



Metropolitan Planning Organization Americans with Disabilities Act Self-Evaluation and Transition Plan

Annual Implementation Status Report
March 2025

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PURPOSE AND BACKGROUND

No person, on the grounds of race, color, national origin – including English-language proficiency and immigration status – sex, age or disability status will be excluded from participation in, be denied the benefits of, or be subjected to discrimination under Metro’s programs.

The Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan (SETP) of the Metropolitan Planning Organization's (MPO) services, policies, and practices identifies barriers and describes the methods to remove the barriers, along with specified timelines to continue compliance with Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act (ADA) of 1990.

This document is the MPO’s ADA SETP annual update for submission to the Oregon Department of Transportation (ODOT) in accordance with guidance from the Federal Highway Administration (FHWA). The plan guides the MPO’s compliance with Title II regulations (28 CFR part 35), Section 504 of the 1973 Rehabilitation Act (42 USC 126), and other applicable laws.

Metro submits this plan update as the federal and state designated metropolitan planning organization for the Portland, Oregon metropolitan planning area that receives grant funding from the FHWA through ODOT for regional transportation planning and directly from the Federal Transit Administration (FTA) for regional transit planning and travel options programming.

Metro is a directly elected regional government serving 1.7 million people living in the urbanized areas of the greater Portland region. Metro’s ADA Coordinator is responsible for initiating and monitoring Title II activities and preparing this plan.

If any person believes they have been discriminated against regarding the receipt of benefits or services because of race, color, national origin, sex, age, or disability, they have the right to file a complaint with Metro. For information on Metro’s civil rights program, or to obtain a discrimination complaint form, visit Metro’s [Know your rights page](#), call 503-797-1890, or use TDD/TTY 503-797-1804.

This publication can be available in alternative formats, such as large print, braille, paper, or other electronic formats. Requests can be made by emailing accessibility@oregonmetro.gov or call 503-797-1890 or TDD/TTY 503-797-1804. Please allow three business days for your request to be processed.

ANNUAL IMPLEMENTATION STATUS REPORT 2024

MPO Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan

This document is the annual report on the implementation progress of the [Metropolitan Planning Organization's \(MPO\) ADA self-evaluation and transition plan](#) activities. The report's content aims to describe, when applicable, the previous year's activities and efforts, including accomplishments and program changes, updates to implementation schedules, changes in organizational structure or personnel, and accessibility-related goals and objectives for the coming year.

Department of Justice rulemaking

The Department of Justice's (DOJ) Rule for Title II entities coming into compliance with WCAG 2.1 Level AA standards enacted in April 2024 with a compliance date of April 2027 for special district governments will require changes in how Metro staff purchase, contract, and produce digital content across the organization. In the next few years, all public-facing publications and materials produced by Metro must be digitally accessible. The Information Technology (IT) and Communications (Comms) departments are working together to coordinate a digital accessibility transition plan with the goal of achieving compliance with the rule by April 2026. The IT/Comms plan addresses many of the action items identified in the December 2023 version of the Plan, and the updates are reflected in the text of this report.

Accessibility and Disability Inclusion Program

The Accessibility Program slightly changed how it identifies itself within the organization by incorporating the words disability inclusion in its name. The Accessibility and Disability Inclusion (ADI) Program believes that the phrase 'disability inclusion' in its identification directly reflects the vision to be inclusive and welcoming, unlike the term accessibility, which, when it stands alone, indicates only the minimum accessibility requirements.

Committee on Disability Inclusion

The ADI program staff provided this report in February and presented the implementation progress to the Committee on Disability Inclusion (CODI) on March 11, 2025, to receive comments. The CODI received the report, and the verbal comments focused on looking forward to continued staff training related to hosting accessible events. No additional comments were received.

Overview of Plan Implementation

During the calendar year 2024 and in the early months of 2025, steady progress has been made toward improving accessibility and inclusion practices at Metro. The following highlights progress made across accessibility topic action areas outlined in the [MPO ADA self-evaluation and transition plan](#).

Self-Evaluation

Customer Service Practices

- **Accommodations (A.1):** The procurement process for inclusive language access services is complete. The contracts are finalized, and the services are available Metro-wide.
- **Service animals (A.3):** A Service Animal Policy is adopted and the training for employees begins April 2025.
- **Mobility devices (A.4):** An Other Power-Driven Mobility Device policy is under development to be informed by a site-specific assessment process, with a full rollout of the Metro-wide policy by the end of calendar year 2025.
- **Public engagement guide (A.5):** The Public Engagement Guide was adopted in 2024, and work continues to include comprehensive disability inclusion guidance.

