



2026 Americans with Disabilities Act (ADA) Transition Plan Update

City of Scottsdale, Arizona

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Executive Summary

The City of Scottsdale is committed to ensuring equal access to all its municipal facilities, programs, services, and activities for individuals with disabilities. This comprehensive ADA Transition Plan (Plan) establishes a systematic framework for identifying and removing barriers to accessibility in compliance with Title II of the Americans with Disabilities Act of 1990 (ADA), the Public Right-of-Way Accessibility Guidelines (PROWAG), and Section 504 of the Rehabilitation Act of 1973. The Plan emphasizes Scottsdale’s commitment to excellent customer service by making sure everyone has access to its amazing community.

Scottsdale last updated its ADA Transition Plan in 2022. Since that time, the City has completed numerous accessibility improvements and remediated many locations evaluated across buildings, parks, and the public right-of-way. From 2022 through 2026, Scottsdale’s ADA Transition Plan has evolved from a compliance framework into a targeted capital and policy program that is measurably reshaping how people with disabilities move through and use the City. The 2022 planning effort set out clear expectations under Title II of the ADA and Section 504, then used them to drive a citywide evaluation covering buildings, parks, public right-of-way, transit, programs, and digital services. By 2026, this self-evaluation produced a detailed barrier inventory and prioritization framework, enabling the City to move away from ad hoc fixes toward a structured, data-driven improvement program spanning the public right-of-way, transit, programs, and digital services.

Public right-of-way (ROW) upgrades are among the most visible outcomes of this transition work. Between 2020 and 2025, Scottsdale installed more than 3,814 ADA-compliant curb ramps, including 365 added in 2025 alone, which were coordinated with paving projects to stretch limited funding. Building on this momentum, the Transition Plan targets hundreds of additional ramps, sidewalk reconstructions, and accessible pedestrian signal upgrades in the first years after 2025, with early emphasis on Old Town, the downtown Civic Center, major transit corridors, areas near schools, medical facilities, and senior housing. The Plan also calls for systematic improvements to crosswalk markings, detectable warnings, and median refuge

islands so that continuous accessible routes provide connectivity and mobility for residents, visitors, employers, and employees.

Within facilities and parks, the 2022–2026 period has focused on diagnosing and beginning to correct long-standing physical barriers while incorporating accessibility as one of the key priorities in the Capital Improvement Program (CIP). Detailed surveys have documented issues such as insufficient accessible parking, heavy or narrow entry doors, noncompliant restrooms, inaccessible service counters, and gaps in accessible routes within high-use buildings, libraries, community centers, and recreation sites. In response, the Transition Plan schedules phased upgrades, starting with City Hall, central libraries, major community centers, and high-demand parks, to add compliant parking, automatic doors, reconfigured restrooms, accessible seating and viewing areas, and improved wayfinding and signage, timed to coincide with planned building and park renovations.

The 2022 plan also recognized that accessibility extends beyond the built environment. By 2026, Scottsdale has begun addressing programmatic and digital barriers identified through the self-evaluation by establishing a formal ADA grievance procedure, designating an ADA/Title VI Coordinator and departmental liaisons, and implementing staff training on disability awareness, accommodations, and emergency planning. In parallel, the City is advancing its website, mobile applications, and online services toward WCAG 2.1 Level AA compliance, including remediating PDFs, captioning videos, and improving accessible virtual meeting options to ensure persons with disabilities can fully engage with City programs and services.

Financially, the Transition Plan aids the City in developing and delivering a consistent 20-year investment strategy that not only fixes more issues but does so more efficiently. Earlier efforts secured approximately \$700,000 over two years for accessibility. At the same time, the updated framework maintains the City's active pursuit of grants, integration with street and facility projects, and bundling of ADA work to reduce unit costs. Accessibility will continue to be woven into CIP project scoping, design standards, and review processes so that new construction and major renovations are “built once the right way” rather than requiring later retrofits. Through the combined improvements that have taken place since 2022, robust self-evaluation, aggressive curb ramp and ROW upgrades, facility and park retrofits, digital access work, and governance and funding, Scottsdale is positioning itself to deliver steadily expanding citywide access for people with disabilities over the life of the Transition Plan.

Building on Scottsdale's significant accomplishments, including the reconstruction of 8,400 curb ramps over the past 10 years and 365 additional ramps in 2025, this Plan provides a strategic and flexible roadmap for the next 20 years. With financial allocations for accessibility renovations and accommodations across facilities, public rights-of-way, parks, and programs (as they arise), Scottsdale will systematically address barriers while integrating accessibility into all capital improvement planning.

