

Department Corrective Action Plans

This section contains a brief description of each City department, and the programs reviewed for ADA compliance, followed by a summary of the department's ADA Corrective Action Plan (CAP). The CAPs were developed after the detailed review and validation of high priority items identified in the ADA One consultant report on program access. ADA Title II Compliance Program staff developed a template for departments to review each validated high priority item, and identify the resources needed to correct the deficiency. Each department ADA Coordinator created a department-specific CAP using this template and department directors approved the final department CAPs. The Citywide resources and policies described in the Citywide Corrective Action Plan also apply to all departments and programs. The summaries only highlight corrective actions or plan unique to the department.

This information is available in alternative formats by request.

Office of Arts and Culture

The Seattle Office of Arts & Culture (ARTS) fosters a city driven by creativity that provides the opportunity for everyone to engage in diverse arts and cultural experiences. In alignment with the City's Race and Social Justice Initiative, ARTS works to eliminate institutional racism in all programs, policies, and practices.

ARTS Corrective Action Plan Summary

The Office of Arts and Culture's Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Contractors

Many of ARTS' programs are based on grants and contracts; grantees are made aware of the City's expectations with respect to accessibility of services:

- All contracts include the City's approved language regarding compliance with laws and non-discrimination.
- An overall approach to promoting accessibility in grants and contracts may include:
 - Developing guidance information to support contractors in their ability to meet ADA requirements.
 - Including access information in grant guidelines to both create greater ADA access for applicants and model messaging for grantees and contractors to use in their own materials.
 - Determining how to include accessibility as part of contract monitoring and/or evaluation plans.
 - Collecting and reporting out data on physical and cognitive/neurodivergent applicants to inform our recruitment and outreach.
- ARTS staff will accommodate people with disabilities when accessing FLUXX, the City's grants management system.
- ARTS partners with the Seattle Cultural Accessibility Consortium (SCAC) to offer annual workshops and guidance for staff, grantees, and the general public on how to create greater accessibility including providing access to people who are blind or low-vision, Deaf or hard of hearing, or have mobility or neurological access needs.
- ARTS partnered with Sensory Access to support BIPOC orgs in developing social narratives for their venues to create greater accessibility for anyone with sensory needs.

Programs

ARTS also offers programs, events, and exhibits for the City and is working to create ADA access for staff and community. An overall approach to promoting accessibility in ARTS programs may include:

- Promoting a vision of inclusion and diversity that encompasses disability, as well as race, culture, language, gender, and other dimensions of individual and collective identity.
- Providing training for all ARTS staff.

- Including ADA access information with communications including printed materials and on the ARTS website.
- Conducting an accessibility review of communication materials.
- Following best practices for color and contrast choices, font types and sizes in digital and print materials.
- Creating wayfinding signage throughout cultural spaces.
- Providing ASL Interpreters, audio description upon request.
- Providing closed captioning for videos.
- Including image descriptions on visual images.
- Doing an ADA review of ARTS venues and office areas.

Facilities

ARTS has developed a comprehensive accessibility packet that details building ADA access. The information provided includes, but is not limited to, the number of footsteps to enter and navigate the building, when to expect right and left turns, and when to expect changes in floor coverings to occur. This packet also includes information on using the elevators and stairs, restroom accommodations, conference room navigation and public transportation information.

- Two manual wheelchairs are available.
- Large print materials are available with prior notice.
- Language Line services are available with prior notice.

Gallery

- ARTS has begun discussions into the viability of purchasing assistive listening devices or audio induction loops for the Gallery.

Seattle Center

Seattle Center (CEN) is home to cultural and educational organizations, sports teams, festivals, community programs (including cultural and community celebrations), and entertainment facilities. Millions of people visit the 74-acre Seattle Center campus annually. Consistently rated as one of the City's top visitor destinations, Seattle Center is a premier urban park, whose purpose is to create exceptional events, experiences and environments that delight and inspire the human spirit and build stronger communities. City facilities include McCaw Hall, Exhibition Hall, the Armory and Fisher Pavilion, as well as its grounds. As of July 2023, Seattle Center is also operating Seattle's new Waterfront Park. The Space Needle, Chihuly Garden and Glass, Museum of Pop Culture and Pacific Science Center, Climate Pledge Arena, Memorial Stadium, as well as other facilities on campus are privately operated and/or owned and not managed by the City.

CEN Corrective Action Plan Summary

Seattle Center's Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues that are unique to its programs:

Program access and policies

CEN has an established process through their Customer Service department for processing guest requests. When disability accommodation requests are received, the request will be reviewed and addressed by the applicable Business Unit Manager in consultation with the CEN ADA Coordinator, and with other departments when necessary.

Communication

- In 2024, Seattle Center's ADA Coordinator, in conjunction with City's ADA Title II Compliance Program developed a Festival Accessibility Guidelines document to be shared with Festival producers and clients.

Emergency procedures

- Once the ADA Emergency Management Workgroup, issues guidelines regarding "safe evacuation and sheltering in place for people with disabilities" Seattle Center's ADA Coordinator, in conjunction with Seattle Center's Emergency Management Team, will work with McCaw Hall and Armory Management to update their evacuation plans to include this information.
- CEN's ADA Coordinator will work with venue Event Managers and the Guest Service Manager to ensure the new policies are incorporated into their staff trainings.

