


City of Atlanta **Accessibility and Inclusion Task Force** Report

December 2020



Resolution

*Whereby the Accessibility and Inclusion Task Force be responsible for evaluating accessibility to City Hall, public meetings, briefings and presentations. To **provide recommendations on improvements to facilities and technologies that will better serve the members of the public through accommodations for people with disabilities.***

		City of Atlanta Georgia	
		Resolution 20-R-3293	
A RESOLUTION BY COUNCILMEMBERS ANDRE DICKENS, JENNIFER N. IDE, HOWARD SHOOK, MARCI COLLIER OVERSTREET, ANDREA L. BOONE, JOYCE M. SHEPERD, NATALYN M. ARCHIBONG, MICHAEL JULIAN BOND, MATT WESTMORELAND, DUSTIN HILLIS, J. P. MATZIGKEIT AND AMIR R. FAROKHI			
AS AMENDED BY COMMITTEE ON COUNCIL ESTABLISHING THE CITY OF ATLANTA TASK FORCE FOR ACCESSIBILITY AND INCLUSION, IN ACCORDANCE WITH SECTION 3-401 OF THE CITY OF ATLANTA CHARTER, TO BE CHARGED WITH EVALUATING ACCESSIBILITY TO CITY HALL, PUBLIC MEETINGS, BRIEFINGS, AND PRESENTATION; TO PROVIDE RECOMMENDATIONS ON IMPROVEMENTS TO FACILITIES AND TECHNOLOGIES THAT WILL BETTER SERVE THE MEMBERS OF THE PUBLIC THROUGH ACCOMMODATIONS FOR PEOPLE WITH DISABILITIES, INCLUDING COMMUNITY MEMBERS WHO ARE DEAF AND/OR BLIND; TO ESTABLISH THAT THE TASK FORCE FOR ACCESSIBILITY AND INCLUSION SHALL MAKE ITS REPORT TO THE MAYOR, THE COUNCIL PRESIDENT, AND THE ATLANTA CITY COUNCIL NO LATER THAN THE MEETING OF COMMITTEE ON COUNCIL ON APRIL 20th, 2020; AND FOR OTHER PURPOSES.			
Information			
Department:	Office of the Municipal Clerk	Sponsors:	Councilmember, District 2 Amir R. Farokhi, Councilmember, District 1 Carla Smith, Councilmember, District 10 Andrea L. Boone, Councilmember, District 7 Howard Shook, Councilmember, District 8 J. P. Matzigkeit, Councilmember, District 6 Jennifer N. Ide, Councilmember, District 12 Joyce M Sheperd, Councilmember, District 11 Marci Collier Overstreet, Councilmember, Post 2 At Large Matt Westmoreland, Councilmember, Post 1 At Large Michael Julian Bond, Councilmember, District 5 Natalyn Mosby Archibong
Category:	Personal Paper	Functions:	None Required
Attachments			
Printout 13 TASK FORCE FOR ACCESSIBILITY AND INCLUSION 20-R-3293 COMMITTEE AMENDMENT FORM (This file has not yet been converted to a viewable format) AMENDED 20-R-3293 Task Force for Accessibility and Inclusion RED LINE (This file has not yet been converted to a viewable format)			
Body			
WHEREAS , the Atlanta City Council desires to further the City of Atlanta's commitment to accessibility, inclusion, and representative government in order to provide its citizens with access to the facilities, events, meetings, and public spaces at Atlanta City Hall; and			
WHEREAS , the Atlanta City Council strive to improve upon and expand accommodations and access for all community members, including those who are blind, deaf, hard of hearing, or have other disabilities in order to create a more accessible, participatory, and engaged local government; and			
WHEREAS , the Atlanta City Council recognize the need to develop these accommodations and procedures thoughtfully, lawfully and with expert and resident input; and			
WHEREAS , Section 3-401 of the Charter of the City of Atlanta authorizes the Atlanta City Council to create a task force providing by resolution, to consist of a group of persons that study a particular subject or work on an issue, and to make resulting recommendations to the City Council regarding further actions by Council to achieve a definitive objective; and			
WHEREAS , in furtherance of its commitment to transparency, ethics and compliance, and to promote public trust in City of Atlanta government, the Atlanta City Council wishes to establish a task force in accordance with Section 3-401 of the City of Atlanta Charter to be comprised of residents of the City of Atlanta along with leaders experienced in accessibility, legislative procedure, other relevant skills; and			
WHEREAS , the task force shall be known as the City of Atlanta Task Force for Accessibility and Inclusion and shall be charged with evaluating the City's current accessibility, with surveying national models of accessibility best practices, and with making written recommendations to the Mayor, the Council President, and the Atlanta City Council for meaningful improvements in these areas; and			
WHEREAS , the Task Force for Accessibility and Inclusion shall make its report to the Mayor, the Council President, and the Atlanta City Council no later than the meeting of the Council on Committee on April 20th, 2020.			
NOW THEREFORE, BE IT RESOLVED BY COUNCIL OF THE CITY OF ATLANTA, GEORGIA , that in accordance with Section 3-401 of the Atlanta City Charter, there is hereby established, a temporary City of Atlanta Task Force for Accessibility and Inclusion, consisting of the following 8 members:			
One (1) Chairperson representative active in disability access, mobility, and advocacy;			
A representative of the blind community;			
A representative of the deaf/hard of hearing community;			
A representative of the senior citizen community;			
A representative of the military veteran community; and			
One (1) representative from the City of Atlanta Department of Enterprise Asset Management.			
BE IT FURTHER RESOLVED , that the Task Force for Accessibility and Inclusion shall be staffed and supported by the City Attorney (or a designee), City Auditor (or a			