The Transition Plan organizes improvements into priority tiers, focusing first on critical government facilities, Old Town Scottsdale, downtown civic areas, major transit corridors, and high-use parks and community centers. It defines methods for barrier removal in the public right-of-way (including sidewalks, curb ramps, pedestrian signals, crosswalks, and median refuge

islands), within facilities and parks, and through programmatic changes and digital accessibility upgrades so that program access can be achieved through both structural modifications and alternative service delivery where needed.

Implementation is structured as a 20-year program that coordinates ADA work with Scottsdale's established capital planning and budgeting processes, including the City's annual Capital Improvement Plan. The City remains dedicated to accessibility renovations and accommodations and will phase curb ramp and sidewalk improvements, signal and crosswalk upgrades, facility and park retrofits, and digital accessibility work while leveraging other funding sources such as general capital funds and applicable grants.

Public engagement is integrated throughout the Transition Plan development process through accessible public meetings, in-person questionnaires, and online input opportunities. All engagement materials and events include information on how to request reasonable modifications or accommodations to participate. Ongoing collaboration with the community helps Scottsdale preserve the unique character and local identity that make the City special, while ensuring that accessibility improvements respond to community needs and support a high quality of life.

Through this Transition Plan, Scottsdale reaffirms accessibility as a foundational element of the City's physical environment; one that strengthens connections among community members, supports a high quality of life, and enhances the City's appeal to visitors from around the world. The Plan will be reviewed and updated regularly through an interdepartmental process led by the ADA/Title VI Coordinator to track completed work, respond to evolving standards, incorporate community input, and address emerging priorities. This approach ensures a balanced and coordinated strategy across departments and services, City buildings and facilities, and the pedestrian public right-of-way.

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1. Introduction

1.1 Purpose and Scope

The purpose of the City of Scottsdale's ADA Transition Plan (Plan) is to provide a clear, actionable roadmap for achieving connectivity to all its municipal facilities, programs, services, and activities for individuals with disabilities. The Plan is intended to meet the requirements of Title II of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act by identifying barriers, prioritizing their removal, and establishing a realistic implementation schedule supported by identified funding opportunities and responsible staff. Through this Plan, Scottsdale reaffirms its ongoing commitment to ensuring every resident or visitor can move through, engage with, and enjoy the City without barriers.

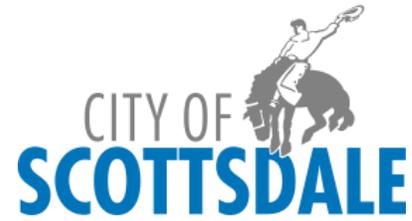


Figure 1: City of Scottsdale Logo

The introduction to the Transition Plan explains the legal framework, local context, and strategic approach guiding Scottsdale's accessibility efforts over the next several years. It describes how the City conducted a comprehensive self-evaluation of policies, facilities, public rights-of-way, parks, transit stops, and digital platforms to understand existing barriers and opportunities for improvement. The introduction also outlines Scottsdale's commitment to ongoing public engagement, continued integration of accessibility into the Capital Improvement Plan and continuous monitoring and updating of the Plan so it remains aligned with evolving federal standards, community priorities and available resources.

This Transition Plan is specifically grounded in Title II of the ADA, which governs the services, programs, and activities of public entities and provides that no qualified individual with a disability shall, by reason of such disability, be excluded from participation in, denied the benefits of, or subjected to discrimination by any public entity. In accordance with 28 CFR 35.105 and 35.150, Scottsdale has conducted a self-evaluation of its services, programs, activities, and facilities on public property and within the public right-of-way, and has prepared this Plan to describe the methods, schedules, and responsibilities that will be used to achieve and maintain ADA compliance.

The Plan is also informed by companion federal statutes and regulations, including the Architectural Barriers Act (ABA) of 1968 and Section 504 of the Rehabilitation Act of 1973, which require accessibility in facilities designed, built, altered, or leased with federal funds and prohibit disability-based discrimination in programs receiving federal financial assistance. Together with Title II of the ADA, these laws establish Scottsdale's obligations to remove architectural and programmatic barriers to ensure accessible connectivity to all City programs, services, and activities.