Staff Training

- **Completed training (B.1-B.4):** Training modules on service animals, ADA responsibilities, assistive technology, and accessibility standards for the built environment are available on the Metro Learning System.
- **Future initiatives (B.5-B.8):** The development of specialized training on hybrid meetings, emergency procedures, and digital accessibility is underway, targeting full implementation by the close of 2025.
- **Digital accessibility (B.7-B.8):** The April 2024 DOJ Rule on digital accessibility is being addressed through training workshops and training integrated into the Metro Learning System and is a specific task of the IT/Comms digital accessibility transition plan project focused on meeting the compliance deadline for special district governments.

Contracting and Licensing

- **Procurement and contracting (C.1-C.3):** Efforts are focused on creating ADA-compliant contract templates, checklists, and resource materials. These actions are tied to the broader digital accessibility transition plan.

Public meetings and events

- **Accessible meeting spaces (D.1):** Room accessibility assessments are ongoing, with comprehensive resources expected by end of the calendar year 2025.

- **Event accessibility (D.2-D.6):** Checklists, preparation processes, and training materials are being developed to ensure consistent application of accessibility best practices in hybrid and in-person meetings.

Communications

- **Website accessibility (E.1-E.2):** A restructure of the central communications department supported progress toward WCAG 2.1 Level AA compliance by 2027.
- **Document accessibility (E.3-E.4):** Templates and strategies for accessible documents are included as part of a broader digital accessibility transition plan.

Program participation

- **Application process (F.1):** The advertisement of the availability of program modifications for applicants is included as part of the D.4: Meeting and event publicity task.

Emergency Planning

- **Inclusive evacuation procedures (G.1):** Emergency planning documents have been revised to include disability considerations, with input from the Committee on Disability Inclusion (CODI). Facility drills and assessments are ongoing to improve communications and procedures to include people with disabilities.

Facilities

- **Accessibility information (H.1):** Details about accessible Metro Regional Center (MRC) facilities will be integrated into public-facing materials, tied to broader efforts on meeting space accessibility.

Transition Plan

Campus operations made significant progress in 2024 toward implementing the Transition Plan.

- At the Metro Regional Center (MRC), accessibility enhancements included ongoing design analysis for accessible egress routes, nearing completion of the north plaza reconstruction, improving accessibility along the main entry route from transit and parking access, and consistent maintenance of accessible routes and spaces. Major projects under architectural review, set for completion by FY 2025/2026, include accessible parking upgrades, Council dais ramp reconstruction, and stairway improvements.
- In the parking structure, accessible parking areas are being improved with resurfacing, striping, and signage, and two curb ramp barrier projects are under review for completion by FY 2025/2026.
- Barriers in the daycare facility's exterior parking and play area stairs are under evaluation, with completion anticipated by FY 2025/2026. The café remains vacant, and related barrier removal projects are on hold.

This year's achievements demonstrate a clear commitment to embedding accessibility into Metro's operations and services, with strong collaboration across departments and a proactive approach to compliance.

Details of Plan Implementation

This report section focuses on updates to Chapter 3: Self-Evaluation and Chapter 4: Transition Plan over the 2024 calendar year and the first three months of 2025. There are no changes to note in the remaining chapters.

Self-Evaluation (Chapter 3)

The update of the self-evaluation activities is organized by the action item identification (A.1, B.1, etc.), followed by an updated implementation schedule or status, a description of the original plan of action, followed by a summary of the activities during the 2024 calendar year to implement the Plan.

Customer Service Practices

To meet ADA standards for in-person and virtual interactions, staff should be aware of the formal and informal procedures for accommodating people with disabilities.

Action item A.1: Accommodations

Schedule: Ongoing.

Continue to monitor available vendor contracts and improve the availability and variety of accommodation resources that staff have available to provide program modifications.

- Contracting for inclusive and accessible language access is complete. The new contracts address language translation (oral and written, including Braille), sign language interpretation, CART, and audio descriptions.

Action item A.2: Notice, grievance, and responsible employee

Schedule: Ongoing

Continue to maintain and update the web pages as needed.

- No updates or changes are needed at this time.

Action item A.3: Service animals

Schedule: Summer 2025

Incorporate into the MRC Navigator and Security Standard Operating Procedure manual a policy on service animals that defines service animals, where allowed, handler responsibilities, inquiries, exclusions, and miniature horses.

