**ADA Self-Assessment Scope of Work
Sacramento County Department of Airports**

**REVISED AUGUST 26, 2022**

**Section I. INTRODUCTION**

The Sacramento Department of Airports (SCDA) is seeking to retain an ADA Consultant with extensive experience in Americans with Disabilities Act (ADA) Title II compliance, to conduct an airport-wide ADA Self-Evaluation and Transition Plan (SETP) of SCDA services, programs, and facilities, including access to the public right-of-way, public transportation vehicles, wayfinding systems, websites, and information and communication technology. This entire effort will be in accordance with all ADA related titles and regulations, including Section 504 of the Rehabilitation act of 1973, California Building Code, the California Manual of Uniform Traffic Control Devices, and any other relevant state and local codes or standards that may be more stringent than the ADA guidelines.

The scope of this work will include various SCDA programs, services, and assets used for public and non-public purposes, including but not limited to terminals and concourses; cargo, rental car buildings; parking lots; bus stops; street intersections and sidewalks; and SCDA maintained websites, signs and digital displays at all four SCDA airports. See Attachment A for a preliminary list of SCDA facilities, programs and services that will be included in the ADA Consultant scope of work of this airport-wide effort.

The airport-wide self-evaluation will provide a survey summary of any accessibility barriers for each building, street intersection, program, service, etc.

The consultant is to clearly identify and locate each accessibility barrier. The identified barriers will include any recommended corrective measure(s) with associated cost, and a prioritization. The airport-wide self-evaluation will become the basis of preparing the airport-wide ADA Transition Plan for targeting and budgeting specific annual accessibility improvements projects.

SCDA’s services, programs, facilities or activities, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities. This "program accessibility" is the ultimate objective for all existing SCDA facilities, programs and services. However, there may be some instances where the ADA may not necessarily require SCDA to make aspects of their existing facilities accessible. The ADA Consultant will likewise assist SCDA to identify and fully demonstrate those instances whereby taking corrective action it would result in a fundamental alteration in that certain program or activity or be an undue financial and administrative burden as provided by Title II of the ADA.

**Section II. BACKGROUND**

SCDA initiated a self-evaluation of its public facilities in 2021/22 in accordance with the Federal Aviation Administration’s Office of Civil Rights requirement for a triennial self-evaluation, however they did not complete this effort in full since it only surveyed for physical barriers, so a complete transition plan was not prepared. The ADA Consultant will conduct a new independent complete self-evaluation effort for the current SCDA facilities, services, and programs.

**Section III. ANTICIPATED ELEMENTS OF THE PROJECT SCOPE**

SCDA is requesting an ADA Consultant or team to perform all services required to complete this comprehensive airport-wide ADA SETP. If individual firms are not able to perform or have experience in a specific scope of work, it will be necessary to respond to this proposal as a team. The SCDA will expect ADA Consultant (or team) to work under the direction of the SCDA representative and coordinate as needed with other County departments, outside agencies and interested stakeholders to perform the necessary tasks.

The anticipated scope of work identified in this RFP request may be different or expanded in the final scope of work that could be developed further during the contract negotiations with the selected ADA Consultant. However, to assist the ADA Consultant with their preparation of the RFP response and SCDA’s evaluation of those responses, the successful ADA Consultant will be required to exhibit knowledge, competence and past experience of the following primary tasks:

**Self-Evaluation**

The ADA Consultant will conduct an airport-wide self-evaluation process per Section 504 of the Rehabilitation Act of 1973 and Title II. The ADA Consultant will also be required to work with SCDA staff, the public, and stakeholders representing persons with disabilities to assist with the self-evaluation process.

SCDA-wide self-assessment of SCDA facilities, pedestrian accessibility, programs, and services shall at a minimum address the following general considerations. Certain services or programs may have additional specific considerations that the Consultant will also need to include for their self-evaluation survey.

