

CUSTOMER SATISFACTION FEEDBACK FOR STATE ADA TRANSITION PLAN IMPLEMENTATION

ADA TRANSITION PLAN IMPLEMENTATION FEEDBACK

Thank you for participating in the ADA Transition Plan Implementation Customer Satisfaction Feedback, sponsored by the Federal Highway Administration (FHWA) Office of Civil Rights (HCR). The survey will take 15 to 20 minutes to complete. We are requesting feedback from each of the 53 State DOTs about the state's ADA Transition Plan and self-evaluation, community outreach, and program delivery. Sharing your experience will help FHWA/HRC to identify promising and innovative practices states use to allocate resources and funds resulting in maximum accessibility and addressing ADA non-compliance issues in the public-right-of-way. Additionally, it will allow FHWA to continue to strengthen the support to our partners and improve the outreach and resources our offices provide to make access for pedestrians with disabilities more equitable. Your responses will not be shared individually. Ultimately, a best practices handbook will be developed and shared with states.

Your participation in this survey is voluntary. Please answer all feedback questions. Some questions allow you to choose a "don't know" option if you're not sure about how to respond. You may also add your comments at the end of each section of the survey. Your decision to participate, or not, will not have any impact on your job, position, or any matter related to your state's ADA Transition Plan.

The Paperwork Reduction Act of 1995 requires us to notify you that this information collection is in accordance with the clearance requirements of section 3507 of the Paperwork Reduction Act of 1995. FHWA may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a valid OMB number.

This survey is administered by Economic Systems, Inc. (EconSys), an independent consulting company, on behalf of the Federal Highway Administration. If you need assistance with this questionnaire or have questions about this request, please contact EconSys at YYYYY@econsys.com.

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Section A. Self-Evaluation and ADA Transition Plan

The feedback to the questions below will help identify areas where the Office of Civil Rights can provide better assistance to States by focusing communication and technical assistance based on the collected information on ADA Transition Plan content and implementation.

1. A self-evaluation includes a review of programs, services, and activities provided by the public agency. When you completed the Self-Evaluation, what transportation related programs, services, and activities were included? *(Select all that apply)*
 - a. Public buildings
 - b. Pedestrian facilities

- c. Websites
- d. Communications with the public
- e. Grievance policy
- f. Standard Details (also known as “Standard Drawings” or “Standard Plans”)
- g. Construction specifications
- h. Work zone policies
- i. Other (Specify) _____
- j. Don’t know

2. Infrastructure elements support the transportation services, programs, and activities provided to the public. Indicate which elements were included in the ADA Transition Plan. (*Select all that apply*)

- a. Curb ramps
- b. Sidewalks
- c. Crosswalks
- d. Pedestrian signals
- e. Transit stops
- f. Parking
- g. Other (Specify) _____
- h. Don’t know

2.a What is the percentage of each element you collected currently has barriers?

- | | <u>0-25%</u> | <u>26-50%</u> | <u>51-75%</u> | <u>76-100%</u> |
|--------------------------|--------------|---------------|---------------|----------------|
| a. Curb ramps | | | | |
| b. Sidewalks | | | | |
| c. Crosswalks | | | | |
| d. Pedestrian signals | | | | |
| e. Transit stops | | | | |
| f. Parking | | | | |
| g. Other (Specify) _____ | | | | |
| h. Don’t know | | | | |

3. What considerations are used to prioritize pedestrian accessibility project locations?

(Please rank: 0=Not considered; from 1=Highest consideration to (up to) 7=Lowest consideration.

Note that if you mark some of the items below as ‘0=Not considered’, then the maximum ranking number will be less than 7.)

- a. ADA regulations – Government facilities, transportation facilities, places of employment, public accommodations, everything else.
- b. Severity of barrier
- c. Public request
- d. Project funding opportunities
- e. Equitable geographic distribution
- f. Input by disability communities
- g. Other [**Please specify “Other” in the next question**]

3.a Please specify “Other” _____

4. How often are the Self-Evaluation and ADA Transition Plan updated?

- a. Every 2 years
- b. Every 4 years (with the Statewide Transportation Improvement Plan (STIP) cycle)
- c. Every 5 years
- d. Other (Specify) _____
- e. Don't know

5. How often is the Inventory of Barriers updated?

- a. As they occur (live database)
- b. Quarterly
- c. Annually
- d. Every 2 years
- e. Every 4 years (with the Statewide Transportation Improvement Plan (STIP) cycle)
- f. Every 5 years
- g. Other (Specify) _____
- h. Don't know

6. Who collected information on the right-of-way inventory? *(Select all that apply)*

- a. In-house staff
- b. Consultant/Contractor
- c. General public/users
- d. Other (Specify) _____
- e. Don't know