Under Title II, Scottsdale must operate its programs so that, when viewed in their entirety, they are accessible to and usable by individuals with disabilities; may not refuse participation because a person has a disability; and must make reasonable modifications to policies, practices, and procedures when necessary to avoid discrimination, unless such modifications

would fundamentally alter the nature of the program. The City must also avoid unnecessary segregation, provide equally effective separate programs only when needed to ensure equal benefit, ensure that communications with people with disabilities are as effective as communications with others, designate at least one ADA Coordinator, provide ongoing public notice of ADA rights and the Coordinator's contact information, and maintain a prompt and equitable grievance procedure for resolving ADA-related complaints.

By articulating these legal requirements within the purpose statement, the ADA Transition Plan establishes a strong civil rights foundation for Scottsdale's 20-year accessibility strategy and clarifies the City's commitment to proactively identifying barriers while prioritizing and implementing corrective actions to improve the livability of the community.

This ADA Transition Plan serves as Scottsdale's comprehensive roadmap for achieving and maintaining ADA Title II compliance. The Plan fulfills legal requirements under 28 CFR Part 35.150 and provides a strategic framework for the following:

1. Identifying physical and programmatic barriers to accessibility across all City departments and facilities
2. Establishing evidence-based priorities for barrier removal based on community needs and regulatory requirements
3. Implementing a responsive schedule aligned with the annual priority allocation
4. Ensuring ongoing compliance with current accessibility standards (2010 ADA Standards, PROWAG 2024, Arizona Revised Statutes Title 34, Scottsdale Design Standards & Policies Manual 2018)
5. Promoting meaningful participation and engagement with people with disabilities throughout implementation
6. Continuing to integrate accessibility into all capital improvement planning, program development, and service delivery as required
7. Monitoring, measuring, and reporting progress toward accessibility goals

1.2 Legal Framework

Federal Requirements

The City of Scottsdale's ADA Transition Plan is guided by a framework of federal civil rights laws and implementing regulations that collectively prohibit discrimination based on disability and require accessible programs, services, and facilities. These federal requirements define the minimum standards the City must meet and provide the legal basis for the self-evaluation, barrier removal, and ongoing monitoring activities described in this Plan.

Americans with Disabilities Act

The Americans with Disabilities Act is a civil rights law enacted on July 26, 1990, and amended in 2008 by the ADA Amendments Act to broaden the definition and protections for individuals with disabilities. The ADA is organized into five titles that prohibit discrimination in employment (Title I), state and local government services (Title II), public accommodations (Title III), telecommunications (Title IV), and miscellaneous provisions (Title V).

Title II applies directly to Scottsdale as a local government and provides that no qualified individual with a disability shall, by reason of such disability, be excluded from participation in, denied the benefits of, or subjected to discrimination under any service, program, or activity of a public entity. The U.S. Department of Justice regulations at 28 CFR Part 35 require public entities to conduct a self-evaluation, prepare and implement a transition plan where structural changes are needed, ensure program access, provide effective communication, and make reasonable modifications to policies, practices, and procedures unless doing so would fundamentally alter the nature of the program or impose an undue burden.

Section 504 of the Rehabilitation Act of 1973

Section 504 of the Rehabilitation Act is a federal nondiscrimination law that prohibits disability-based discrimination in any program or activity receiving federal financial assistance. For Scottsdale, this means that departments and programs supported in whole or in part with federal funds must ensure that individuals with disabilities have equal access to the benefits and services of those federally assisted activities, including transportation, housing, recreation, and community development programs.

Americans with Disabilities Act Title II

Title II prohibits discrimination against individuals with disabilities in all programs, services, and activities provided by state and local governments. This includes ensuring programs, services, and activities offered online and through mobile apps meet the Web Content Accessibility Guidelines (WCAG) Version 2.1, Level AA technical standards. The law requires public entities to do the following:

- Conduct comprehensive self-evaluations of facilities, policies, and practices to create an inventory of barriers and their locations.
- Develop a Transition Plan: Inventory, Schedule and Methods to make facilities accessible.
- Designate an ADA Coordinator responsible for compliance oversight.
- Ensure public involvement-consideration in the decision-making process.
- Develop a notice of an ADA Policy Statement.
- Establish grievance procedures for accessibility complaints.
- Provide program access through structural or nonstructural modifications.