Adopted as Amended
Feb 17, 2020 1:00 PM



Task Force Members

- **Andre Dickens**, Council member
- **Chris Davis**, Facilities
- **Carden Wyckoff**, Chairwoman, wheelchair user
- **Tracy Bumgarner**, Deaf community
- **Adam Hinchliffe**, Blind community
- **BriGette McCoy**, Disabled veteran
- **Jules Murphy**, ADA advocate
- **Cecilia Rider**, MS, CTRS, Clinician
- **Drewnell Thomas**, Senior community



Disability 101



What is a disability?

Traditional definition: disability is an impairment of a major life activity (i.e. walking, seeing, hearing, thinking, speaking, eating, working)

- A disability can be **physical** or **mental**
- A disability can be **visible** or **invisible**
- A disability can be **temporary, permanent** or **situational**



What is a disability?

Examples of **visible** disabilities:

- Paralysis
- Motor impairments
- Missing limbs
- Blind or Low Vision (in some instances)
- Hard of Hearing or Deaf (in some instances)
- Using a mobility device
- Developmental disabilities

Examples of **invisible** disabilities:

- Autism / ADHD
- Learning disabilities
- Diabetes
- Cancer
- MS, RA
- Severe Food Allergy
- Depression / OCD/ Anxiety



Models of Disability

Medical Model X

- Sees the disabled person's impairment or health condition as 'the problem'.
- Focuses on the individual's limitations not the person!

Tragedy Model X

- AKA “Charity” Model of Disability.
- Depicts people with disabilities as victims of circumstance who are deserving of pity.

Social Model ✓

- Society creates barriers that 'disable' people from participating fully and on an equal basis with others
- Advocates for removing these barriers!



Focus on the person, not the disability

Use **people first language** when addressing **groups**

- Person with a disability
- People without disabilities
- Person using a wheelchair
- Person who is hard of hearing
- Person who has low vision

...Most importantly: refer to them how they wish to be called!



