

2024 Americans with Disabilities Act (ADA) Annual Progress Report

City of Lake Oswego, Oregon

March 1, 2025

As we recognize Disability Awareness Month this March, I am honored to present the City's 2024 Americans with Disabilities Act (ADA) Progress Report.

I extend my sincere appreciation to the City's ADA Technical Team, the All Ability Employee Resource Group, and the many accessibility advocates in our community whose dedication drives meaningful change. I also want to acknowledge Mayor Buck, the City Council, City Manager Martha Bennett, and Public Works Director and City Engineer Erica Rooney for their leadership and strong support of the City's ADA program.

Together, we are making Lake Oswego a place where everyone can thrive.

Respectfully submitted,

Kelli Byrd, ADAC
Certified Americans with Disabilities Act Coordinator
City of Lake Oswego

Background

The City of Lake Oswego remains dedicated to implementing its Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan, originally adopted on December 20, 2022. The plan focuses on four key areas:

- Reviewing all City programs, services, and policies;
- Evaluating the accessibility of City facilities, including buildings, parks, and parking lots;
- Assessing facilities in the public right-of-way; and
- Developing strategies for implementing necessary changes to improve accessibility.

The ADA Transition Plan serves as a strategic roadmap to enhance the accessibility of City buildings, parks, programs, and public spaces.

Purpose

The purpose of this annual progress report is to highlight the City's efforts in implementing the ADA Transition Plan across all departments, documenting notable accessibility initiatives, projects, and outreach efforts undertaken between January 1, 2024, and December 31, 2024, aimed at accommodating individuals with disabilities.

Notice Under the Americans with Disabilities Act

In accordance with the ADA, the City of Lake Oswego has made available to applicants, participants, beneficiaries, and other interested persons information regarding the provisions of the ADA and its applicability to the services, programs, and activities of the City (Appendix A). In 2024, ADA notices were provided to the public through posters prominently displayed in all of the City's buildings and on the City's website. Copies are also provided to any person upon request.

The Office of the ADA Coordinator

The City of Lake Oswego has appointed a designated ADA Coordinator to oversee compliance with Title II of the ADA. This role includes tracking the City's accessibility efforts, coordinating and investigating accessibility-related complaints, and serving as a resource for City departments. The ADA Coordinator collaborates across departments to ensure program accessibility, assist with policy and program development, and support ADA compliance. Below are key activities and accomplishments of the ADA Coordinator in 2024.

Grievances and Inquiries

In compliance with the ADA, the City has established and published a grievance procedure to ensure the prompt and equitable resolution of complaints related to Title II violations (Appendix B).

The Office of the ADA Coordinator distributes the grievance procedure to all City departments, posts it in prominent locations within public buildings, and makes it available on the City's website in an accessible format. The office regularly updates posted copies and contact information as needed and provides copies upon request.

Formal Grievances

No formal grievances were filed with the ADA Coordinator in 2024.

General Inquiries

The ADA Coordinator has a dedicated phone number and email address for general inquiries. More than 100 inquiries were received in 2024.

Many calls and emails received by the ADA Coordinator were related to issues outside the purview of the City or the ADA Coordinator. Most inquires pertained to accessibility issues on private property, over which the City lacks jurisdiction, and were subsequently directed to other resources for assistance.

Accommodation Requests

Eight requests for reasonable accommodations were brought to the attention of the ADA Coordinator. This is not a comprehensive count of requests for accommodations citywide, as each department is authorized to provide reasonable accommodations.

Staff Training, Education and Development

Staff training, education, and development are essential for ensuring ADA compliance in the workplace. A well-informed workforce helps create an inclusive environment, prevents discrimination, and reduces legal risks. Here are some key ADA-related staff training, education and development opportunities delivered in 2024:

ADA Program at the City of Lake Oswego Training

Throughout the year, employees from various departments and divisions received training on the ADA Program at the City including the City Manager's Office, Human Resources and Finance. This training equips employees with a fundamental understanding general obligation under Title II of the ADA and effective methods of serving individuals with disabilities.