- The Service Animal Policy was adopted February 14, 2025. The training for employees begins April 2025. At the time of drafting this document, the MRC facilities management team is reviewing the adopted Service Animal Policy and creating standard operating procedures for MRC facilities staff which will be finalized by Summer 2025.

Action item A.4: Mobility devices

Schedule: December 2025

Incorporate in the MRC Navigator and Security Standard Operating Procedure (SOP) manual a policy on Other Power-Driven Mobility Devices (OPDMDs) that specifies which kinds of OPDMDs will be permitted and where they will be permitted based on the following factors: type, size, weight, speed, pedestrian volume, facility design, legitimate safety requirements, and risk of serious harm.

- The ADI program drafted an assessment process to determine OPDMD real risk at the MRC. The allowable device type, size, weight, dimensions, and speed are under review and will be incorporated into the accessibility meeting room project (see D.1). Full deployment of the policy and standard operating procedures is anticipated by December 2025.

Action item A.5: Public engagement guide

Schedule: Ongoing

Continue developing the guide and incorporating accessible and inclusive best practices.

- Metro Council adopted the Public Engagement Guide (PEG) in July 2024. Staff continuously work to improve the appendices and staff guidance for disability inclusion (see B.5, D.1, and D.6).

Staff Training

The Accessibility and Disability Inclusion Program (ADI) team has focused on identifying or developing training for Metro employees that addresses disabilities awareness, accommodation practices, accessibility standards, inclusive communication, and design resources.

Action item B.1: Training - service animals

Schedule: B.1.a - Completed -Feb.2024, B.1.b - Completed - April 2024, B.1.c – Completed January 2025.

Identify or develop training.

- **B.1.a** - The ADI program purchased a 60-minute training that has been integrated into the Metro Learning System. The training addresses Title I and Title II service animal accommodations for interested staff.
- **B.1.b** - The ADI program developed training for the accessibility action team and presented the information in April 2024.
- **B.1.c** - A less than 10-minute microlearning has been developed as a companion to the adopted service animal policy. The training is required for specific job codes whose job duties require them to engage with the public at Metro facilities.

Action item B.2: Training - ADA

Schedule: B.2.a - Ongoing, B.2.b - Completed -11/2024, B.2.c - Completed -11/2024.

Develop training outlining Metro's responsibilities under Title II of the ADA.

- **B.2.a.** - The ADI program has developed multiple presentations on Metro's ADA responsibilities for the COO, accessibility action teams, and departments. The ADI program will continue to develop training on an as-needed basis.
- **B.2.b.** - The ADI program purchased training that has been integrated into the Metro Learning System: 'ADA Title II Overview.'
- **B.2.c.** - The ADI program has created a Supervisor Essentials Training 'ADA Responsibilities', which commenced in November 2024.

Action item B.3: Training - customer service and accommodations

Schedule: B.3.a. - Completed -11/2024, B.3.b. - December 2025.

Develop training on approaches and best practices.

- **B.3.a** - The ADI program purchased training that has been integrated into the Metro Learning System - 'Introduction to Assistive Technology' and 'Effective Communication and the ADA'.
- **B.3.b.** - The ADI program plans to draft a more specific customer service training in-house during the calendar year 2025.

Action item B.4: Training - built environment

Schedule: Completed 11/2024.

Develop training on accessibility standards for the built environment.

- The ADI program purchased training that has been integrated into the Metro Learning System - '2010 ADA Standards' for facility and capital project staff access.
- The ADI program has also compiled a list of free training resources for facilities staff, which will be available with the rollout of the new MetroNet in 2025.

Action item B.5: Training - meetings

Schedule: December 2025.

Identify or develop training on hosting accessible and inclusive hybrid and in-person meetings.

- The Communications and Planning team has been actively working on the appendices of the PEG. The PEG has been reviewed by members of the CODI and the feedback gathered will inform the training materials under development.

Action item B.6: Training - emergency procedures

Schedule: June 2025.

Incorporate how to assist individuals with disabilities in the MRC's emergency evacuation training.

- The Emergency Management team drafted emergency evacuation procedures and is developing evacuation drill procedures that include people with disabilities. The CODI has been involved in reviewing the evacuation chair training materials.

Action item B.7: Training - digital documents

Schedule: Ongoing.

Identify or develop training on digital document accessibility, including Word, PowerPoint, Excel, and PDF.