1. Identify all the current SCDA policies, practices and services that govern the administration of SCDA’s public programs, activities, and services, including policies and procedures that address emergency response, evacuation, and disaster drills
2. Review all SCDA policies and practices that govern the administration of SCDA’s public programs, activities, and services. Analyze policies and practices to determine whether they adversely affect the full participation of individuals with disabilities in its programs, activities, and services.
3. Examine each SCDA program to determine whether any physical barriers to access exist. Identify steps that need to be taken to enable these programs to be made accessible when viewed in their entirety. If structural changes are necessary, they are to be included in the transition plan. (See Attachment A for list of specific SCDA owned or maintained facilities).
4. Review SCDA policies and practices to determine whether any exclude or limit the participation of individuals with disabilities in its programs, activities, or services. Such policies or practices must be modified, unless they are necessary for the operation or provision of the program, service, or activity. The self-evaluation is to identify policy modifications to be implemented and include complete justifications for any exclusionary or limiting policies or practices that will not be modified.
5. Review SCDA policies to ensure that they communicate with applicants, participants, and members of the public with disabilities in a manner that is as effective as its communications with others. Review SCDA communications with the public by telephone, to ensure that telecommunications device for the deaf (TDD) TDD's or equally effective telecommunication systems are available and used to communicate with individuals with impaired hearing or speech. This includes a review of emergency telephone services provided by SCDA to ensure available direct access to individuals who use TDD's and computer modems.
6. Review SCDA policies to ensure that they include provisions for readers and alternative formatted materials (i.e., audio, braille, electronic or large print versions of standard print) for individuals with visual impairments; interpreters or other alternative communication measures, as appropriate, for individuals with hearing impairments; and amanuenses for individuals with manual impairments. A method for securing these services is to be developed, including guidance on when and where these services will be provided. Where equipment is used as part of SCDA's program, activity, or service, an assessment is to be made to ensure that the equipment is usable by individuals with disabilities, including individuals with hearing, visual, and manual impairments. In addition, ensure SCDA has policies that ensure that its equipment is maintained in operable working order.
7. Review the procedures to evacuate individuals with disabilities during an emergency. This may require the installation of visual and audible warning signals and special procedures for assisting individuals with disabilities from a facility during an emergency.
8. Review SCDA's written and audio-visual materials to ensure that individuals with disabilities are not portrayed in an offensive or demeaning manner.
9. Review SCDA’s policies to ensure that decisions concerning fundamental alterations to the nature of a program, activity, or service, are made properly and expeditiously. This includes decisions, imposed by Title II, that may cause an undue financial and/or administrative burden,
10. Review SCDA policies and procedures to ensure that individuals with mobility impairments are provided access to public meetings.
11. Review SCDA employment practices to ensure that they comply with other applicable nondiscrimination requirements, including Section 504 of the Rehabilitation Act and the ADA regulation issued by the Equal Employment Opportunity Commission.
12. Review SCDA building and construction policies to ensure that the construction of each new facility or part of a facility, or the alteration of existing facilities after January 26, 1992, conforms to the standards designated under the Title II regulation.
13. Review whether measures have been taken to ensure that SCDA employees are familiar with the policies and practices for the full participation of individuals with disabilities. If appropriate, training is to be provided to employees.
14. Review whether participation in SCDA programs, activities, and services is limited or denied based on drug usage and ensure that such policies do not discriminate against former drug users. As opposed to individuals who are currently engaged in illegal use of drugs.

The ADA Consultant shall prepare an SCDA-wide Self-Evaluation summary that identifies by program, the facilities, policies and/or practices that deny or limit the participation of individuals with disabilities. The Self-Evaluation summary documentation shall include: information describing the exact physical location or specific policy/practice that is non-compliant; a description of the non-compliant element; the corrective action recommended to provide compliance; the approximate cost of correction to provide compliance, or equivalent access to the maximum extent possible; and a priority to assist with the possible ranking of annual budgeted allocations for inclusion into SCDA-wide ADA Transition Plan. The Self-Evaluation may identify non-accessible policies and practices that deny or limit the participation of individuals with disabilities where immediate remedial action may be taken to eliminate the impediments to allow full and equivalent participation. Otherwise, modifications that are more significant and may require structural modifications shall be identified for inclusion into the ADA Transition Plan.