Contractors

Of note is the number and complexity of Seattle Center's relationships with vendors, contractors, tenants, festivals, event organizers and producers, and other partners. This requires some action steps tailored to Seattle Center's unique situation.

- CEN staff worked collaboratively with the City Attorney's Office to review how ADA requirements affect the various contractual agreements, what limitations exist on what the City can ask, how contracts could be changed for future use, and have updated contract language as needed. Seattle Center staff will review all Seattle Center contracts and take a lead role in the "ADA Grants, Contracts and Purchasing" Workgroup to develop Citywide guidance.
- CEN ADA Coordinator worked with City's ADA Title II Compliance Team and the City Attorney's Office to develop an educational FAQ sheet for clients that is now distributed with all Seattle Center contracts.

Facilities and equipment

- CEN will place signs near all customer service locations to inform guests that disability accommodations are available.
- CEN will prioritize response for repairs to elevators and other major systems that affect access to grounds, facilities and services.
- CEN has installed wheelchair charging stations and an Adult Changing Table in the Armory for guest use.

- CEN has developed a new procedure to ensure viewing areas for guests in wheelchairs and their companions are designated for all Festal events and programs in the Armory and Fisher Pavilion.

Effective communication

- CEN established a departmental cross functional team to explore and determine best practices for providing accessible content for videos, websites, in-person and streamed events, to include Captioning, ASL interpreters and Audio Description.

Training

- CEN required applicable staff to take the Citywide ADA e-learning training modules in 2020 and will require applicable staff to participate in the Citywide ADA Customer Service training once available.
- Additionally, with assistance from City ADA Title II Compliance Team, CEN developed and delivered customized ADA training for CEN Event Representatives and Booking Representatives.

Office of City Finance

The Office of City Finance (OCF) is responsible for the financial operations of the City of Seattle, including business systems, citywide accounting and payroll, debt management/investor relations, business license and tax administration, risk management, and treasury services. OCF supports the City Council and its staff by providing financial information and technical expertise as they develop financial policies.

OCF Corrective Action Plan Summary

The Office of City Finance's Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Communication

- OCF will provide Video Remote Interpreting (VRI) or other on-demand face-to-face communication services for in-person resident appointments only. Staff will be trained on when and how to use these services, coordinating with the Citywide ADA Title II Program.
- OCF will review all online forms and applications to ensure they meet accessibility requirements.

Web and captioning

- OCF will update external communications to follow Citywide accessibility guidelines for emails, documents, videos, and other similar materials. (please refer to: the Digital Accessibility guidance, the Citywide Writing Style guide, and ADA Title II guidelines)
- Create an OCF Social Media Policy that incorporates accessibility requirements.

Emergency procedures

- OCF will work with building management at Seattle Municipal Tower to ensure staff who meet residents understand emergency evacuation and shelter-in-place procedures.

Department of Education and Early Learning

The Department of Education and Early Learning (DEEL) invests in high-quality early learning services and programs that help children succeed in school, increasing capacity for such programs in underserved communities and strengthening school-community connections. DEEL administers the Seattle Preschool Program and partners with the Seattle School District and other community organizations to support academic achievement programs.

DEEL Corrective Action Plan Summary

The Department of Education and Early Learning's Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Program access and policies

- DEEL will revise its policy handbook to include new Citywide access policies and guidance as they are developed and will email staff and contractors to inform them of new policies, procedures and resources.

Contractors

- Many of DEEL's programs are based on grants and contracts; one major challenge is ensuring grantees are aware of the City's expectations with respect to accessibility of services.
- DEEL will provide guidance to grantees explaining key accessibility requirements, including providing access to blind/low-vision and Deaf/hard of hearing people, and providing accessible transportation for field trips or other events when transportation is provided.
- For school-based programs, DEEL will also explore the interaction between schools' obligations to provide accommodations for students with disabilities, programs' ADA obligations and the City's obligations. This question can affect who is required to provide adaptive equipment or computers in instructional programs funded by DEEL but carried out by a nonprofit agency.

Facilities and equipment

- Staff and grantees/contractors will receive guidelines and resources on ensuring any technology and equipment provided for public use is accessible to people with disabilities.

Department of Neighborhoods

Seattle Department of Neighborhoods (DON) strives to strengthen Seattle by actively engaging all communities. DON provides resources and opportunities for community members to build strong communities and improve their quality of life. Through programs and services, DON meets people where they are and helps neighbors develop a stronger sense of place, build closer ties, and engage with their community and City government.

DON Corrective Action Plan Summary

Seattle Department of Neighborhoods' Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Communication

- A new online accessible grant application system is available as of 2025.
- DON has purchased and maintains a stock of FM systems that can be used for language interpretation or assistive listening systems. These are available for loan to any department. DON purchased neck loops to make the systems more usable to people with hearing loss.

Contractors

- DON will convey the City's expectations and maintain open communication with grantees, contractors, and partners regarding accessibility: DON will develop guidelines about holding events in accessible locations. The guidelines will include ways to manage access for participants if there are accessibility issues discovered immediately before or during events.
- DON will participate in the Citywide process of developing new ADA language for grants and contracts and will apply this to its own contracts upon final approval.