Task Force Scope



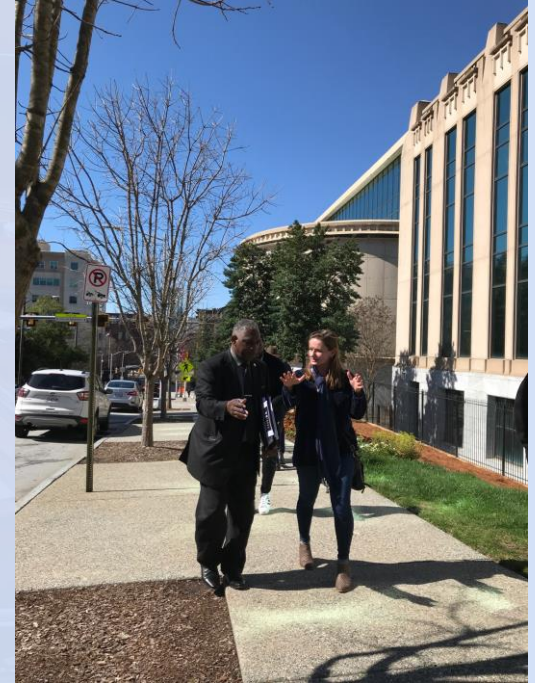
Three Key Areas were Analyzed

1. Real estate

- a. Council chambers, committee rooms, lobby and other areas the public would go once inside the facility
- b. Routes taken to arrive at the facility

2. Technology used during in person meetings and virtual meetings

3. Public outreach and terminology



Observations and Recommendations



Barriers Experienced

- **Communication**
 - Items which hinder access to those with vision, hearing, or speaking impairments;
- **Physical**
 - Items which hinder access to those with physical or neurological impairments;
- **Policy**
 - Practices or policies which create inaccessibility (example: having multiple “accessible” entrances which require someone to be able to see, speak or hear);
- **Transportation**
 - Items which hinder access to/from transportation options



Communication Barriers

- Audio only communication intercoms at entrances
→ *Remove audio only barriers*
- Lacking ASL interpreters or captioning
→ *Create a central fund to create accessible virtual meetings*
- Using ableist language in presentations “as seen on screen”
→ *Training on visual description in a presentation*
- Hard stop limit for 2 minute public comment
→ *Provide accommodation when requested*
- Speaking only public comment/ leaving a voicemail
→ *Allow a written communication channel*



Physical Barriers

- Built Environment
 - Missing curb cuts → *Install curb cuts at surrounding intersections*
 - Uneven sidewalks → *Repair broken sidewalks surrounding City Hall*
 - No push to open buttons → *Install push buttons*
 - Objects in doorways or used as door props → *Install proper hardware*
- Digital Environment
 - Providing a meeting notice as an image which is an inaccessible format → *Follow web accessibility content guidelines*
 - Website is not WCAG compliant → *Continuously monitor and design with WCAG in mind*
 - Visual only presentation → *Train staff on presenting with visual descriptions*
 - Missing alt text on images → *Follow web accessibility content guidelines*



Policy Barriers

- Placing trash can in front of elevator buttons
 - *Move trash cans to another location*
- Irregular schedule in lawn maintenance causing poor visibility or trip hazards
 - *Increase lawn maintenance schedule during season change*
- Standing-only podium for public comment
 - *Add seated option*
- Missing priority accessible seating
 - *Add reserved priority seating near front*
- Using outdated language to describe disabilities
 - *Use people first and identity first language*
- The security guards do not assist with unloading baggage onto conveyor belt
 - *Train security guards to proactively assist*