The Self-Evaluation summary shall also clearly identify, document and demonstrate any accessibility limitation(s) where corrective actions would result in a fundamental alteration in the nature of SCDA program or activity, or create an undue financial and administrative burden. Any such instance of an undue burden shall be presented to SCDA for approval with a written explanation and documentation of the reasons for reaching that conclusion. The ADA Consultant and SCDA may further discuss and consider options based on all program resources available to ensure that individuals with disabilities may still receive the benefits of the program.

The ADA Consultant will coordinate, compile and index the complete SCDA-wide Self-Evaluation in both hard copy and digital format (accessible pdf) for SCDA reference and archival purposes.

**Transition Plan**

The ADA Consultant shall perform a complete independent physical access review of all Airports facilities and equipment, including transportation systems, multi-wayfinding systems, and information and communication technology (i.e., kiosks and other products that store, process, transmit, convert, duplicate, or receive electronic information). Where SCDA-wide self-evaluation process determines specific structural modifications are needed to achieve program accessibility, the modifications shall be included in SCDA-wide ADA Transition Plan in accordance with Title II of the ADA.

The ADA Consultant will encourage all interested persons, including individuals with disabilities and organizations representing individuals with disabilities, to participate in the development of the transition plan by submitting comments and participating in the process. Copies of the draft and final ADA Transition Plan shall be made available in accessible formats.

The specific SCDA-wide accessibility modifications shall be organized by airport, program, or service with which they are affiliated.

At a minimum, the SCDA-wide ADA Transition Plan shall include the following elements:

1. A list (by airport, building program, etc.) of the physical barriers in an SCDA Facility that limits the accessibility of its programs, activities or services to individuals with disabilities.

2. A detailed outline of the methods to be utilized to remove these barriers and make the facilities accessible.

3. The schedule for taking the necessary steps to achieve compliance with Title II of the ADA. If the time period for achieving compliance is longer than one year, the plan is to identify the interim steps that will be taken during each year of the transition period.

4. The name and contact information of SCDA official and departmental representative responsible for the plan's implementation.

5. SCDA-wide grievance procedures to provide fair and prompt resolution of complaints under Title II of the ADA at the local level.

**Notice to the Public**

The ADA Consultant will review currently posted public notices based on Title Il's requirements for SCDA/program/website postings for public applicants, participants, beneficiaries, and other interested persons of SCDA programs, services, and activities. The public notice(s) shall explain Title Il's applicability to SCDA's services, programs, or activities and shall also apprise the public of Title Il's prohibitions against discrimination. The format and or methodology of providing and displaying the public notice will vary based on SCDA program and activity, however the public notice must comply with the Title II requirements for effective communication, including alternate formats, as appropriate.

**Designation of Responsible Employee**

The ADA Consultant will facilitate the identification of an SCDA employee as the department’s ADA Coordinator to have primary responsibility to coordinate the ongoing SCDA-wide efforts to comply with and fulfill SCDA-wide responsibilities under Title II of the ADA. SCDA is to coordinate making available the name(s), office address(es), and telephone number(s) of any designated employee(s) available to the public as required by Title II. As the designated department’s representative, the employee shall maintain ongoing coordination with the Sacramento County ADA Coordinator.