- With the April 2024 Rule on digital accessibility, this action item is being folded into the IT/Comms four-part digital transition planning strategy to meet the DOJ April 2027 deadline for special district governments. In the interim, the ADI program purchased training integrated into the Metro Learning system - 'Digital Accessibility,' 'Document Accessibility,' and 'Presentation Accessibility.'
- The ADI program also contracted with WebAIM to provide the Senior Leadership Team (SLT), managers, and department process leaders with workshops and training. The SLT orientation to the rule occurred in October 2024, and the Accessible Action Team and department process leaders participated in November and December 2024.

Action item B.8: Training - WCAG

Schedule: Ongoing.

Identify or develop training on creating and maintaining accessible website content.

- With the April 2024 Rule on digital accessibility, this action item is folded into the digital transition planning strategy noted in action item B.7.
- The ADI purchased training integrated into the Metro Learning system – 'Web Content Accessibility Guidelines (WCAG).'

Action item B.9: Internal communication resources

Schedule: Ongoing.

Update and maintain the information shared internally to include ADA Title II responsibilities, internal resources for training, accommodations, and effective communication.

- A framework for the MetroNet accessibility hub pages has been developed and will be folded into the MetroNet update.

Contracting, Licensing, or Other Arrangements

Metro recognizes that contractors, licensees, consultants, and other entities that deliver services and projects are extensions of Metro's services and activities and must adhere to the same ADA regulations.

Action item C.1: Checklists

Schedule: Fiscal year 2025/2026.

Develop checklists for staff and contractors outlining responsibilities under Title II of the ADA for service delivery and the products developed for projects and plans.

- With the April 2024 Rule on digital accessibility, this action item will be informed, in part, by the IT/Comms four-part digital transition planning strategy due to the overall communication with contractors scaling up in complexity.

Action item C.2: Resources

Schedule: Fiscal year 2025/2026.

Compile resources for Metro staff to share with contractors when addressing concerns about services and products delivered, including but not limited to design and construction projects, print materials, and digital web products.

- When the IT/Comms four-part digit transition planning strategy engages in the process of formalizing Metro policy, procedures, and standards to address digital standards, the development of materials for this action item will be initiated to ensure an alignment of staff effort and time developing guidance materials.

Action item C.3: Contract language

Schedule: Fiscal year 2025/2026.

Develop contract language addressing specific accessibility expectations and responsibilities under the ADA that apply to work products.

- The ADI team has started discussions with the Office of the Metro Attorney to modify the contract template to address 28 CFR 35.200 specifically.
- A contract addendum has been drafted for digital content under the 2024 Rule on digital accessibility. Contract revisions for additional digital items will be included as part of the digital accessibility transition plan project.
- Additionally, a review of procurement procedures will be conducted to identify triggers for noting accessibility topics that should be addressed during procurement. Once completed, meetings with each department and venue will be held to determine the specific language needed for the scope of work language in vendor contracts around various accessibility topics, including but not limited to digital deliverables, public engagement, and design and construction projects.

Public Meetings and Events

Metro acknowledges that the location of meetings, the resources available to provide effective communication, and the flexibility of the meeting format are essential considerations for accessibility and disability inclusion.

Action item D.1: Accessible meeting spaces

Schedule: December 2025.

Develop room accessibility information, such as layout guides for in-person meetings. Identify accessibility factors for meeting rooms (e.g., accessible route distance from street entrances and parking, available technology, and accessibility features) and ensure the integration of the tools into the PEG.

- The MRC facilities staff have identified the meeting rooms with adequate space and technology to host in-person and hybrid meetings. Staff are gathering information on room resources, accessible layouts, distance to toileting facilities, entries, exits, and transportation. This information will be incorporated into action items [A.5: Public engagement guide](#) and [B.5: Training - meetings](#). The CODI has been involved with informing the content of the information that will be provided to the public.
- In coordination with the MRC facilities staff, the ADI program purchased two portable mobility device charging units and wider seat pan chairs that support heavier loads for the MRC's public meeting room spaces.

Action item D.2: Offsite meetings and events

Schedule: September 2025.

Develop a checklist and instruct staff on the necessary accessibility elements to ensure they are available. The checklist will include information on the availability and proximity of transit to the accessible entries, accessible parking, accessible meeting space, availability and proximity of accessible restrooms and water, signage, and available communication technology, to name a few elements. Ensure the checklists align with the processes identified in the PEG.

- The checklist will be developed after the MRC facilities staff identify the meeting rooms and technology to host in-person and hybrid meetings noted in Action Item [B.5: Training - meetings](#).

Action item D.3: Meeting and event preparation

Schedule: December 2025.