Facilities and equipment

- DON has already completed the planned corrective action of purchasing additional neck loops for use with their FM systems. DON has also purchased the adapters necessary to integrate the FM systems with the portable PA system.

Department of Finance and Administrative Services

The Department of Finance and Administrative Services (FAS) has a diverse set of responsibilities as a City department, providing contracting, procurement and building maintenance services to internal customers (all City departments), as well as providing services directly to its external customers. FAS operates the Customer Service Bureau, Customer Service Centers located throughout the City, the Seattle Animal Shelter, business licensing and regulatory programs and consumer protection programs.

FAS Corrective Action Plan Summary

The Department of Finance and Administrative Services' Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Program access and policies

Because FAS houses the Citywide ADA Title II Compliance Program and provides core administrative services Citywide, the department will take the lead on the following actions:

- Coordinating Citywide ADA training on a variety of topics.
- Providing recommendations on building and facility emergency procedures to ensure the inclusion of people with disabilities in safe evacuation processes and areas to shelter in place when needed.
- Providing recommendations to increase accessibility of City services and programs that use grantees, contractors and other partners to carry out City programs; and
- Providing guidelines for accessible furniture and equipment for public use in City buildings.
- FAS will investigate installing signage at customer service desks within FAS to notify customers that disability accommodation is available.

Communication

- FAS will provide Video Remote Interpreting (VRI) or other face-to-face on-demand communication services upon request at customer service locations. Staff will be trained on how and when to use these services, and FAS will provide signs or other notifications of letting Deaf customers know that VRI is available.
- All online applications and forms will be reviewed for accessibility and brought into compliance where applicable.

Web and captioning

- Citywide ADA training provided by FAS will include basic information about web content accessibility and how to make documents and videos accessible, including social media postings.

Emergency procedures

- FAS will continue to review emergency procedures to ensure they address the needs of people with disabilities.

Contractors

- FAS will continue to participate in the Grants, Contracts and Purchasing ADA Workgroup to develop recommendations to increase accessibility of City services and programs.

Facilities and equipment

- FAS will ensure accessible furniture and equipment is provided for public use in FAS-managed facilities.

Human Services Department

The mission of the Human Services Department (HSD) is to connect people with resources and solutions during times of need, so all Seattle residents can live, learn, work and take part in strong and healthy communities. HSD contracts with more than 170 community-based human service providers and administers programs to ensure Seattle residents have food and shelter, education and job opportunities, access to health care, opportunities to gain social and economic independence and success and many more of life's necessities.

HSD Corrective Action Plan Summary

The Human Services Department's Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Program access and policies

- Clarify with Senior Centers and Homeless Services and Housing that service animals are allowed even where pets are not, and formal documentation or a note from a medical provider cannot be required.
- Internal policies on community engagement, funding processes, and contracting will be updated to reference Citywide guidelines on producing alternative formats, including large print, Braille and accessible versions of online documents.

Communication

- HSD will review its own public communication materials such as forms, flyers and brochures and add language about alternative formats as materials are updated.

Web and captioning

- Update communications and social media policies to include Citywide accessibility guidelines for emails, documents, videos and other materials.

Emergency procedures

- HSD participates in Citywide emergency planning activities for employees and members of the public on City premises.

Contractors

- HSD staff will work with contractors, vendors, grantees, tenants, partners and other outside entities carrying out City programs to clarify that they have the same obligations to provide equal access to people with disabilities. Specifically, grantees and contractors will:

- Ensure effective communication by providing sign language interpreters, assistive listening systems or other aids/services upon request.
- Train staff on the use of telecommunications relay services.
- Include a notice in all written materials stating that alternative formats are available upon request.
- Develop the capacity to produce or procure alternative formats to meet customer requests.
- Evaluate their websites and electronic communication for accessibility (grantees);
- Address disability in their organization's planning for emergency evacuation, sheltering in place or other emergency management plans; and
- Maintain accessible facilities to carry out City programs in a fully accessible manner.
- HSD will take an active role in the Citywide process of developing new ADA language for grants and contracts, apply it to its own contracts in the next budget or grant cycle and develop information and training materials for grantees, vendors and contractors who will be affected.

Facilities and equipment

- Grantees and contractors will receive guidance about accessible furniture and equipment that will enable people with disabilities to participate in the program.
- HSD will work with the Citywide ADA Title II Compliance Program to develop City guidelines for accessible furniture and equipment that should be made available at public programs. Senior Centers will be informed of the standards and asked to report on the status of their furniture and equipment.

Information Technology Department

The Information Technology Department (ITD) provides strategic direction for and management of the City's information technology resources. These include telecommunications, data and supporting physical infrastructure; applications and application infrastructure; computer engineering and operations; data centers, servers, storage and backup equipment; desktop, mobile and printing devices; cloud services; and digital engagement. ITD also manages the Seattle Channel and cable television franchises.