**Public Review and Input**

A public entity that employs fifty or more people is required to seek public input on its ADA SETP. Beyond the legal requirements, such input is vital in assuring that those affected by a public entity's policies with respect to the inclusion of persons with disabilities in programs and services understand the scope and nature of the entity's plans for providing equal access. The ADA Consultant will create a plan for public review and input that includes but is not limited to the following activities:

1. Formation of a stakeholder advisory group with representatives from the disability community, including at least one member of the Disability Advisory Commission (DAC) and one staff person from the Disability Compliance Office (DCO)
2. Outreach to organizations that support and advocate for seniors and people with disabilities
3. Public forums to elicit feedback
4. Providing materials in accessible formats, such as large print, digital audio and Braille on request, and providing ASL interpreters at all public forums
5. Meeting in accessible facilities
6. Creating, disseminating and analyzing data from a survey of the public’s experiences at all SCDA airports
7. Facilitating site visits and walk through for stakeholder advisory group and other interested parties
8. Creating opportunity for public review of the Draft and updated web pages, compile comments for inclusion into the final document, and incorporate comments and recommendations into the final document as appropriate.

**SCDA Staff Training**

The SCDA expects the training process to be an educational experience for its staff. The Consultant is to train designated SCDA staff in the following areas:

1. Understanding disability civil rights laws, disability access/safety, and disability awareness/etiquette; and as to their impact in such areas, to include but not limited to, security, public contact, human resources, emergency management team, maintenance.
2. Reviewing the legal scope of the SCDA’s reasonable accommodation and other disability policies and procedural mandates.
3. Implementing disability employment laws.
4. Learning methods of communicating with people with disabilities.
5. Producing of accessible meetings and events.
6. Performing field investigations and inspections.
7. Preparing of ADA Compliance Assessment Reports.
8. Monitoring and updating the ADA Self‐Evaluation and Transition Plan.
9. Using and maintaining the database and/or project map (see Transition Plan).
10. Granting exemptions for internal procedures of SCDA projects.
11. Any area in the completed SCDA ADA SETP which requires staff training.

**Assessment Databases**

The Consultant is to create a database for the Self-Evaluation Plan and Transition Plan components of the SCDA ADA SETP report.

**Self-Evaluation Plan Database**

1. The purpose of the database is to facilitate ongoing monitoring and updating of the final comprehensive ADA Self-Evaluation Plan by SCDA staff. The database is to correlate all components of the Self-Evaluation Plan and is to be produced using the database, including but not limited to a list of the interested persons consulted; a description of areas examined and any problems identified; and a description of any modifications made.
2. The Consultant team will develop the database for the ADA Self-Evaluation Plan using Microsoft Access (database management system) or other SCDA-approved software, based on cost and compatibility with the SCDA’s existing computer network.
3. The database is to be the property of the SCDA when the ADA Self-Evaluation Plan compilation is complete.
4. The DCO is to have access to the database to ensure the office can fulfill its role in monitoring and overseeing county-wide compliance with federal and state disability civil rights laws.

**Transition Plan Database**

1. Database
2. The purpose of the database is to facilitate ongoing monitoring and updating of the final comprehensive ADA Transition Plan by SCDA staff. The database is to correlate all components of the Transition Plan and is to be produced using the database, including but not limited to compliance and facility reports, facility diagrams, Transition Plans, reference drawings, standard drawings, and photographs.
3. The Consultant team will develop the database for the ADA Transition Plan using Microsoft Access (database management system) or other SCDA-approved software, based on cost and compatibility with the SCDA’s existing computer network.
4. The database is to be the property of the SCDA when the ADA Transition Plan compilation is complete.
5. The DCO is to have access to the database to ensure the office can fulfill its role in monitoring and overseeing county-wide compliance with federal and state disability civil rights laws.
6. Project Map
7. The Consultant will develop an SCDA-wide reference map using AutoCAD, GIS and associated database. The map will fully show distinct points for each identified barrier to access.
8. The GIS reference map will contain information, such as if a curb ramp exists and is needed along with the ramp condition, type, slope, landing area, warning surface and other compliance information. The GIS information is to be based on and be suitable for inclusion into the SCDA’s existing GIS and asset management system.