Architectural Barriers Act of 1968

The Architectural Barriers Act (ABA) requires that facilities designed, constructed, altered, or leased with certain federal funds be accessible to and usable by individuals with disabilities. Although the ABA applies directly to federally owned or funded facilities, it establishes an important baseline for accessible design and informs Scottsdale's approach to ensuring that

City-owned buildings and sites provide accessible routes, entrances, restrooms, parking, and other key features.

At the local level, the City of Scottsdale's 2018 Design Standards and Policies Manual (DSPM) further supports accessibility by outlining design guidelines, requirements, standards, policies, and procedures for development, including provisions related to ADA compliance in public facilities.

Public Right-of-Way Accessibility Guidelines

The Public Right-of-Way Accessibility Guidelines (PROWAG), adopted as a federal accessibility standard in 2024, establish technical requirements for pedestrian facilities in the public right-of-way, including sidewalks, curb ramps, crosswalks, pedestrian access routes, on-street parking, and accessible pedestrian signals. Scottsdale has adopted PROWAG to address accessibility in the public right-of-way to ensure that new construction and alterations, such as curb ramps, median refuge islands, sidewalks, and signalized crossings, provide safe, continuous, and usable pedestrian access for individuals with disabilities.

Core Operational Obligations Under Federal Law

Collectively, these federal requirements obligate Scottsdale to operate all programs and services so that, when viewed in their entirety, they are accessible to individuals with disabilities; to avoid denying participation solely because of disability; and to refrain from providing unnecessarily separate or unequal services except when required to achieve equal effectiveness. The City must also ensure effective communication, designate and publicize an ADA Coordinator, provide ongoing notice of ADA rights, and maintain a prompt and equitable grievance procedure to resolve complaints at the local level.

State and Local Requirements

In addition to federal civil rights laws, Scottsdale's ADA Transition Plan is implemented within a framework of state statutes and local codes that reinforce and operationalize accessibility requirements. These provisions guide how the City designs, regulates, and manages public facilities, streets, parking, and land use to support accessibility for people with disabilities.

State Law – Arizona Revised Statutes

At the state level, the Arizona Revised Statutes, Title 41, Chapter 9, Article 8 (Public Accommodation and Services) prohibit discrimination in places of public accommodation and in the provision of services, including on the basis of disability. These statutes complement the ADA and Section 504 by requiring equal access and nondiscriminatory treatment in facilities and programs operating within Arizona, including municipal programs.

City of Scottsdale Codes and Ordinances

Scottsdale's own code of ordinances incorporates ADA-related requirements that are directly relevant to implementation of this Transition Plan. Key provisions include the following:

- Sec. 47, Interference with Service Animal, which protects the rights of individuals with disabilities who use service animals in public places and City programs
- Sec. 17115, Parking Time Limits, and Sec. 17124, Reserved Parking Enforcement, which support effective management and enforcement of accessible parking spaces and time limited zones used by people with disabilities
- Sec. 3131, Building Code Adoption, and Chapter 31, Sec. 3122 (IBC Chapter 11 accessibility amendments), which adopt and locally amend building accessibility requirements for new construction and alterations
- Appendix B – Basic Zoning Ordinance, including Sec. 9.105 Accessible Parking Space Requirements, which establishes minimum accessible parking ratios and design criteria for development throughout the City
- Sec. 1519, Human Rights, Article II, which prohibits discrimination in employment and public accommodations, reinforcing ADA and state nondiscrimination standards at the local level

Together, these ordinances give Scottsdale enforcement tools and design expectations that align land use, building, and transportation decisions with ADA objectives.

Scottsdale ADA and Design Standards

Scottsdale also relies on a suite of technical and planning standards in its Scottsdale Design Standards & Policies Manual 2018 that embeds accessibility into day-to-day capital and development work. These include the following:



Figure 2: Accessible Scottsdale Logo

- Standards for Construction governing materials, dimensions, and details for accessible site and building elements
- Arterial and Collector Street Plans and the Design Standards & Guidelines for Scottsdale Streets, which define cross sections, sidewalks, curb ramps, crossings, and median treatments that support accessible pedestrian routes, sections, sidewalks, crossings, and median treatments that support accessible pedestrian routes
- Facility Standards and Parks and Recreation standards, which address accessible routes, entrances, restrooms, seating, site furnishings, recreation features, and wayfinding across civic buildings and park sites
- Other applicable City standards and manuals, which are updated as federal and state accessibility requirements evolve and are applied to all new construction and substantial alterations

By integrating these state statutes, local ordinances, and technical standards into the ADA Transition Plan, Scottsdale ensures that accessibility is consistently addressed in planning, design, permitting, construction, and operations and that local regulatory tools actively support the Plan's goals.