ITD Corrective Action Plan Summary

The Seattle Information Technology Department's Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Program access and policies

- Seattle Channel will use accessibility checklists and provide them to partner organizations to ensure selection of accessible venues for meetings or events and will discuss ADA requirements as part of future partnership/contract agreements.
- The Privacy Office will provide risk review for all new technology acquisitions or development efforts that includes collecting information from the public to ensure compliance with City policies and legal and regulatory requirements.

Communication

- All employees that create digital content in their daily tasks are responsible for the digital accessibility of this content.

Web and captioning

ITD is the natural leader for web and IT accessibility efforts within the City and will continue to work with the Citywide ADA Title II Compliance Program and departmental ADA Coordinators to make the City's digital communications more accessible. This includes:

- Seattle Channel continuing to provide real-time captioning to live Seattle City Council cable TV broadcasts and closed-captioning to archived Seattle City Council meetings and some select programs on Seattle cable channel 21, SeattleChannel.org and YouTube.com/SeattleChannel21.
- The Digital Engagement Team will complete the multi-year process of migrating all Seattle.gov department websites to the enterprise standard content management platform. Digital Engagement tests for accessibility compliance when designing and developing new features or templates. City department content editors are responsible for reviewing and maintaining accessibility as they create and edit digital content; they do so with the aid of an automated testing tool called SiteImprove that is supported by ITD.
- The Telecommunications team developing the new unified communications phone system will continue to work with the Citywide ADA Title II Compliance Program to ensure that the new Citywide phone system is accessible to employees and customers with disabilities.

Contractors

- The Technology Matching Fund will add additional accessibility language to grant guidelines and contracts. The program will also seek guidance on contract enforcement mechanisms.

Facilities and equipment

- The Community Technology Program uses surplus computers and a third-party support contract to provide public use computers for nonprofit organizations; no current funding exists to add anything to the machines. The program will investigate the costs

and the feasibility of providing adaptive technology software in the next iteration of the contract with the third-party that supports public computing.

Legislative Department

The Legislative Department (LEG) is composed of the Seattle City Council, as well as two primary divisions: Office of the City Clerk and Council Central Staff. Each division supports various aspects of the Council and works extensively with members of the public and City departments to facilitate, document and provide access to the legislative process and other City business.

LEG Corrective Action Plan Summary

The Legislative Department's Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Program access and policies

- LEG has prepared updated training materials based on citywide guidance to clarify the obligation to provide simple and informal modifications for disability access and providing examples of accommodations that can be offered.

Communication

- The department accommodations request form has been updated to clarify that sign language interpreting services can be requested if needed for in-person research. Department policy has been updated to reflect appropriate practices for scheduling interpreters when requested.

Web and captioning

- Department staff will investigate the cost of producing or commissioning full and accurate transcripts of all meetings, including strategies for providing access to large quantities of archived materials, as well as whether the Seattle Channel's closed captions of Council meetings can be leveraged for this purpose. This work will align with the City's overall digital accessibility work.

Facilities and equipment

- The Department has installed NVDA screen reader software on one of the three computers in the Research Room.
- An adjustable desk has been purchased for the Research Room following usability testing which showed that the furniture was adequate for a manual wheelchair user. The sit-stand desk also features a high-contrast large print keyboard and accommodates a wide variety of user needs.
- The Research Room furniture has been rearranged to create ADA-compliant pathways through the room.

Office of Economic Development

The Office of Economic Development (OED) supports a healthy business environment by empowering companies to innovate, grow and compete, and fosters increased prosperity of workers and enhanced standards of living for all Seattle residents by investing in workforce development, youth employment and vibrant neighborhood business districts. OED promotes entrepreneurship and invests in key industry sectors, such as technology, startups, restaurants, film, music, nightlife, manufacturing and maritime, life sciences, healthcare, global health and clean technology.

OED Corrective Action Plan Summary

The Office of Economic Development's Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Program access and policies

- OED will revise written and online materials about all its programs, such as OED's Small Business Development program work, including its Restaurant Success program, the Only In Seattle neighborhood business district program, film and special events permit coordination, key industry engagement, and workforce development efforts to clarify how customers with disabilities can request accommodations.
- OED has developed a draft of internal guidelines and will finalize these guidelines by the end of 2020. OED will ensure staff participate in Citywide ADA training for staff to respond appropriately to accommodation requests. OED will continue to include ADA resources in staff orientations and provide basic ADA training beginning in August of 2020.
- OED will ensure applicants to the Career Connected Learning grants propose a plan to ensure their activities include disability accommodations for youth participants.

Communication

- OED has purchased an assistive listening system to provide services for people who are Deaf/hard of hearing.

Web and captioning

- OED will update its existing webpages, including those for Only In Seattle neighborhood business district programming, special events and film permit coordination, music and nightlife advocacy, workforce development, key industry engagement such as StartUp Seattle, and the City's youth employment and job readiness programming to ensure they are accessible; will ensure online application forms, documents and videos are accessible; and will develop Department policy (along with Citywide policy) that all electronic media and communications should be in an accessible format.
- OED will communicate to contractors and grantees that webpages and other digital content, such as photos and videos, should be in accessible formats.

Contractors

In addition to notifying contractors and grantees of the expectation that they will provide equal access for customers with disabilities, OED will develop business practices to monitor the ADA compliance of its contractors. OED remains committed to using the contract language implemented by the City and will clarify to contractors that they have an obligation to provide equal access to people with disabilities.