New Employee Orientation

Each New Employee Orientation includes a 30-minute presentation by the ADA Coordinator. The presentation provides an overview of the City's general obligations under the ADA, how to respond to requests for reasonable modifications/accommodations, and etiquette tips for serving individuals with disabilities.

All Ability Employee Resource Group

In January 2023, the ADA Coordinator formed an All Ability Employee Resource Group (AAERG) with the goal of fostering a welcoming and inclusive workplace for employees with disabilities and invisible illnesses at the City. The AAERG met seven times during 2024. Meetings are for staff to get to know each other over lunch, share ideas, and plan activities. All employees are welcome to attend – participants don't need to have a disability to attend, allies are encouraged to join as well. See Appendix C for 2024 programming.

ADA Information Portal for Employees

The ADA Coordinator maintains a dedicated webpage on the City's Private Pages platform. This webpage serves as a central information hub designed to provide staff members with easy access to resources pertaining to the Americans with Disabilities Act (ADA), including training opportunities and other resources.

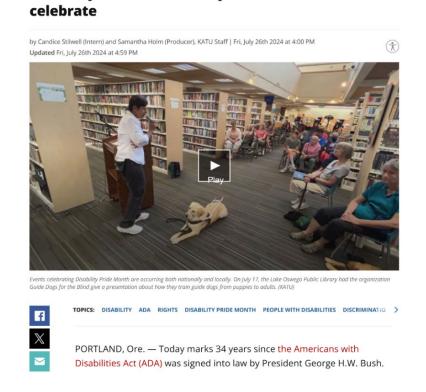
Outreach & Community Involvement

Outreach within the community is crucial for understanding and responding to the needs of people with disabilities in the City. In line with this objective, the ADA Coordinator actively engaged in various community events, participated in planning committees, and implemented campaigns for Disability Awareness Month in March and Disability Pride Month in July. These efforts aim to enhance opportunities for people with disabilities in the community. Some of the community involvement and outreach activities the ADA Coordinator participated in are listed below:

• February 28—Attended the City's Martin Luther King, Jr. celebration. MLK was a champion for equal rights who advocated for people with disabilities. His work helped pave the way for the Americans With Disabilities Act (ADA) of 1990.

- March Celebrated Disability Awareness Month with a campaign featuring a proclamation, social media posts, and a video guiding the public on how to request accommodations for City events, programs, and services.
- July— Celebrated Disability Pride Month with a campaign that included a proclamation, social media engagement, and City-wide events, including a talk at the Library by Guide Dogs for the Blind. This event was highlighted by KATU. See Appendix D for the full list of Disability Pride Month programming.
- September 10— Attended the Parks Plan 2040 Community Advisory meeting to provide the ADA perspective on future park plans.

Disability Pride Month: Why it matters and how to



Picture 1: Screenshot of a KATU article highlighting Lake Oswego Public Library's Disability Pride Month event featuring Guide Dogs for the Blind.

Progress and Accomplishments Across City Departments

Library

The Library focused on expanding accessibility through digital resources, outreach efforts, and facility improvements while awaiting guidance on the future of its building. Here are some of the Library's 2024 accomplishments:

- Added an accessibility link to their homepage, providing a prominent way to explore the
 variety of accommodation and services offered to enhance accessibility. Services are
 grouped by topic and include vison, hearing impairment, mobility, home delivery and
 learning disability assistance. The webpage can be found at www.lopl.org/accessibility.
- Purchased an accessible bookmobile to enhance library access, with delivery expected within 18 months.
- Hired a full-time Outreach Coordinator to expand community engagement and improve access to library services for individuals with disabilities.
- Installed new automatic door openers and ADA-compliant restroom signage.
- Introduced a sensory-friendly space using mobile partitions to support neurodivergent patrons.
- Expanded the Library of Things collection with adaptive tools such as fidget toys and blankets, horizontal reading glasses, LED page magnifiers, light therapy lamp and colorcorrecting glasses.
- Hosted 34 hybrid events consisting of monthly music events, author talks and other
 presenters. These events included one or more of the following: livestreams, recordings,
 and ASL interpreters, ensuring accessibility for all patrons.
- The automatic door openers for two-family ADA accessible restrooms in the Children's Library we replaced with upgraded door openers.
- Partnered with the Commission for the Blind to support visually impaired volunteers.
- Expanded digital resources, including adding ASL to the Mango Languages program and implementing screen reader-friendly features.
- Grew the home delivery program by 126% over 18 months, with increased volunteer participation, benefiting seniors and individuals with mobility impairments.
- During Disability Pride Month the Library created book displays for children and adults on the main floor of the Library.
- Throughout Disability Pride Month, the Library hosted a StoryWalk installation at Iron Mountain Park. "Song in the City" told a story of a young girl who is blind and her grandmother who experience the everyday music in their busy city.
- Added 628 large print books, bringing the total to 4,359, and 359 audiobooks, increasing the total to 5,606.
- Continues its partnership with the Lake Oswego School District's Transition to Adulthood program, fostering productive and successful long-term library volunteers.

Engineering

The Engineering Department continues to implement the ADA Transition Plan in capital projects, public improvements as part of private developments, and minor permits such as driveway replacements. Major accomplishments, highlights, milestones, and projects undertaken during 2024 include:

- Upgraded a total of 20 curb ramps to meet current ADA standards, including 5 as part of the Lanewood Pathway capital project and 15 through private development projects.
- Constructed more than 1,000 linear feet of ADA-compliant sidewalk along Lanewood Street from Boones Way to Twin Fir Road.
- Installed about 140 feet of sidewalk along the west side of Stafford Road just south of Overlook Drive.
- Installed a new traffic signal at the intersection of Jean Road and Pilkington Road, along with upgraded curb ramps and ADA-compliant pedestrian push buttons at all four crosswalks.
- Installed an enhanced crosswalk signal and upgraded curb ramps at the intersection of 5th Street and A Avenue.
- Continued designing new sidewalks and curb ramps along sections of Carman Drive, Pilkington Road, Tree Top Lane, and Meadowlark Lane.
- Continued design work to upgrade approximately 20 curb ramps to current ADA standards.
- Staff participated in various accessibility and pedestrian safety trainings, including
 Designing Accessible Crosswalks by the U.S. Access Board, ADA Curb Ramp/Push Button
 training by ODOT, PROWAG ADA training by PBOT, and Developing a Safer Pedestrian
 Crossing Program in Your City, presented by the City of Salem at the American Public
 Works Association Fall Conference.
- Coordinated with Portland & Western Railroad to improve the asphalt pedestrian crossing of the railroad tracks at the south end of Third Street.
- Reviewed and inspected 75 feet of replacement sidewalk near 449 3rd Street, constructed as part of driveway improvements.



Picture 2: A person using the new Lakewood/Douglas Circle sidewalk.

Parks & Recreation

The Lake Oswego Parks & Recreation (LOPR) is committed to providing inclusive activities and services for people of all ages and abilities. We take pride in offering specialized programs and maintaining accessible facilities to ensure that individuals experiencing disabilities feel welcome and supported in participating fully in our community programs. Highlights include:

- The LOPR Events Division continues to expand accessibility at summer events by adding more designated accessible parking spaces at Foothills and Westlake parks. The Movies in the Park summer series also featured a screening of "Finding Dory", a film that highlights characters with disabilities.
- The Inclusion Support Program welcomes individuals with disabilities who may need support or accommodations to participate. For youth ages 3-17, assessments determine the level of support needed, and if applicable, a support aide is provided. In summer 2024, the program delivered 793 hours of service for youth and their families. For adults with disabilities, the Lake Oswego Adult Community Center (LOACC) provides access, support, and resources to best meet their needs.
- The Enrichment and Special Events divisions teamed up in December to present the
 departments first-ever Sensory Friendly Santa event! The environment was thoughtfully
 designed to be calm and non-overstimulating, allowing children with sensory
 sensitivities to enjoy their time with Santa in a way that worked best for them.
- Foothills Park Access Recreation training in September 2024 focused on developed park amenities, such as signage, curb ramp, parking, benches and creating maps for accessible parks and trails.
- Staff attended ADA programming at the annual ORPA conference held in October 2024.
- In July, for Disability Pride Month, Parks & Recreation hosted an All-Ability Employee Resource Group Lunch and Learn at the newly built ADA-accessible shelter in George Rogers Park. In collaboration with the ADA Coordinator, the event highlighted the shelter's inclusive features and showcased Parks & Recreation's year-round ADA programs. Staff provided lunch, shared insights on accessibility initiatives across the department, and highlighted the new ADA-accessible BBQ grill used to prepare the food.
- Installed an ADA-accessible picnic table in the northern section of the parking lot bordering Tryon Creek, designed to accommodate individuals using wheelchairs.
- The Communications Coordinator collaborated with the City's communications team to enhance ADA accessibility across various platforms. This included improving website readability, and partnering with IT to advance plans for a new City website with expanded ADA features.
- LOPR's 2024 rebranding introduced a fresh new look and logo, designed with ADA
 accessibility in mind. The clean, simple design enhances visual inclusion and readability,
 ensuring compliance with ADA standards. These principles are integrated throughout
 the brand guide, covering typography, spacing, color contrast, and overall usability.
- With the 2024 rebranding, we are updating all print materials, publications, and visual elements to align with both our brand guidelines and ADA compliance. This effort was reflected in the redesigned summer and fall Activity Guides, ensuring greater

- accessibility. Additionally, we continue to use the "Flip Book by Issuu" on our website, providing an interactive and user-friendly experience with features like adjustable text size and easy page navigation.
- The Department continued to host accessibility focus groups as part of Parks Plan 2040 (PP2040) to hear from community members about issues, opportunities, and recommendations for increasing access to parks and recreation in Lake Oswego for people of all ages and abilities. These events included four outreach gatherings at Pilkington, Foothills, Hazelia, and Westlake Parks, along with a public meeting at the Adult Community Center. PP2040 outreach efforts also utilized hybrid approaches for some of the meetings for inclusivity purposes.
- Accommodation for person with visual disability includes provision of digital materials in advance for review during PP2040 Advisory Committee meetings.
- Parks Board meetings and various Project Advisory Committee meetings are provided in hybrid format.
- LOPR Fitness Division has a partnership with <u>Every Body Athletics</u>, a local non-profit crating lasting impact on the physical, social, and emotional well-being of adults with disabilities through inclusive group exercise.
- In collaboration with <u>Special Olympics Oregon</u>, the Tennis Center continues to provide access to the center for a 19 - week athlete program, the only Special Olympics Tennis program in the northwest.
- LOPR partners with <u>Adventures without Limits</u> on a mission to provide access to outdoor adventures for all people, regardless of their ability level, socio-economic status, gender, ethnicity or age.
- National Recreation & Parks Association (NRPA) <u>Special Olympics Tennis Program Takes</u>
 the Gold in Lake Oswego | Park Bench | Parks & Recreation Magazine | NRPA

Citywide Parks Accessibility Improvements:

- Millennium Plaza: Raised pavers to ADA standards, installed ADA hand dryers, and added Braille restroom signs.
- Rassekh Park: Installed four ADA restrooms, renovated pathways, and constructed accessible parking.
- Roehr Park: Installed Braille restroom signs, repainted parking lots and emblems, and added an additional accessible parking space.
- Iron Mountain Park: Installed Braille restroom signs and repainted parking lots and ADA emblems.
- Adult Community Center: Installed updated ADA parking signs, improved sidewalk lighting, and repainted parking lots and emblems.
- Tennis Center: Installed updated ADA parking signs, repainted parking lots and emblems, and hosted a Special Olympics program with 22 athletes and 20 volunteers.
- Westlake Park: Installed updated ADA parking signs, repainted parking lots and emblems, and added an additional accessible parking space.