**Other Charges**

1. The Consultant is to assist with implementation of the self-evaluation plan. Activities in this area include, but may not be limited to employee training, creation of guidance documents for employees, research to identify resources that could assist in the reports’ effective implementation, providing support and assistance in policy and procedure creation, providing communications, and information to the SCDA community as a whole.
2. The Consultant in conjunction with the SCDA ADA Coordinator will hold public hearings to vet the results of the ADA self-evaluation plan.
3. The Consultant is to integrate the SCDA ADA SETP with the County's ADA SETP so that they become a single living document that can be amended as needed.

**Section IV. MINIMUM QUALIFICATIONS**

Consultants must meet the following minimum requirements to be considered for this SCDA-wide self-evaluation and ADA Transition plan contract:

1. Proposals shall be submitted by firms that have a capable and demonstrable background in the type of work described in Section III of this RFP. In addition, all interested firms shall have sufficient, readily available resources in the form of trained personnel, support services, specialized consultants and financial resources to carry out the work without delay or shortcomings.
2. The consultant must have verifiable experience in successfully completing a minimum of three comprehensive ADA SETPs for airports or comparable facilities, preferably within the last five years.

SCDA anticipates this effort will require the expertise of a licensed architect and/or civil engineer to supervise efforts of this update including any necessary structural modifications (buildings, curb ramps, etc.) and associated cost estimates required for accessibility improvements. Begin new text Additionally, the ADA Consultant or team shall have at least one Certified Access Specialist Program (CASP) specialist who will evaluate the ADA (federal, state and local) compliance of all existing SCDA-wide facilities, services, programs and policies to determine whether any improvements or modifications are necessary to provide ADA compliance.

1. The ADA Consultant must possess at least the knowledge, expertise, and experience with the following:
2. All titles of the ADA and regulations.
3. Sections 504 and 508 of the Rehabilitation Act of 1973 amended.
4. U.S. Department of Transportation 49 CFR Parts:
* Part 27 Nondiscrimination on the basis of Disability in Programs or Activities Receiving Federal Financial Assistance.
* Part 37 Transportation Services for Individuals with Disabilities (ADA).
* Part 38 Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles.
1. Section 255 of the Telecommunications Act of 1996.
2. 2010 ADA Standards for Accessible Design.
3. Proposed Accessibility Guidelines for Pedestrian Facilities in the Public Right-of-Way.
4. California Building Code.
5. California Manual on Uniform Traffic Control Devices.
6. Sections 51 and 54 of the California Civil Code.
7. Any other relevant federal, state, and local codes or standards that may be more stringent than the ADA guidelines.
8. The consultant must have the knowledge, expertise, and experience to evaluate the existing SCAS multi-purpose wayfinding system for its accessibility, usability, efficiency, and safety, which is to include but not be limited to:
9. Managing the flow of passengers through various checkpoints.
10. Personalizing passenger experience.
11. Easy feedback collection.

The multi-purpose wayfinding system is to cover the continuum of non-technology through high technology, which is to include but not be limited to contrasting tactile, color, and pattern floor treatments; color coded signage and pathway markings; lighting; designation, directional and informational, and means of egress signage; terminal maps including point-of-view style maps oriented to the passenger’s position in the terminal; directories; audio and security announcements; visual displays; airport assistance phones; public address and alerting systems; visual SMART flight information display systems [FIDSs] to inform passengers of boarding gates, departure/arrival times, destinations, notifications of flight delays/cancellations, baggage belt assignments; skycaps; etc.

This will mean the consultant must have familiarity with innovative wayfinding research, such as:

1. Airport Cooperative Research Program, ACRP Research Report 175, Improving Intelligibility of Airport Terminal Public Address Systems, Wilson Hiring, 2017.
2. Airport Cooperative Research Program, ACRP Research Report 177, Enhancing Airport Wayfinding for Aging Travelers and Persons with Disabilities, James R. Harding, Jr., Sheila J. Bosch, Wilson P. Rayfield, Jr., John Florie, Gresham, Smith and Partners, 2017.
3. United States Government Accountability Office, Report to Congressional Committees, Passengers with Disabilities, Airport Accessibility Barriers and Practices and DOT’s Oversight of Airlines’ Disability-Related Training, April 2021.