Office of Emergency Management

The Seattle Office of Emergency Management (OEM) is responsible for developing plans, partnerships, training and exercises to minimize the danger and damage to our community caused by major hazards. Preparation efforts focus on working with residents, community-based organizations, schools, hospitals, faith-based groups and many others. OEM partners with other City departments, county, state and federal governments, as well as the business community to recover from the aftermath of disasters.

OEM Corrective Action Plan Summary

The Office of Emergency Management's Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Program access and policies

- OEM will develop internal policy guidelines on accessibility and inclusion for community programs and planning meetings and adhere to Citywide guidance on accessible venues, effective communication and access services.
- OEM will train Community Safety Ambassadors on what to do if someone needs accommodation for a scheduled program, maintain oversight and implementation on how accommodations are made and ensure program materials are accessible or provided in alternate formats.

Communication

- OEM staff will receive training on using telecommunications relay services.

Web and captioning

- OEM will develop internal policy guidelines on accessibility and inclusion for electronic and online communications, to include captioning of videos, in accordance with City-developed guidelines. It will proactively include captioning and audio descriptions for any OEM-produced videos.

Emergency procedures

- OEM will develop internal written guidelines to incorporate emergency evacuation and shelter-in-place procedures for OEM meetings and programs, to include alternative actions and accessible formats.

- OEM will continue to take a leadership role in coordinating with the Seattle Fire, Police and Human Services Departments, King County Emergency Management and regional and national collaborations to improve disaster response for people with disabilities.

Office of Immigrant and Refugee Affairs

The Office of Immigrant and Refugee Affairs (OIRA) facilitates the successful integration of immigrants and refugees into Seattle's civic, economic and cultural life; celebrates their diverse cultures and contributions to Seattle; and advocates on behalf of immigrants and refugees. OIRA helps legal permanent residents become U.S. citizens and provides English learning and job readiness training to residents.

OIRA Corrective Action Plan Summary

The Office of Immigrant and Refugee Affairs' Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Communication

OIRA staff will be informed that assistive listening systems must meet minimum requirements for assemblies using audio amplification and will be directed to inquire about assistive listening systems when selecting a venue.

- Staff will also receive information about assistive listening systems available for loan from other departments.
- The New Citizen Campaign will ensure that assistive listening systems are provided with audio amplification for its large annual event.

Web and captioning

- OIRA will update its communications and social media policies to include Citywide accessibility guidelines for emails, documents, videos and other materials. Any future videos developed by OIRA will be captioned.
- OIRA will work with Seattle's Information Technology Department to evaluate the accessibility of its online volunteer registration system and will remediate it if needed.

Contractors

- OIRA staff will work with contractors, vendors, grantees, tenants, partners and other outside entities carrying out City programs to clarify that they have the same obligations to provide equal access to people with disabilities.
- OIRA will develop specific strategies to monitor contractors and grantees delivering services to ensure that they are providing access to people with disabilities. Monitoring staff will receive ADA training.
- OIRA will communicate to contract service providers that they must provide accessible equipment and/or alternative testing sites with accessible computers when required by program participants.

Office of Planning and Community Development

The Office of Planning and Community Development (OPCD) was established to manage a coordinated vision for growth and development, which will inform decisions about equitable growth consistent with Seattle's Comprehensive Plan and align capital investments across the city. OPCD's research and analysis provides data for focused planning and strategic initiatives in specific areas of Seattle to support thriving communities with a mix of amenities, open space, transportation, affordable housing and educational and economic opportunity to meet current and future community needs. OPCD also supports the City's Planning and Design Commissions.

OPCD Corrective Action Plan Summary

The Office of Planning and Community Development's Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Program access and policies

- OPCD's policy handbook and Communications Style Guide will be revised to include information about Citywide and Department ADA policies, guidelines and recommended procedures. This includes but is not limited to accessible meetings, alternative formats, web and electronic document accessibility, effective communication, guidance to contractors and grantees and procedures for responding to disability accommodation requests.
- All staff will receive relevant ADA training to help them understand and carry out ADA policies and procedures. Staff will also receive more in-depth training related to specific job responsibilities such as organizing public meetings, posting website content or producing public documents.

Office of Sustainability and Environment

The Office of Sustainability and Environment (OSE) develops and implements Citywide environmental policies and programs that propel Seattle toward a sustainable, equitable and carbon neutral future. OSE collaborates with a wide range of stakeholders to develop innovative environmental solutions that foster equity, vibrant communities and shared prosperity.

OSE Corrective Action Plan Summary

The Office of Sustainability and Environment's Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Program access and policies

- OSE will require all staff to complete the Citywide ADA training.

- OSE has a policy handbook with ADA policies, guidelines and requirements about accessible documents, websites, public events, meetings, transportation and effective communication and has conducted several basic training sessions during all-staff meetings.
- OSE has changed office policy and guidance to state people with disabilities can request informal modifications and formal changes to a policy/procedure and develop a process for evaluating and responding to formal requests.

Communication

- OSE's policy handbook requires that programs provide forms and materials in alternative formats or via auxiliary aids. All materials created will include notice that alternative formats are available. Guidelines on producing alternative formats have been posted on OSE's SharePoint site.
- OSE's policy handbook requires programs to provide auxiliary aids upon request and that all the accommodations provided meet the City's guidance.