Arizona Accessibility Standards

Arizona Revised Statutes, Title 34, Chapter 4 establishes state-level accessibility requirements for public facilities and accommodations.

1.3 Scottsdale's Commitment to Accessibility

The City of Scottsdale values public participation and equal access for all residents and visitors. Scottsdale is recognized as a wheelchair-accessible destination with barrier-free accommodations, including accessible paths (Jane Rau Interpretive Trail, Chaparral Lake Loop) and the accessible Old Town district. This Transition Plan builds upon these strengths while systematically addressing remaining barriers across all City operations.

2. Self-Evaluation Process and Findings

2.1 Geographic Information Systems

Geographic Information Systems (GIS) plays a central role in how Scottsdale plans, prioritizes, and delivers accessibility improvements over the 20-year ADA Transition Plan period. By integrating location-based data on facilities, public rights-of-way, parks, and program assets, GIS enables the City to visualize barrier clusters, identify which populations are most affected, improve the public grievance process, track progress, coordinate accessibility investments with other capital projects, and make data-driven decisions for each program year.

GIS layers can include barrier inventories, prioritization tiers, capital project locations, and community-requested improvements, enabling data-driven decision making for each program year. Mapping helps confirm that improvements support Tier 1 and Tier 2 priorities (critical facilities, key pedestrian corridors, and high-use parks) and that investments are geographically distributed.

Supporting Key Functions of the Plan

GIS directly supports several core functions of the 20-year accessibility plan. It links asset data with performance, schedule, and budget information so that staff can manage ADA work programmatically rather than as isolated projects.

For public rights-of-way, GIS links each curb ramp, sidewalk segment, and crossing to condition, compliance status, and planned year of remediation, which improves coordination with street resurfacing and transportation projects.

For facilities and parks, GIS connects building and site survey results to specific parcels and campuses, helping departments phase upgrades and bundle work efficiently for construction contracts.

Improved Results and Performance Tracking

By requiring the usage of the GIS tracking system by all departments making ADA-related improvements to any City asset, the GIS system will be the central tracking platform to measure progress toward ADA goals in ways that are transparent and understandable to both staff and the public.

Staff can generate maps, reports, and dashboards showing the current state of barriers, number of barriers removed, grievances received, curb ramps installed, signals upgraded, and facilities improved each year, as well as how those achievements relate to the overall inventory.