Additionally, the Consultant is to have knowledge and familiarity with accessible wayfinding systems used by people with disabilities, such as AIRA, Be My Eyes, Microsoft Soundscape, Waymap, OrCam, Access Explorer, and Goodmaps.

The consultant is expected to conduct focus group meetings with people with a variety of cross disabilities, such as cognitive, learning, visual, hearing, mobility, dexterity. During these meetings, the ongoing evaluation findings of the accessibility of the SCAS multi-purpose wayfinding system, including relevant policies and procedures, are to be presented to the focus group members. The outcome of these meetings would be the creation of recommendations for making access improvements to the existing SCAS wayfinding systems as well as proposing future advancements in the field of wayfinding systems.

1. The consultant must have the knowledge, expertise, and experience to evaluate the existing SCAS website, print/online documents, and information and communication technology (ICT), i.e., kiosks and other products that store, process, transmit, convert, duplicate, or receive electronic information. Some examples of ICT are software applications and operating systems; web-based information and applications, such as online forms; conferencing technology; telephones and other telecommunications products; kiosks; and office products such as photocopiers and fax machines.

The consultant is expected to have the knowledge, expertise, and experience in the use of Section 508 of the Rehabilitation Act, WCAG 2.1 and 2.2 at the level AA, Section 255 of the Telecommunications Act, and any other relevant web access regulations/standards to evaluate the accessibility of the SCAS website, print/online documents, and information and communication technology, without relying on automatic evaluation tools/software. No automatic evaluation tools/software alone can determine if a site, document, or information and communication technology meets accessibility standards. Knowledgeable human evaluation is required to determine if a site, print/online documents, and information and communication technology are accessible and how to recommend the necessary access improvements.

Additionally, the consultant is not to recommend “accessibility overlays” software created by several different companies, including “accessible” for the reasons as stated in “For Blind Internet Users, the Fix Can Be Worse Than the Flaws” <https://www.nytimes.com/2022/07/13/technology/ai-web-accessibility.html> and “Accessibility overlays make the Web worse, not better: New York Times” <https://www.accessibility.org.au/accessibility-overlays-make-the-web-worse-not-better-new-york-times/>.

Additionally, the Consultant is to have knowledge and familiarity with adaptive technologies used by people with disabilities, such as screen readers, magnification applications, text-to-speech synthesizers, speech recognition software, closed captioning services, keyboard filters, and electronic pointing devices.

The Consultant will create a planto assess SCAS digital accessibility and develop strategies for ongoing compliance and continuous improvement. An independent audit will be performed to assess accessibility of all SCAS websites, apps, documents, videos, and information and communication technology to identify accessibility barriers and develop a plan for remediation. Whether the accessibility fixes will be done by internal IT staff or a digital accessibility focused vendor, the plan must ensure that those responsible are trained in digital accessibility and how to implement the needed changes. The most trafficked pages and documents are to be prioritized.

The consultant is to be expected to establish and conduct focus group meetings with people with a variety of cross disabilities, such as cognitive, learning, visual, hearing, mobility, and dexterity. Focus group members will review the evaluation findings of the accessibility review including relevant policies and procedures and make recommendations to enhance accessibility and usability of SCAS websites and other ICT. A well-publicized dedicated method of contact will be established for prompt response for users experiencing accessibility issues. Finally, as digital environments change frequently, the plan is to include recommendations for maintaining continuous compliance and ongoing coordination with interested stakeholders who are people with disabilities.

1. The ADA Consultant or team is available to begin working on this project within thirty (30) days after the award of contract and proceed expeditiously until project close-out.
2. The ADA Consultant or team can demonstrate competence and past success with providing similar professional services as outlined in this request for proposals.