Develop a process schedule for meetings that allows for sharing content before the meeting and providing an opportunity to submit questions in advance. Ensure guidance to establish consistency in the application of a schedule range is included within the updated PEG.

- Metro Council adopted the [Public Engagement Guide \(PEG\)](#) in 2024.
- Staff assigned to the development of the PEG continue to work to improve appendices G—Engagement planning toolkit for Metro staff—and J—Addressing common barriers to public participation.
- Staff have met with CODI to discuss revisions and request feedback on the appendices' content.

Action item D.4: Meeting and event publicity

Schedule: September 2025.

Display accommodation request information on publicity materials, meeting agendas, and web pages providing meeting materials, indicating the availability of accommodations to meeting participants. Provide example text and materials as part of the PEG.

- The accommodations text is provided in Section 2 of the PEG. The distribution of information as part of ongoing publicity activities is in process, and PEG action items are incorporated into department processes.
- As the PEG appendices are fully developed, updates to meeting preparation materials will be developed, and the accommodations information will be incorporated into the templates.

Action item D.5: Training

Schedule: December 2025.

Provide training and develop resources on how to host accessible meetings online and in a hybrid setting.

- See [B.5: Training - meetings](#).

Action item D.6: Public Engagement Guide

Schedule: December 2025.

Ensure the PEG includes guidance that addresses the accessibility of hybrid and online meetings.

- Staff assigned to the development of the PEG continue to work to improve appendices G—Engagement planning toolkit for Metro staff—and J—Addressing common barriers to public participation. With the completion of [D.1: Accessibility meeting spaces](#), the information developed will be incorporated into the PEG.

Communications

Metro acknowledges that its efforts to produce communications, publications, and other media must be intentional and coordinated to ensure that communication with people with disabilities is equally effective as communication with people without disabilities.

Action item E.1: Website Update

Schedule: April 2026 (internal goal), April 2027 (compliance deadline).

Update the Metro website to WCAG 2.1 Level AA compliance. In preparation for revamping the website and moving toward systemic inclusive practices, the Communications team has restructured and formed an Inclusive Design Team to address accessibility and inclusion. With the restructuring, three open positions: Inclusive Design Team Manager, Web Team Lead, and a Web Content Coordinator; will be filled by the end of 2023. The roles and responsibilities of these positions will strengthen the team to ensure progressive action toward the accessibility of digital and print content. Specifically, the Team Manager will manage the website refresh and the organization-wide roll out of digital document accessibility practices.

- The positions identified for recruitment in 2023 have been filled. With the April 2024 Rule on digital accessibility, this action item is part of the website task identified in the IT/Comms four-part digital transition planning strategy to meet the DOJ April 2027 deadline.

Action item E.2: Broadcast and audiovisual content

Schedule: Ongoing.

Continue to address and update the accessibility of streaming and audiovisual content provided on the Metro website and through online services.

- This topic is incorporated into the IT/Comms four-part digital transition planning strategy.

Action item E.3: Document templates

Schedule: December 2025.

Update the library of document templates to address digital document accessibility practices and accessible design practices.

- This topic is incorporated into the IT/Comms four-part digital transition planning strategy within the accessible content phase of the project that addresses electronic materials used in support of Metro's services, programs, or activities, including PowerPoint, Excel, Word, PDF files, fillable forms and templates, and non-text-based content including videos, audio and infographics.

Action item E.4: Accessible document strategy

Schedule: Ongoing.

Develop an organizational strategy to ensure document accessibility that addresses end-user skills and role in developing print and online material. The Plan should, at a minimum, ensure that every employee has a basic understanding of document accessibility.

- With the April 2024 Rule on digital accessibility, this action item is incorporated into the IT/Comms four-part digital transition planning strategy to meet the DOJ April 2027 deadline for special district governments.

Action item E.5: Auxiliary aids and services

Schedule: Ongoing.

Continue to provide access to Metro using phones that can receive calls through teletypewriter (TTY), telecommunications device for the Deaf (TDD), and telecommunications relay service (TRS) and include this information with the accommodations information and on the website.

- The availability of TTY has not changed. This item is linked to Action Item [A.1: Accommodations](#), which will allow for additional communication services that align with how people are using current technology to communicate with Metro.

Program Participation

Metro has tools, processes, and vendors in place to ensure that, when requested, staff can make modifications to services to ensure equal program participation for people with disabilities.

Action item F.1: Application process

Schedule: September 2025.

Incorporate accommodation request information on application materials and web pages providing program information indicating the availability of accommodations to applicants.