Web and captioning

- OSE's policy/procedures handbook reflects the need to have accessible websites and electronic communications and conducts routine audits of its site contents using the City's SiteImprove Analytics tool that includes accessibility review.
- OSE requires all non-City hosted websites to adhere to the accessibility guidelines for the site and its content.

Contractors

- OSE will use the revised standard contract boilerplates and once updated will require staff to take any specialized training developed on contractor obligations and will update its purchasing/contracting guidance to recommend that any new contracts with significant public interfacing by the vendor consider ADA accessibility and work with the City Attorney's Office to address.

Seattle City Light

Seattle City Light (SCL) provides affordable, reliable, and environmentally sound electric power to approximately 461,000 residential, business and industrial customers in the City of Seattle and neighboring suburbs. Just over half of its power comes from City-owned hydroelectric generation capacity. SCL is a nationally recognized leader in energy efficiency, renewable resource development and environmental stewardship.

SCL Corrective Action Plan Summary

Seattle City Light's Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Program access and policies

Staff will receive Citywide ADA training that includes communicating with individuals with disabilities. SCL customer service staff will receive additional ADA training that will cover communication with individuals with disabilities in more detail.

Communication

- SCL will work with other City departments to request usage of videophones and video remote interpreting services when needed to fulfill public requests for disability accommodation.
- SCL staff will receive training on telecommunications with people with disabilities, specifically using telecommunications relay services.

Web and captioning

- SCL is currently working with ITD to upgrade the customer portal for account information, billing and payment. The new portal will be accessible.

Contractors

- SCL staff will work with contractors, vendors, grantees, tenants, partners, and other outside entities carrying out City programs to clarify that they have the same obligations to provide equal access to people with disabilities.

Seattle Department of Construction and Inspections

The Seattle Department of Construction and Inspections (SDCI) administers City ordinances regulating building construction, the use of land and housing. SDCI is responsible for developing and enforcing policies and codes related to public safety, environmental protection, land use, construction and rental housing.

SDCI Corrective Action Plan Summary

Seattle Department of Construction and Inspections' Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Program access and policies

- SDCI will require staff who conduct public meetings and training to receive Citywide ADA Customer Service training and to use the Checklist for Accessible Meetings and Events.
- SDCI will require all inspectors and plan reviewers to take the ADA Conformance Review Training.
- Customer Service staff will be required to complete the Citywide ADA Customer Service training.

Contractors

- Contractors performing inspections for the Residential Rental and Inspection Ordinance program are required to provide equal access to people with disabilities and will be monitored to ensure they do not discriminate against people with disabilities.
- Citywide ADA training clarifies that contractors, vendors, grantees, tenants, partners, or other outside entities carrying out City programs or receiving significant assistance have the same obligations to provide equal access to people with disabilities. SDCI will require applicable staff to take any specialized training developed on contractor obligations.
- SDCI will update its purchasing/contracting guidance recommending new contracts with significant public interfacing will provide ADA accessibility and work with the City Attorney's Office to address.

Facilities and equipment

- The Applicant Services Center (ASC) has an accessible counter and computer desk. The computer uses the standard Windows platform which contains a screen-magnification tool but does not currently employ screen reading software or speech-to-text software. SDCI will implement Citywide guidelines and resources on providing accessible technology for public use. The SDCI ADA coordinator will work with the ASC Supervisor to determine appropriate hardware and/or software to ensure access to the public-use computers.

Seattle Department of Transportation

The Seattle Department of Transportation (SDOT) develops, maintains and operates a transportation system promoting the safe and efficient mobility of people and goods enhancing the quality of life, environment and economy of Seattle and the surrounding region. The City's transportation infrastructure includes nearly 4,000 lane-miles of public streets, as well as traffic signals and signs, pedestrian and bicycle infrastructure, bridges, seawalls, trees and landscaping.

SDOT Corrective Action Plan Summary

The Seattle Department of Transportation's Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Program access and policies

- SDOT will develop internal training and resources to ensure staff know of the need to make modifications for disability access and to notify customers how to request accommodation. Staff will also participate in Citywide ADA training on accessibility, alternative formats and customer service.

- SDOT will develop a communications toolkit for in-person interaction with people with disabilities, specifically during operations and emergency situations, where field crews may need to communicate in real-time directly with people with hearing, vision or other disabilities.
- SDOT will evaluate the need for a contract with an accessible taxi or similar service to provide accessible transportation when needed for field meetings open to the public, including but not limited to Seattle Pedestrian Advisory Board meetings.

Web and captioning

- SDOT will coordinate with the City's Information Technology Department (ITD) to adopt Citywide guidance and resources on web accessibility, video and social media captioning, and web content accessibility. This will include accessibility review and remediation when necessary for SDOT's online forms for reporting curb ramp and other transportation-related access issues in the City.

Ethics and Elections Commission

The Seattle Ethics and Elections Commission (EEC) helps foster public confidence in the integrity of Seattle City government and promotes informed and fair elections by providing education, training and enforcement of the City's Ethics, Whistleblower, Elections and Election Pamphlet Codes. The Commission also administers and funds the Election Voucher program.

