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Revitalizing Madison's ADA Transition Plan
Programs Services and Activities
Rebecca Hoyt
Disability Rights and Services Specialist
Department of Civil Rights

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Public Entities

A public entity shall operate each service, program, or activity so that the service, program, or activity, when viewed in its entirety, is readily accessible to and usable by individuals with disabilities. 28 CFR § 35.150 (a)

ID: Black and white photo of a diverse group of Disabled people

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Programs Services and Activities

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Program Access

Under the ADA, public entities, including the City of Madison, are required to ensure:

- Equal opportunity to participate in or benefit from the aid, benefit, or services.
- The location of services and eligibility criteria do not exclude or disadvantage people with disabilities or their family members, spouses, caregivers, etc.
- No arbitrary fees for safety requirements are applied only to people with disabilities.
- Members of the public have information about and the right to request accommodations at no cost.
- Facilities and meeting locations are accessible to people who use service animals and mobility devices.

[Madison General Ordinance 39.02](#)

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Effective Communication

Under the ADA, public entities, including the City of Madison, are required to:

- Ensure that communications people disabilities and their companions are as effective as communications with people without disabilities.
- Provide appropriate auxiliary aids and services where necessary to an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity of a public entity.
- Members of the public have a right to request accommodations at no cost.

[Madison General Ordinance 39.02](#)

[Language Access Plan](#)

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Contracts, Licenses, and Certificates

Under the ADA, public entities, including the City of Madison, are required to ensure

- Contracts with other entities, must include anti-disability.
- Licenses and certificates issued by agencies must be equally as accessible to people with disabilities
- Licenses and certificates required from another entity, must be equally as accessible to people with disabilities.

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Ticketing and Ticket Sales

The ADA requires that entities that sell tickets to events do not discriminate against people with disabilities in relation to:

- Ticket sales,
- Ticket prices,
- Identification of available accessible seating,
- Purchasing multiple tickets,
- Ticket transfer,
- Secondary ticket market,
- Hold and release of tickets for accessible seating, and
- Prevention of fraud in purchase of tickets for accessible seating.

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Self-Evaluation Process

Programs, Activities, and Services

Facilities [highlighted]

Employment

Public Right of Way

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Self-Evaluation Process

- Review policies and practices for centralized services
- Developed a *Programs, Activities, and Services Self-Evaluation Questionnaire* and *Supplemental Ticketing Questionnaire*
- Trained Department representatives on how to accurately complete the questionnaire.

The Disability Rights and Services Program collected and analyzed 31 program questionnaires from 23 Departments.

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What is Evaluated?

Centralized Services:

- Language Access Program
- Website and Electronic Information Technology

All Departments:

- Program Access
- Effective Communication
- Licenses and Certificates
- Contracts
- Ticketing and Ticket Sales (where applicable)

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Language Access Program

The Language Access Program coordinates services for all City programs at no cost to the recipient. LAP provides:

- Qualified interpreters
- On-demand video remote interpreting (VRI) for spoken and sign languages
- Translation services
- Communication Access Realtime Translation (CART)
- Auto-generated captioning is available in all internal and public virtual meetings

- Assistive listening systems and devices
- Plain language consultation

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Website and Electronic Information Technology

Evaluation based on Web Content Accessibility Guidelines (WCAG) level 2.1 AA

Will be required April 24, 202 for all public-facing, unarchived, and new web content and mobile applications.

- Websites
- Mobile applications
- Electronic documents (unarchived)
- Pre-recorded video and audio
- And more

We also strive for Section 508 and WCAG 2.2 standards whenever possible.

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Rebecca Hoyt

Disability Rights and Services Specialist (ADA Coordinator)

RHoyt@CityOfMadison.com

(608) 266-6511

ID: "The Future is Accessible" in colorful letters and ASL letter sign