

ADA SELF-EVALUATION AND TRANSITION PLAN 2015

EXECUTIVE SUMMARY

The Americans with Disabilities Act (ADA) was enacted in 1990. By 1992, federal implementing regulations had been adopted. Then, almost 24 years ago, in accordance with the regulations, the City of Chandler conducted a self-evaluation of its programs, services and existing facilities and the City Council approved Chandler's initial ADA Transition Plan. Many things have changed since then – the size and population of Chandler has increased dramatically; new technologies and forms of communication have evolved; amendments have modified and supplemented the ADA and the regulations.

Accordingly, Chandler now seeks to update its initial Self-Evaluation and Transition Plan. The attached ADA Self-Evaluation & Transition Plan 2015 provided by the Chandler's consultant, Cole & Associates, is presented for that purpose. When adopted by the City Council, it shall serve as the updated plan by which the City of Chandler shall continue its efforts to enhance accessibility to the Chandler's public programs, services and facilities so that persons with disabilities have an equal opportunity to utilize and benefit from them.

The process used in conducting the self-evaluation is well explained in the updated plan. The analysis and recommended actions are the consultants, but generally comport with city staff's own views, although there may be some differences in detail and emphasis. However, it is important to keep some perspective when reading the material. The evaluation process is such that much effort is spent on identifying and highlighting flaws and deficiencies in how city operations comply with the ADA requirements. This is necessary in order to develop strategies for eliminating the deficiencies. However, Chandler is not held to a standard of absolute perfection. The federal regulations expect public programs to be viewed *in their entirety* in determining their accessibility to and usability by individuals with disabilities. Furthermore, Chandler has undertaken many activities to make its programs, services and facilities reasonably accessible, when viewed as a whole, since the initial Transition Plan was adopted.

Finally, it must be emphasized that the updated transition plan is intended to be a true guiding document. Federal regulators overseeing ADA compliance do expect Chandler to undertake reasonable steps to cure deficiencies noted in the updated Transition Plan and to do so within a reasonable period of time. Not all deficiencies need to be corrected immediately, but neither can Chandler delay reasonable actions until individual complaints are registered by members of the public. Thus, approval of the ADA Self-Evaluation & Transition Plan 2015 is only the first step in renewing the City of Chandler's effort to fully comply with the requirements of the ADA.