EEC Corrective Action Plan Summary

The Ethics and Elections Commission's Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Web and captioning

- EEC employees will ensure the Video Voters Guide, produced in conjunction with the Seattle Channel and King County Television, is captioned.

Seattle Fire Department

The Seattle Fire Department (SFD) provides fire protection and prevention, technical rescue and emergency medical services for Seattle. It maintains 33 fire stations strategically located throughout the city and deploys engine companies, ladder companies, aid and medic units and fireboats to mitigate the loss of life and property resulting from fires, medical emergencies and other disasters.

SFD Corrective Action Plan Summary

The Seattle Fire Department's Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Program access and policies

- When accepting speaking invitations from community groups, SFD will provide checklists to assist meeting organizers in evaluating accessibility and ask how the organizers plan to provide access if requested.

Emergency procedures

- SFD will continue to take a leadership role in the Emergency Management ADA Workgroup and coordinate with the Office of Emergency Management, Human Services Department, Seattle Police Department, King County Emergency Management and in regional and national collaborations to improve disaster response for people with disabilities.

Contractors

- SFD uses the standard contract boilerplates currently approved by Citywide Purchasing and Contracting (FAS) and the City Attorney's Office. Once revised, SFD will:
- Require staff to take any relevant specialized training on contractor obligations.
- Update its purchasing/contracting guidance to recommend that any new contracts with significant public interfacing include ADA accessibility requirements and work with the City Attorney's Office to develop specific language when needed.

Seattle Municipal Court

The Seattle Municipal Court (SMC) is authorized by the State of Washington and the Seattle Municipal Code to adjudicate misdemeanors, gross misdemeanors, infractions (e.g., traffic infractions, parking violations and other infractions) and civil violations, including those related to building and zoning offenses. The Court also manages jury and probation services, conducts wedding ceremonies and maintains a Court Resource Center to facilitate delivery of social service programs to defendants and the community.

SMC Corrective Action Plan Summary

The Seattle Municipal Court's Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Web and captioning

- Going forward, the Court will enforce video accessibility standards in the production of new videos or DVDs produced by third parties for the Court.
- The City is updating its website and creating standards to conform to WCAG 2.1 Level AA. The Court website is developed separately and is compliant.

Contractors

- The City has updated all contract templates with the launch of Masterworks. The court relies on these templates and uses them exclusively.

Office for Civil Rights

The Seattle Office for Civil Rights (SOCR) works to advance civil rights and end barriers to equity. We enforce laws against illegal discrimination in employment, housing, public accommodations and contracting within Seattle city limits. We also lead the Race and Social Justice Initiative, a citywide effort to end institutional racism in City government and to achieve racial equity across our community.

SOCR Corrective Action Plan Summary

The Seattle Office of Civil Rights' Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Program access and policies

- SOCR will develop a departmental policy requiring events to be held in accessible locations or relocated to an appropriate location given advanced notice. A new events procedure will be developed to ensure staff evaluate sites ahead of time. Culturally relevant best practices and inclusive outreach strategies will be included in this comprehensive procedure. Staff will receive training once the procedure has been established.

Communication

- SOCR will purchase assistive listening devices and event staff will be trained in how to use them.
- SOCR staff who engage in direct services will be regularly trained to use telecommunications relay service.

Emergency procedures

- SOCR will continue to work with the Central Building management to revise emergency evacuation and sheltering in place plans.
- SOCR will train staff on evacuation procedures for people with disabilities.
- SOCR will participate in emergency drills that include people with disabilities.

Seattle Parks and Recreation

Seattle Parks and Recreation (SPR) works with all residents to be good stewards of the environment and to provide safe, welcoming opportunities to play, learn, contemplate, and build community. SPR manages a 6,400+ acre park system of over 485 parks and extensive natural areas. SPR provides athletic fields, tennis courts, play areas, specialty gardens, and more than 25 miles of boulevards and 120 miles of trails. The system comprises about 12% of the city's land area. SPR also manages many facilities, including 26 community centers, eight indoor swimming pools, two outdoor swimming pools, three environmental education centers, two small craft centers, four golf courses, an outdoor stadium, and much more. The Woodland Park

Zoological Society operates the Zoo, and the Seattle Aquarium Society operates the Seattle Aquarium; both properties are owned by and receive financial support from the City.

SPR Corrective Action Plan Summary

Seattle Parks and Recreation's Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Program access and policies

- Staff will be trained in service animal policies (for staff and the public). The training will clarify that service animals are not required to wear a vest.

Communication

- Cashiers at the golf course clubhouse will signal or wave to Deaf or hard of hearing customers to alert them that it's their turn to approach the counter.
- SPR will add a statement to all program brochures stating that alternative formats are available upon request and will require grantees and contractors to add this statement to their brochures. Staff will be trained in alternative formats and will provide them when requested.

Web and captioning

- SPR will follow Citywide web access policies.

Emergency procedures

- SPR will provide emergency evacuation and shelter information in alternative formats.

Contractors

- SPR will communicate with contractors to reinforce access obligations and clarify that when interpreters are provided, they cannot charge program participants for this service.