- East Waluga, Luscher Farm, Hazelia, Pilkington Park, Tryon Cove, West Waluga, Woodmont Park, and Brock Park: Installed updated ADA parking signs and repainted parking lots and ADA emblems.
- George Rogers Park: Installed a concrete pad under an ADA drinking fountain, updated parking signs, and repainted ADA emblems in parking lots.



Picture 3: 2024 Special Olympics Team at the Lake Oswego Tennis Center.

Fire

In 2024, the Lake Oswego Fire Department (LOFD) committed funds to bring ADA parking and signage up to code at three of its four stations. Additionally, it focused on improving accessibility within its training programs and public safety initiatives. Here are some other accomplishments and community involvement initiatives completed in 2024:

- Repainted parking lots and ADA emblems at three fire stations.
- Installed a curb ramp at Westlake Fire Station.
- Relocated Community Emergency Response Team (CERT) training to a more accessible location at the City's Public Works Maintenance Center.
- Guide Dogs for the Blind are a regular partner in LOFD's commitment to providing space for programs that aim to improve quality of life for the Lake Oswego community and all that visit the fire stations.
- Utilize subtitles and closed captions for social media sites and messages.
- Secured funding to collaborate with care facilities in Lake Oswego, assisting them and the LOFD in developing effective emergency response plans for all residents. While not ADA-specific, this initiative will support individuals with disabilities who require a range of accommodations.



Picture 4: Freshly repainted parking space, access aisle, and ADA emblem, along with a newly installed curb ramp at Westlake Fire Station.

Police

In 2024, the Police Department issued a total of 1,153 parking citations, with 113 specifically related to ADA violations, accounting for approximately 9% of all citations. The department remains committed to enforcing ADA parking regulations to ensure accessibility for individuals with disabilities. The breakdown of these violations is as follows:

- 103 citations for Unlawful Parking in a Disabled Zone (1st & 2nd Offense).
- 1 citation for Unlawful Use of a Disabled Permit by a Nondisabled Person.
- 9 citations for Use of an Invalid Disabled Person Parking Permit.

Conclusion

The City of Lake Oswego continues to prioritize accessibility, inclusion, and ADA compliance. With ongoing projects, training, and outreach efforts, the City is making significant strides in ensuring that all residents and visitors can fully participate in community life. We look forward to continuing these efforts in the coming years, guided by our commitment to accessibility for all.

Appendices

A. Notice Under the Americans with Disabilities Act

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), the City of Lake Oswego will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: The City of Lake Oswego does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

Effective Communication: The City of Lake Oswego will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairment.

Modifications to Policies and Procedures: The City of Lake Oswego will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in City offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a City program, service, or activity, should contact the City's ADA Coordinator to submit a request for accommodation no later than four days before the scheduled event.

The ADA does not require the City to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

The City will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

Concerns or complaints that a City program, service, or activity is not accessible to persons with disabilities should be directed to the ADA Coordinator at ada@lakeoswego.city or 503-635-0282.

Website Accessibility: If you use assistive technology (such as a Braille reader, a screen reader, or TTY) and the format of any material on this website interferes with your ability to access information, contact us at ada@lakeoswego.city or 503.635.0282. To enable us to respond in a

manner most helpful to you, please indicate the nature of your accessibility problem, the preferred format in which to receive the material, the web address of the requested material, and your contact information. Users who need accessibility assistance can also contact us by phone through the Federal Information Relay Service at 503-684-2772 for TTY/Voice communication.