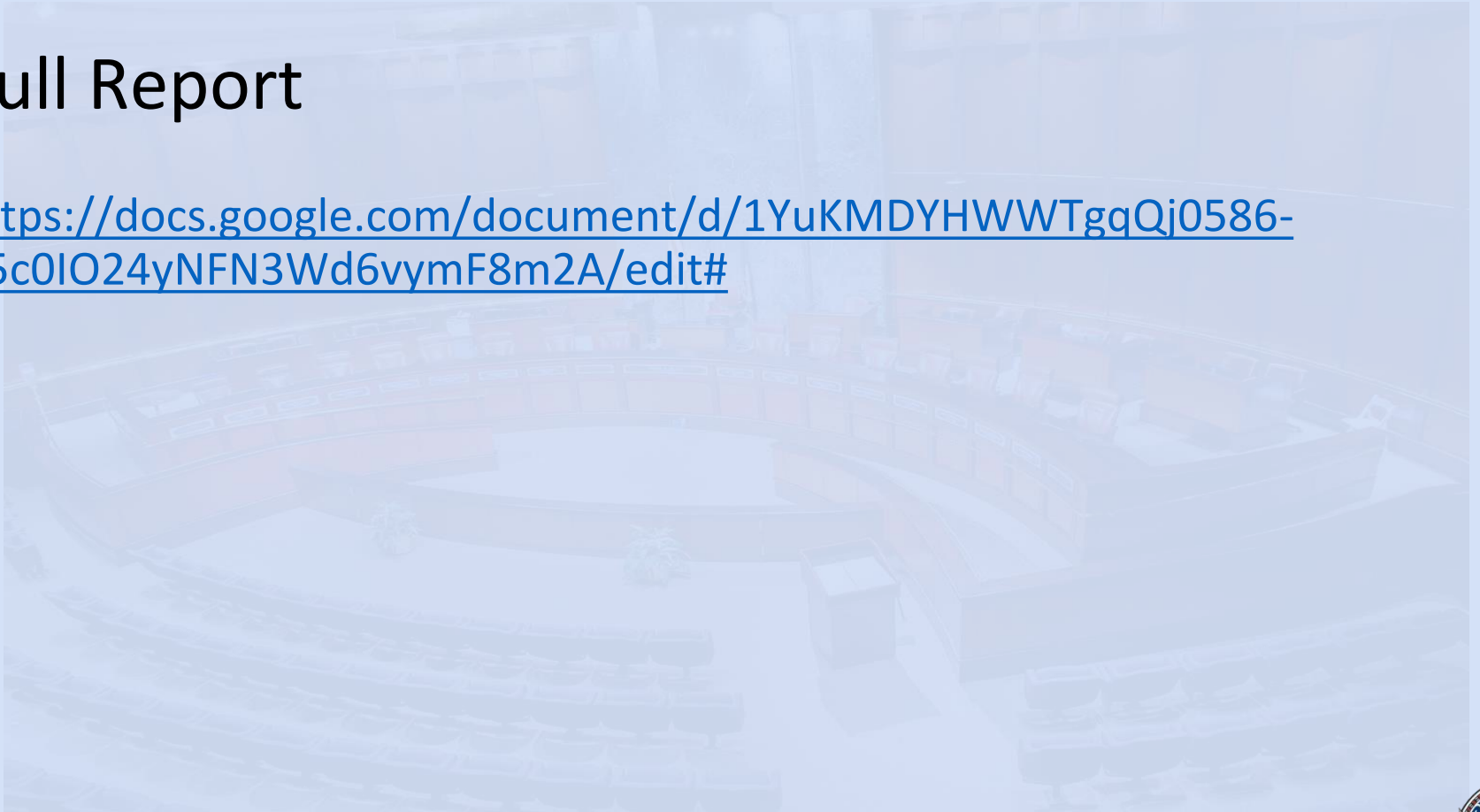
Transportation Barriers

- Missing curb cuts
 - *Install curb cuts at surrounding intersections*
- Lacking an accessibility wayfinding guide to and from transportation
 - *Create a wayfinding guide*
- Uneven sidewalks
 - *Repair sidewalks surrounding City Hall*



Full Report

<https://docs.google.com/document/d/1YuKMDYHWWTgqQj0586-R5c0IO24yNFN3Wd6vymF8m2A/edit#>



Q&A
Thank You