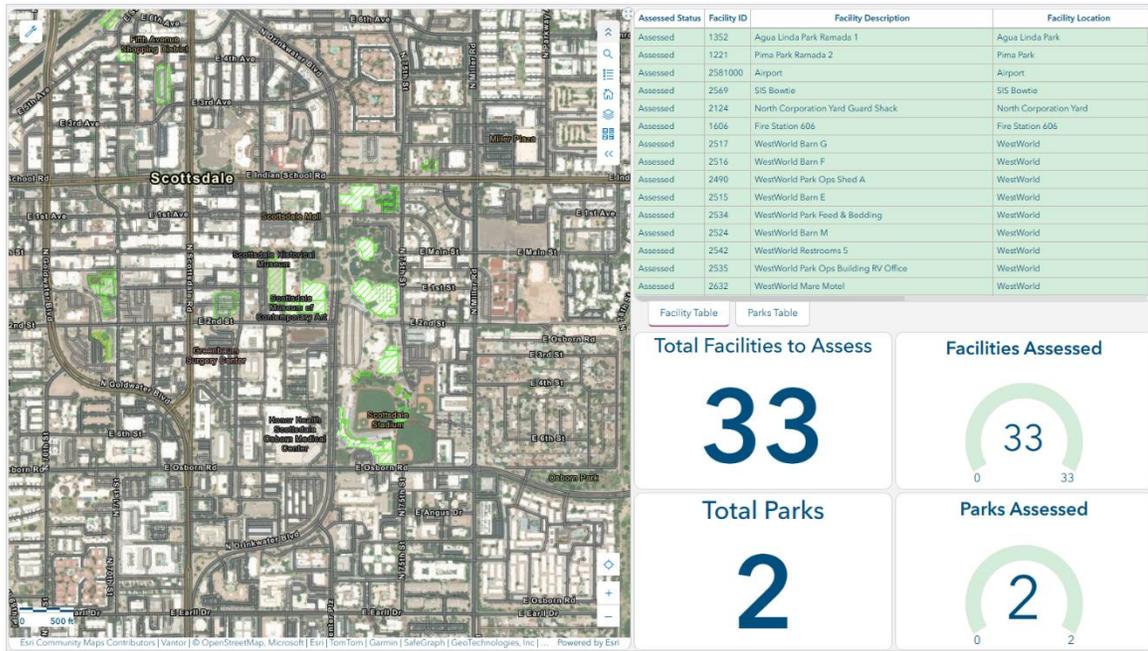


Figure 3: GIS Data Collection Tracking Dashboard

Better Asset Delivery and Coordination

Integrating GIS with the City's capital improvement and asset management systems ensures that ADA improvements are delivered efficiently and coordinated with other infrastructure work.

GIS supports bundling of ADA work by geography (e.g., corridor or neighborhood packages), reducing mobilization costs and construction impacts and informing funding development.

Because CIP projects are already planned and tracked spatially, adding ADA layers into the same GIS environment ensures that new or renovated assets meet or exceed current accessibility standards and that remediation is incorporated whenever streets, facilities, or parks are upgraded.

Transparency and Public Engagement

Scottsdale will explore using the GIS maps and web-based viewers to communicate progress and plans to the public and track grievances, supporting the Plan's commitment to ongoing engagement. Public-facing maps can show completed, in-progress, and planned improvements,

helping residents and visitors understand timelines and submit targeted feedback or requests for specific accessibility improvements needed. GIS output can also be used during program update meetings to ground discussions in objective data, validate priorities, and identify emerging needs over the 20-year period.

The City of Scottsdale has made substantial progress improving accessibility within the public right-of-way, park system, transit network, and municipal facilities, and will continue this work through its ADA implementation program.

2022 Transition Plan Updates

The 2022 Transition Plan establishes the baseline against which the 2026 update demonstrates measurable progress. The 2026 Plan reflects a fully current reporting cycle, consistently referencing the 2026 Self-Evaluation and Transition Plan Update, documenting work completed between 2020 and 2025, and outlining planned actions for 2026–2029. While the 2022 Plan includes contact information and organizational charts reflective of staffing and structure at that time, the 2026 update refreshes all key roles—including the ADA Coordinator, public works leadership, and emergency management—using current names, titles, and contact information, and revises Appendix B to align with Scottsdale’s present organizational structure. Demographic data previously based on earlier Census sources in the 2022 Plan are also updated in 2026 using the most recent American Community Survey (ACS) estimates for total population, disability prevalence, and disability categories.

The 2022 Plan explains the ADA self-evaluation requirement and summarizes prior assessment cycles but does not capture the most recent period of review. The 2026 Plan strengthens this foundation by adding a dedicated subsection addressing the 2023–2026 self-evaluation cycle. This section clearly identifies the evaluation period, the departments reviewed, and key policy updates, including revised service animal practices, expanded communication access, and more formalized inclusive recreation policies. The Plan also documents non-structural improvements to forms, staff training, and internal procedures. Where the 2022 discussion of Undue Burden and Program Access remained largely conceptual, the 2026 Plan improves clarity by incorporating anonymized, real-world examples demonstrating how Scottsdale applies these standards in practice—such as delivering services at alternate locations or through modified methods when necessary to ensure access.

In the facilities and capital projects sections, the 2022 Transition Plan describes Archibus as a system still being implemented and relies on a limited set of example projects—such as City Hall signage upgrades and the Chaparral accessible playground—to illustrate progress. By contrast, the 2026 Plan presents Archibus as fully operational, with relevant accessibility data consistently recorded in the live system. The 2026 Plan further explains how staff use this information to prioritize barrier removal, track implementation, and generate reports to support ongoing decision-making.

The capital budget discussion, which in 2022 focused on distinct appropriations, now shows cumulative ADA investments over 20 years and clarifies how accessibility improvements are embedded in capital improvement projects, departmental improvements, safety and entrances;

restrooms and changing facilities; communication features such as assistive listening and signage; and program spaces, including courts, council chambers, pools, senior centers, and library branches.