Accessibility Design Guidelines: Our website has been designed with accessibility guidelines in mind. The Web Content Accessibility Guidelines (WCAG 2.0) are not ADA standards, but it is recommended that state and local governments strive to meet Conformance Level AA. If you have difficulty accessing the site or have any comments or feedback, please do not hesitate to contact us.

B. ADA Complaint/Grievance Procedure

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Lake Oswego.

A grievance form can be completed and submitted online, or alternative formats can be requested from the ADA Coordinator.

- 1. The complaint should be in writing (electronic or hard copy).
- 2. The complaint should include the following information:
 - a. Name, address, phone number, and email address of the complainant, that is, the person who experienced the alleged discriminatory action on the basis of disability;
 - Date of the alleged act of discrimination or the date when the complainant became aware of the alleged discrimination;
 - c. Location at which the discriminatory action occurred;
 - d. Brief but specific description of the discriminatory practice or action and any relevant facts; and
 - e. Remedy or resolution desired.
- 3. The complaint should be submitted by the complainant and/or designee as soon as possible but no later than sixty (60) calendar days after the alleged discrimination or knowledge of the alleged discrimination to:

Kelli Byrd

ADA Coordinator City of Lake Oswego 380 A Ave

Mail: PO BOX 369

Lake Oswego, OR 97034

Phone: 503.635.0282; TTY: 711 Email: ada@lakeoswego.city

- 4. Upon receipt of the complaint, the ADA Coordinator will determine if the complaint information is complete; if additional information is needed; if the City has jurisdiction; and if the complaint is timely.
- 5. The ADA Coordinator will notify the complainant in writing within 10 business days to acknowledge receipt of the complaint.
- 6. The ADA Coordinator will work with the involved department(s) and the complainant to attempt to resolve the complaint. The option of informal meetings may be used at any stage.
- 7. The ADA Coordinator or designee will provide a response in writing, or in an alternative format if requested, to the complainant within 30 business days after the complaint is received.
- 8. In instances where the complainant is dissatisfied with the resolution, they may request a reconsideration of the case. The request for reconsideration should be made in writing, or in an alternative format upon request, to the City Manager within 30 business days of receiving the ADA Coordinator's decision.
- 9. The City Manager or designee will review the complaint, conduct an additional investigation if appropriate, and respond to the complainant in writing, or in an alternative format upon request, within 30 business days after receipt of the request for reconsideration, which shall be the final decision of the City. A copy of the City Manager's response will be forwarded to the ADA Coordinator.
- 10. The ADA Coordinator will maintain copies of all written ADA complaints, appeals to the City Manager, and responses from these two offices for at least three years.
- 11. Questions about this policy or its application may be directed to the City's ADA Coordinator office at ada@lakeoswego.city or 503-635-0282; TTY: 711.

C. 2024 All Ability Employee Resource Group Programming

Month	Meeting Date	Topic/Events/Activity
January	1.18.2024	Plus/ Deltas What went well? What can be improved? Meeting was cancelled due to the winter storm.
February	2.15.2024	Plus/ Deltas What went well? What can be improved?
March Disability Awareness Month	3.21.2024	Open House: Celebrate Disability Awareness Month.
April	4.18.2024	Guest Speaker: Linda from Guide Dogs for the Blind, Inc, an organization dedicated to raising and providing guide dogs for individuals with vision loss. Linda will be accompanied by Westa, a one-year-old yellow Labrador undergoing training.
May—Mental Health Awareness Month	5.23.2024	Guest Speaker: Amber, Behavioral Health Specialist from Police: Learn more about Amber and her role at the City.
June	6.20.2024	PRIDE Celebration
July—Disability PRIDE Month	7.11.2024	Picnic in the Park with guest speaker: Jan, Deputy Director from Parks & Rec. Learn about all the Inclusive Recreation Programming at the City.
October— National Disability Employment Month	10.18.2024	Guest Speaker: Megan Phelan, Assistant City Manager and HR Director: Reasonable Accommodations in the Workplace.

D. Disability Pride Month Events