- This action item is linked to [D.4: Meeting and event publicity](#).

Transportation Services

The MPO does not provide transportation services and there are no program observations or modifications to make under these regulatory responsibilities.

Tours and Trips

The MPO does not provide tours and trips and there are no program observations or modifications to make under these regulatory responsibilities.

Emergency Planning

Metro's Emergency Management (EM) team is actively working toward fully including people with disabilities in life and safety plans, protocols, and procedures.

Action item G.1: Emergency evacuation procedures

Schedule: June 2025.

Incorporate approaches to assisting people with disabilities into the procedures.

- The EM team has been working on an update on the MRC emergency response procedures, focusing on including people with disabilities, especially in evacuation planning. This has led to an assessment of the MRC's emergency evacuation routes, operating procedures, communication practices, and emergency drills that incorporate disabilities. EM staff met with CODI in December 2024, and their feedback will be integrated into the draft of emergency planning documents when the MRC integrates evacuation chairs into its procedures.
- Additionally, at the time of this writing, MRC facilities staff have contracted with Integrus Architects to evaluate the MRC's evacuation routes and are developing a plan for improving the accessibility of the existing evacuation routes.

Facilities

Metro acknowledges that providing information about the location of accessible facilities, entrances, and elements at its facilities promotes the inclusion of people with disabilities when visiting Metro locations.

Action item H.1: Facility accessibility

Schedule: June 2025

Provide information about the accessibility of the MRC on Metro's websites and other MRC informational materials. Information can include details about accessible entrances, bathrooms, and other elements.

- This is linked to action item [D.1 Accessible meeting spaces and events](#).

Transition Plan (Chapter 4)

Campus operations continue to make steady progress, removing architectural barriers. The transition plan activities are updated by campus location, followed by an updated implementation summary of the activities during the 2024 calendar year to implement the Plan.

Regional Center

The Metro Regional Center (MRC) continues to undergo modifications to improve accessibility. While facilities staff have consistently worked on elements identified in the transition plan inventory, Campus Operations work to go beyond the minimum and seek opportunities to improve the experience and inclusion of people with disabilities. Many of their efforts are noted in the self-evaluation section of this report.

- The 2024 calendar year involved further design analysis of the interior stairways used as an accessible means of egress. Campus Operations are working with the Emergency Management team to improve the communications and training related to MRC evacuation routes. Updates to the directional lighting along the evacuation routes are underway, and designs for accessible evacuation route maps are in development. The project is scheduled for completion in March 2025.
- The reconstruction of the north plaza surfacing is complete. It now provides an accessible route to the facility from transit and the parking structure thanks to the attention paid to the slope of the new surface.
- Facility staff have improved their knowledge and understanding of accessible routes, clear spaces, and maneuvering clearances. They have worked to ensure accessible spaces are consistently maintained. In addition, the team purchased measuring tools that quickly identify where clearances are not meeting the code.
- Many barrier removal projects remaining on the transition plan list are under architectural review, and the schedule intends to have the projects completed by the end of fiscal year 2025/2026. The projects include the following:
 - Improving the accessible parking stalls in the basement.
 - Reconstructing the ramp leading to the Council dais.
 - Adding visual contrast striping on stairways.
 - Removing overhanging hazards created by structural features.

Parking Structure

The parking structure along the eastern portion of the campus continues to lease the upper floors to an auto dealership for vehicle storage. Progress has been made to remove barriers in the public parking areas.

- The accessible parking improvements in the public parking area are completed and include resurfacing, striping, and signage.
- Curb ramp barrier projects (which involved the area in front of the first-floor elevator) are also complete, and the project involved pouring a new concrete ramp with appropriate curbing and slope. The two curb ramp projects involving the attendant booth and pay box have been addressed by decommissioning the attendant booth and pay box.
- A new payment phone application has been implemented in place of the attendant booth and pay box. Staff in the MRC are available to help with payments for visitors who need assistance with payment or are using the application.

Café

The café is in the northwestern corner of the campus at Grand and Irving, adjacent to the main entry plaza, and remains vacant. The accessibility barrier removal projects noted in 2017 for the café are on hold until there are plans for its active use.

Daycare

The daycare facility is off Lloyd Boulevard in the southeastern portion of the campus. The remaining barrier projects are located in the exterior parking area, the stairs exiting the play area to the parking lot, and the ramp leading to its main entry. An architect has evaluated the three features and plans to correct the barriers are underway. The project is scheduled for completion by the end of fiscal year 2025/2026.