For rights-of-way and transportation, the 2022 plan presents curb ramp installation tables that extend through proposed Fiscal Year (FY) 2023/24 and do not clearly differentiate between upgraded versus newly added ramps. The 2026 version extends these tables through at least FY 2028/29 and distinguishes between ramps brought into full ADA/PROWAG compliance and those installed where none existed before. The six priority areas in Appendix C — Civic Center, Fashion Square, Saguaro High School, Scottsdale Healthcare Shea, Thompson Peak, and Coronado High School — are initially described in 2022 mainly in terms of inventory and baseline deficiencies. In the 2026 Plan, each area includes a brief status summary that reports the percentage of ramps now compliant, highlights remaining issues such as missing crossings



Figure 4: Scottsdale Civic Center

or narrow clearances, and notes relevant citywide policy changes such as standardized detectable warning colors or a more straightforward approach to midblock crossings. The 2026 Plan also explicitly states that Scottsdale has moved from sample-based assessments toward a comprehensive GIS-based sidewalk and curb ramp inventory and describes how that dataset now integrates with the City’s asset management systems.

Digital accessibility is another area where the 2026 Plan significantly advances beyond the 2022 version. The 2022 Plan notes that the City was “assessing its digital accessibility needs,” but provides limited detail on standards, scope, or implementation. In contrast, the 2026 Plan includes a comprehensive digital accessibility section that identifies the City’s adopted web standard (WCAG 2.1 Level AA), clearly defines the types of content covered—including webpages, documents, videos, and kiosks—and documents progress made to inventory and remediate PDFs and forms, such as ADA accommodation request forms and Scottsdale EZ workflows.

The 2026 Plan also describes established practices for captioning and the use of American Sign Language (ASL) and voice-to-text services for Council and board meetings, and it sets clear accessibility expectations for third-party digital platforms used by the City. In addition, the Effective Communication section, largely general in the 2022 Plan, is expanded in 2026 to detail auxiliary aids and services now in routine use, including CART for live streams, video remote interpreting at public counters, and accessible virtual meeting practices, along with clear, step-by-step guidance for the public on how to request these supports.

The approach to grievance procedures, public engagement, and governance similarly becomes more concrete in the 2026 Plan. While the 2022 document describes the grievance process and provides contact routes, it does not offer trend data or examples of outcomes. The Public Involvement Plan, which in the 2022 plan focuses on intended approaches, is updated in the 2026 Plan with specific outreach activities, such as public meetings, public and employee questionnaires, recruitment of ADA advocates, targeted collaboration with disability organizations, and attendance at local Scottsdale events. The description of the ADA Coordination Team, which was relatively high-level in 2022, is expanded to clarify meeting frequency, reporting pathways to the Executive Team or City Council, and the team's use of dashboards and reports generated from tools such as Archibus and the pavement and asset systems.

Emergency management and planning for access and functional needs are likewise modernized. The 2022 plan commits to following ADA and Section 504 in disaster operations and references ESF annexes and coordination with partners, but it reflects the situation and lessons available at that time. The 2026 Plan confirms current ESF annex references, lists up-to-date regional and state partners, and summarizes after-action findings from more recent incidents involving shelter accessibility, emergency communications, or transportation for people with disabilities. It also explains how Scottsdale now ensures that remote alerts, such as text messages, push notifications, and social media posts, are accessible, complementing in-person meetings with ASL and Communication Access Realtime Translation (CART) rather than relying on them alone.

Structurally, the 2026 Plan retains the framework of the 2022 document's Executive Summary, legislative overview, requirements, sector-specific chapters, and sections on inclusion and public involvement, followed by appendices, while clarifying the ongoing nature of specific components. Appendix C, which in the 2022 plan reads more like a one-time priority area study, is renamed to emphasize its role as a Priority Areas and Systemwide Inventory and includes a brief update on methods, such as the use of mobile data-collection tools and quality assurance processes. For each central system — facilities, streets, transit, and digital services — the appendices now outline clear priorities for the next three years, translating the narrative into actionable near-term goals. The glossary is also updated to reflect any changes in relevant standards since the 2022 plan, including references to current building and existing building codes and, where applicable, any finalized PROWAG provisions for 2026.

Public Right-of-Way

Scottsdale has systematically upgraded sidewalks, curb ramps, crosswalks, and pedestrian push buttons as part of its paving and transportation capital programs, installing more than 8,400 ADA-compliant curb ramps over the past 10 years, including 365 ramps in 2025 alone. These improvements are focused on Old Town, major transit corridors, civic areas, and other Tier 1 and Tier 2 priority locations identified in the self-evaluation.