7. What methods were used to collect information on the right-of-way inventory? *(Select all that apply)*

- a. Field survey
- b. Technology-based app
- c. Windshield or drive-by survey
- d. Satellite images
- e. LiDAR (Light Detection and Ranging)
- f. User-based collection
- g. Other (Specify) _____
- h. Don't know

8. In what format is the Inventory of Barriers data maintained? *(Select all that apply)*

- a. Spreadsheet
- b. Database such as Microsoft Access
- c. Commercial software package (Specify) _____
- d. Contactor or staff designed custom software program
- e. GIS mapping system
- f. Other (Specify) _____
- g. Don't know

9. Who is responsible for maintaining the Inventory of Barriers? *(Select all that apply)*

- a. Planning
- b. Engineering/Design
- c. Construction
- d. Operations
- e. Multi-modal
- f. Civil Rights
- g. Facility Maintenance

- h. Other (Specify) _____
- i. Don't know

10. What is the projected timeframe associated with right-of-way barrier removal based on the schedule included in your current ADA Transition Plan document?

- a. Less than 5 years
- b. 6-10 years
- c. 11-15 years
- d. 16-20 years
- e. 21-25 years
- f. More than 25 years
- g. Not defined in the schedule
- h. Don't know

11. Approximately, what percentage of your ADA Transition Plan has been completed?

- a. 0-25%
- b. 26-50%
- c. 51-75%
- d. 76-100%
- e. Don't know

12. Elements in the public right-of-way are required to be "accessible to and usable by" people with disabilities. What Standard, guideline, or policy is being used to determine accessibility? *(Select all that apply)*

- a. 2010 ADA Standards
- b. Proposed Public Rights-of-Way Accessibility Guidelines (PROWAG)
- c. Manual on Uniform Traffic Control Devices (MUTCD)
- d. Agency policy directly incorporating accessibility criteria and best practices
- e. American Association of State Highway and Transportation Officials (AASHTO) design guides
- f. National Association of City Transportation Officials (NACTO) design guides
- g. Other (Specify) _____
- h. Don't know

13. Who was involved during the original ADA Transition Plan process and who is involved in the ADA Transition Plan update process? Check all that apply.

Original Process

Update Process

- a. Planning
- b. Engineering/Design
- c. Construction
- d. Operations
- e. Traffic
- f. Highway Safety
- g. Multi-modal
- h. Civil Rights
- i. Public Affairs
- j. Facility Maintenance
- k. Disability Advisory Committee
- l. Other [Please answer the next two questions]

- 13.a Please specify "Other, Original Process" _____
- 13.b Please specify "Other, Update Process" _____

14. If you have additional comments on the Self-Evaluation and ADA Transition Plan section of the survey, please provide them here. (Maximum: 500 words) _____

Section B. Community Outreach

The questions in this section will help to identify the best practices being used by State DOTs to reach the public, especially people with disabilities and the groups that represent them. With this customer feedback information, the Office of Civil Rights can tailor support and technical assistance to the DOTs in ways that are most effective.

15. How is the ADA Transition Plan communicated to the public? *(Select all that apply)*

- a. Website
- b. Public notices
- c. Performance measure reports
- d. Public meetings
- e. Interactive maps
- f. Other (Specify) _____
- g. Don't know

16. What options are provided to enable the public to offer comments on the ADA Transition Plan? *(Select all that apply)*

During Development

During Implementation

- a. Website open for ADA Transition Plan comments
- b. Public meetings (in-person or virtual)
- c. Contact information for ADA Coordinator
- d. Relationships with human service organizations
- e. Contact information for person responsible for ADA Transition Plan
- f. Other **[Please answer the next two questions]**

16.a Please specify "Other, During Development" _____

16.b Please specify "Other, During Implementation" _____

17. What strategies are used to engage individuals with disabilities in the ADA Transition Plan? *(Select all that apply)*

During Development

During Implementation

- a. Hold meetings with human services organizations
- b. Provide information in alternative formats
- c. Include individuals who have disabilities in your project review team
- d. Include individuals with disabilities in an agency advisory committee
- e. Other **[Please answer the next two questions]**

17.a Please specify "Other, During Development" _____

17.b Please specify "Other, During Implementation" _____

18. What methods are available for the public to request accommodations for infrastructure elements such as pedestrian signals, curb ramps, sidewalk repair, etc.? *(Select all that apply)*

- a. Website link
- b. Apps such as 311
- c. Public meetings (in-person or virtual)
- d. Contact information for ADA Coordinator
- e. Through relationships with human service organizations
- f. Contact information for person responsible for ADA Transition Plan implementation
- g. Other (Specify) _____
- h. Don't know

19. If you have additional comments on the Community Outreach section of the survey, please provide them here. (Maximum: 500 words) _____

Section C. Program Delivery

Having national input will improve customer satisfaction and our ability to support FHWA Division Offices and the State DOTs as they work to meet their obligations and improve their transportation systems. The questions in this section will inform the Office of Civil Rights on the implementation of the ADA Transition Plans by the State DOTs during program delivery.

