RTD programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

**Modifications to Policies and Procedures:** RTD will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all RTD programs, services, and activities. For example, individuals with service animals are welcomed in RTD programs and services, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a RTD program, service, or activity, should contact the RTD's ADA Manager Ed Neuberger at [edward.neuberger@rtd-denver.com](mailto:edward.neuberger@rtd-denver.com) or 303-299-2370, as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require RTD to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a RTD program, service, or activity is not accessible to persons with disabilities should be directed to the ADA Manager Ed Neuberger at [edward.neuberger@rtd-denver.com](mailto:edward.neuberger@rtd-denver.com) or 303-299-2370.

RTD will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

David A. Genova  
RTD General Manager and CEO

Zamy Silva  
Senior Manager-Civil Rights Division

## Scenario #2

Beth, a teenager who is blind wants to participate in a horse riding program for youth offered through the City Parks and Recreation program. This program is on Saturdays which allows Beth to be with her friends and her age group. Beth's only need for an accommodation is to be tethered to a guide or friend.

Parks and Recreation offers a riding program for kids and teenagers with disabilities on Tuesday's and Thursdays. Parks & Recreation staff has asked Beth to participate in this program instead of Saturdays.

Is this compliance?

## Resources for Support

- Department of Justice – [www.ADA.gov](http://www.ADA.gov)  
1-800-514-0301
- Access Board – [www.access-board.gov](http://www.access-board.gov)  
1-800-USA-ABLE
- Know your regional ADA Center  
1-800-949-4232

## Resources for Support

- Reach out to local advocacy groups, boards and commissions for disabled, other ADA coordinators
- Contacts with local Sign language Interpreters/organizations, Video phone, etc.

## Building Relationships

- Provide trainings
- Be a resource for ADA and Disabled issues
- Acknowledge employees
- Grievance procedure
- Site and facilities evaluations
- Join boards, commissions, task forces etc.

## Trainings

- Sensitivity awareness
- Security
- Sheriff's Department
- New employee orientation
- Website access\*
- Parks and Recreation 2010 requirements\*
- PROWAG\*
- Service Animals
- Regional ADA Coordinators
- Others?

\* outside support

## Networking

- Work with people/departments whenever you have the chance - be the subject matter expert
- Know your elected officials
- Know high level staff, managers and directors, people in the field
- Establish ADA contacts of support
- Don't be afraid to make a decision
- Know Title III, IBC

## Resources

- Website
- Customer Care, 311
- Committees, Task Force
- DVD's/ video's
- Notifications
- Connect with local advocacy groups

## Notifications

*If you need a sign language interpreter or CART services please contact Jan Ross at 303-888-8888, [Jan.Ross@denver.org](mailto:Jan.Ross@denver.org). For other accommodations based on a disability please contact Ed Neuberg at 303-299-2370, [edward.neuberg@rtd-Denver.com](mailto:edward.neuberg@rtd-Denver.com)*

## Effective Communication Statement

We shall take the appropriate steps to ensure that communication with applicants, participants, and members of the public with disabilities is effective. We shall furnish appropriate auxiliary aids and services where necessary to afford a person with a disability an equal opportunity to participate in our programs and services.

## Other Considerations

- Caution! You are making important decisions.  
People will see you as an authority on ADA compliance
- Resistance from people/departments on ADA compliance  
educate, initiate, promote, patience & persistence

## Accessible Sidewalks and Streets



## Accessible Sidewalks and Streets



# Lawsuits

- Frustrations?
- Beneficial?
- Grievance procedure

# Scenario #3

- The local library parking lot has 26 parking spaces. There are two designated disabled spaces with an 8ft. wide unloading zone between them and vertical signage - the lot is ADA compliant.
- There is a very popular senior book club that meets in the mornings. The library would like to establish 5 more disabled spaces for the book club to help seniors and disabled.
- Do these 5 extra spaces need to fully comply with the ADA i.e. unloading zones?

## Accessible Parking



## Accessible Parking



## Accessible Parking Sign



## Service Animals

- Under the new ADA requirements service animals are required to be certified. Name one of the five national organizations that certify service animals.

## ADA Implementation Open Discussion



### The ADA Coordinator

A position of administration  
or advocacy?

## ADA Implementation Open Discussion

- Lets identify some departments in your city/organization that are key for ADA compliance.
- Can you do this job alone?
- Where can you find support in your city or organization for ADA compliance?
- The more you educate and train the easier and more effective your job can be.
- Other foundations to implementation?

## Lets not forget why we are here

The ADA is Civil Rights Law for people with disabilities. People with disabilities depend on you and the decisions you make. What you do affects the lives of many people. You have the opportunity to create a community that is inclusive and accessible to all.



THANK YOU!