Facilities and equipment

- SPR has dedicated funding to increase access to recreation programs when requested by participants or program staff. These funds are used to purchase equipment and to provide effective communication. Staff are developing a strategic plan regarding equipment acquisitions.

Seattle Police Department

The Seattle Police Department (SPD) prevents crime, enforces laws and enhances public safety by delivering respectful, professional and dependable police services. Neighborhood-based personnel in five precincts assume responsibility for public safety management, primary crime prevention, law enforcement and investigations of property crimes or crimes involving

juveniles, while detectives in centralized units located at SPD headquarters downtown and elsewhere conduct follow-up investigations into other types of crimes. SPD also plays a critical role in the City's disaster planning, response and recovery efforts.

SPD Corrective Action Plan Summary Community Service Officers (CSO) Program

The Seattle Police Department's Corrective Action Plan addresses the Community Service Officers (CSO) Program only. This plan does not address the Seattle Police Department as a whole. It builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Program access and policies

- Upon request, SPD will provide community groups with the recommended Citywide Accessible Venue Assessment Checklist to assist meeting organizers with assessing and planning for accessibility.

Communication

- SPD will continue to receive training in using telecommunications relay services.

Web and captioning

- SPD will provide all public-facing videos and web-based videos with captioning. If SPD releases In-Car Dash Video or Body-Worn Video, or any other video in exigent circumstances, the initial video released will not have captioning but will be submitted to a vendor for captioning at the same time it is released, and the captioned video will be uploaded to the SPD website as soon as the captioned video is received from the vendor.

Seattle Public Library

The Seattle Public Library (SPL) includes the Central Library, 26 neighborhood branch libraries, the Center for the Book and a robust "virtual library" available on a 24/7 basis through the Library's website. The system-wide services program, located at the Central Library, develops and manages services available across the City including borrower services; outreach and public information; specialized services for children, teens and adults as well as immigrant and refugee populations; and marketing, public education and programming.

SPL Corrective Action Plan Summary

The Seattle Public Library's Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Web and captioning

- All new library-produced video material will be captioned.

- Library programs that use films for public performance will ensure the films are captioned.
- The Library will acquire DVDs with captioning when available. To aid in researching captioned materials, the online catalog will note when captions are available.

Seattle Public Utilities

Seattle Public Utilities (SPU) provides reliable, efficient and environmentally conscious utility services to enhance the quality of life and livability in all communities SPU serves. SPU operates three distinct utilities: Drainage and Wastewater, Solid Waste, and Water. The three utilities each have unique revenue sources and capital improvement projects but share many operations and administration activities within SPU and the City.

SPU Corrective Action Plan Summary

Seattle Public Utilities' Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Program access and policies

- Formal ADA policies and guidelines will be included in operational procedures and distributed to SPU Development Services Office (DSO) staff and to the North and South Transfer Station facility operations.
- Staff will be informed that people using wheelchairs, walkers, other manual or power-driven mobility devices are allowed in any pedestrian area open to the public.

Communication

- Staff will participate in Citywide ADA training on customer service and communicating with people with disabilities, including people who are Deaf, hard of hearing or have speech disabilities.

Web and captioning

- Formal policies on accessibility of electronic, online communication (e.g., plain text emails, accessible format for PDF documents, captioning or audio descriptions of videos or other visual media) will be included in operational procedures and distributed to DSO and Transfer Station staff.

Office of Housing

The Office of Housing (OH) invests in creating strong and healthy communities, preventing displacement, and increasing opportunities for people of all income levels to live in Seattle. At OH we believe everyone deserves a healthy and affordable home. In alignment with the City's Race and Social Justice Ordinance, OH works to eliminate institutional racism in all programs, policies, and practices.

OH Corrective Action Plan Summary

The Office of Housing's Corrective Action Plan builds upon the Citywide plan and includes the following action items to respond to access issues specific to its programs:

Program access and policies

- OH Race & Social Justice vision encompasses disability and intersectionality and is promoted through OH Change Team.
- OH ADA handbook draft updated based on citywide guidance.
- OH ADA SharePoint Page drafted.
- OH includes ADA resources as part of new hire onboarding.
- Review of internal Grievance Procedure and Investigative Process.

Communication

- OH communication team updated all public facing PDFs to meet Department of Justice ruling under Title II of the ADA to ensure local government websites and mobile applications are accessible to individuals with disabilities.
- OH communications team reviews public facing materials to ensure accessibility of materials and online content.
- OH communications team is reviewing the OH website and all of its contents for ADA compliance in partnership with Seattle IT.
- Materials can be made available in alternative formats and languages upon request.

Contracts

- All contracts include the City's approved language regarding compliance with laws and non-discrimination.
- Review of OH ADA contractual obligations with Legal.
- Determine how OH can monitor and/or evaluate ADA Title II compliance with contractors.

Training

- All OH staff annually complete ADA e-training to comply with city ADA guidelines to ensure OH programs are accessible.
- Planning workgroup trainings specific to ADA and Housing.
- Planning officewide Disability and Accessibility training through Race & Social Justice lens through OH Change Team.
- OH Visitor Policy created to ensure appropriate customer service is provided.
- OH staff will take updated ADA customer service training.