20. Focusing on the cost of curb ramps only:

- a. What is the approximate **average cost** to remove and replace a curb ramp? \$ _____
- b. What is the approximate **average fully loaded cost** to remove and replace a curb ramp? \$ _____
 - i. What does this include? *(Select all that apply)*
 - 1. Design
 - 2. Right-of-way purchase
 - 3. Mobilization
 - 4. Traffic control
 - 5. Materials and labor
 - 6. Other (Specify) _____

21. When does the DOT install Accessible Pedestrian Signals (APS)? *(Select all that apply)*

- a. Routinely with new intersection construction
- b. Routinely with alterations
- c. On request
- d. Other (Specify) _____
- e. Don't know

22. Focusing on Accessible Pedestrian Signals (APS) only:

- a. What is the approximate **average cost** to install APS for one signal? \$ _____
- b. What is the approximate **average cost** to install APS for one intersection? \$ _____
- c. What is the approximate **average fully loaded cost** to install APS at one intersection? \$ _____
 - i. What does this include? *(Select all that apply)*
 - 1. Design
 - 2. Mobilization
 - 3. Traffic control
 - 4. Materials and labor

5. Other (Specify) _____

23. What methods are used for removing barriers identified in the ADA Transition Plan? *(Select all that apply)*

- a. Stand-alone ADA projects
- b. Resurfacing projects
- c. Statewide Transportation Improvement Plan (STIP) projects
- d. Permit projects
- e. Maintenance projects
- f. Developer-based projects
- g. Local project partnering
- h. Other (Specify) _____
- i. Don't know

24. What types of funding are used for stand-alone ADA projects? *(Select all that apply)*

- a. BUILD: Better Utilizing Investments to Leverage Development Transportation Discretionary Grants
- b. INFRA: Infrastructure for Rebuilding America Discretionary Grant Program
- c. TIFIA: Transportation Infrastructure Finance and Innovation Act (loans)
- d. FTA: Federal Transit Administration Capital Funds
- e. ATI: Associated Transit Improvement (1% set-aside of FTA)
- f. CMAQ: Congestion Mitigation and Air Quality Improvement Program
- g. HSIP: Highway Safety Improvement Program
- h. NHPP: National Highway Performance Program
- i. STBG: Surface Transportation Block Grant Program
- j. TA: Transportation Alternatives Set-Aside (formerly Transportation Alternatives Program)
- k. RTP: Recreational Trails Program
- l. SRTS: Safe Routes to School Program / Activities
- m. FLTP: Federal Lands and Tribal Transportation Programs (Federal Lands Access Program, Federal Lands Transportation Program, Tribal Transportation Program, Nationally Significant Federal Lands and Tribal Projects)
- n. Other (Specify) _____

25. Is the ADA Transition Plan aligned with other transportation plans during project planning?

- a. Yes
- b. No **[SKIP to Q26]**
- c. Don't know **[SKIP to Q26]**

25.a What are those transportation plans? *(Select all that apply)*

- d. Statewide Transportation Improvement Plan (STIP)
- e. Pedestrian Master Plan
- f. Multi-modal Plan
- g. Highway Safety Strategic Plan
- h. Human Services Transportation Coordination Plan
- i. Complete Streets/Smart Growth Plan
- j. Other (Specify) _____
- k. Don't know

26. What methods are used post-construction to ensure that projects are accessible? *(Select all that apply)*

- a. Construction inspection, field staff
- b. Construction inspection checklist in spreadsheet
- c. Construction inspection, contracted
- d. Construction inspection software developed in-house
- e. Construction inspection software, commercial product (Specify) _____
- f. Other (Specify) _____
- g. Don't know

27. Does the State DOT have a formal review and approval process for determining and documenting when it is technically infeasible to meet the accessibility requirements on a project?

- a. Yes
- b. No
- c. Don't know

28. Does the State DOT have an established accessibility/ADA **training** program for any of the following? (Select all that apply)

- a. Planners
- b. Designers
- c. Construction inspectors
- d. Traffic Department
- e. Consultants
- f. Contractors
- g. County/Municipal leaders
- h. Other (Specify) _____
- i. Don't know
- j. None

29. Does the State DOT have an established accessibility/ADA **certification** program for the following? (Select all that apply)

- a. Planners
- b. Designers
- c. Construction inspectors
- d. Traffic Department
- e. Consultants
- f. Contractors
- g. Other (Specify) _____
- h. Don't know
- i. None

30. If you have additional comments on the Program Delivery section of the survey, please provide them here. ()

Thank you for your time and valuable responses. Your feedback will help us to better serve you in the future.

Additional information on ADA Transition Plans and requirements is available at

<https://www.fhwa.dot.gov/civilrights/programs/ada/resources.cfm>

End of Survey