

Americans with Disabilities Act: Coordination gaps complicate City response



Audit highlights - December 2016



Accommodation requests are difficult to navigate for individuals with disabilities:

- There is no single, easily accessed location of resources for individuals
- Bureaus processes vary
- Some bureaus and individual coordinators have more experience and resources than others
- More consistent policies and procedures could help



Limited data hinders the City's ability to anticipate needs:

- The City does not keep data on accommodation requests or complaints in a central location
- Collecting and sharing information within the City would allow it to identify trends, prioritize needs and improve services



Recommendations:

The Office of Equity and Human Rights should:

- Identify and documents roles, responsibilities, and processes for the Americans with Disabilities Title II program
- Improve the *ADA Coordinator Program Guide* and the Title II program website

The Americans with Disabilities Act:

The purpose of the Americans with Disabilities Act is to ensure individuals with disabilities have the same access and opportunities as those without disabilities. Removal of physical barriers is one way to achieve equal access. The Act also requires government to adopt and publish grievance procedures for resolving complaints.