Over the next 20 years, the City will continue to retrofit and construct curb ramps, sidewalk segments, crosswalks, and pedestrian push buttons to meet the 2010 ADA Standards and 2024 PROWAG requirements. Planned work includes the following:

- Replacing or installing hundreds of curb ramps with compliant slopes, landings, and detectable warnings; repairing sidewalk segments with excessive cross-slope, heaving, or obstructions; and improving median refuge islands to provide level landings and detectable edges at multilane crossings.
- Upgrading pedestrian signals with accessible push buttons, audible and vibrotactile indicators, appropriate reach ranges, and improved signal timing to support safe crossings for people with disabilities.



Figure 5: View of Scottsdale at Sunset

Parks and Recreation Assets

Accessibility upgrades in Scottsdale's parks include improved accessible parking and routes, new curb ramps and sidewalks into park interiors, and targeted improvements to benches, grills, picnic areas, restrooms, and play areas. Recent and planned parks capital projects — such as improvements at McCormick-Stillman Railroad Park and renovations at aquatic and neighborhood park facilities — explicitly incorporate ADA routes, accessible seating, and compliant site furnishings.

Over the 20-year period, the Transition Plan calls for continued retrofitting of site amenities so that a representative share of benches, grills, picnic tables, viewing areas, and play components are connected by accessible routes and meet current accessibility standards. Scottsdale will prioritize high-use parks and recreation complexes, ensuring accessible connections from parking to restrooms, courts and fields, ramadas, splash pads, and playgrounds.

Collaborations with other Jurisdictions

Effective improvement of accessibility within Scottsdale’s public right-of-way depends on close coordination with neighboring jurisdictions and partner entities, particularly along corridors and facilities that cross City boundaries or rely on shared funding, ownership, or operations. Many of the locations prioritized in this Transition Plan—such as regional transit routes, arterial streets, and trail connections—serve residents, visitors, and employees traveling between Scottsdale and surrounding communities. In these contexts, curb ramps, sidewalks, crossings, and transit facilities must function as a continuous, connected system rather than as isolated, City-only improvements.

To support this continuity, Scottsdale coordinates its ADA efforts in the public right-of-way with regional transportation agencies, adjacent municipalities, school districts, and state and federal partners that influence design standards, funding, and construction sequencing. On major streets and transit corridors, the City works closely with entities such as the regional transit provider and neighboring cities to ensure that pedestrian routes, bus stops, and street crossings are accessible on both sides of jurisdictional boundaries. When designing or retrofitting curb ramps, sidewalks, or accessible pedestrian signals at shared intersections and along regional routes, City staff review applicable regional plans and intergovernmental agreements to align signal timing, crosswalk placement, and landing areas with adjoining facilities and enable seamless travel for pedestrians using mobility devices or other aids.

Coordination also extends to construction sequencing and capital planning. For example, accessible bus stop upgrades and boarding and landing areas identified in the Transition Plan are coordinated with regional transit stop improvement programs and roadway resurfacing schedules. This approach minimizes construction disruption and helps ensure that boarding areas, shelters, and pedestrian access routes meet consistent accessibility expectations across agency boundaries.

Scottsdale further collaborates with regional planning organizations and state transportation agencies to pursue shared funding and grants for drainage, traffic safety, and multimodal projects that include significant accessibility components. When regional or state-led projects—such as corridor safety upgrades or intersection reconstructions—occur within Scottsdale’s boundaries, the ADA Transition Plan provides barrier inventory and prioritization data that the City uses to advocate for the inclusion of ADA-compliant sidewalks, curb ramps, refuge islands, crosswalk enhancements, and accessible pedestrian signals that address documented local needs.

In school and medical areas, Scottsdale coordinates with school districts, healthcare institutions, and, when appropriate, county agencies to address accessibility challenges that span the public right-of-way and adjacent private property. The Transition Plan identifies areas within one-half mile of schools, medical facilities, and senior centers as geographic priorities. Using this framework, the City initiates joint problem-solving around missing sidewalks, noncompliant driveway crossings, and curb ramp gaps that affect students, patients, and older adults. These efforts may include partnerships on Safe Routes to School initiatives, data sharing related to pedestrian travel patterns and crash history, and coordinated improvements that align public right-of-way upgrades with on-site accessibility enhancements to create truly continuous routes.

Finally, Scottsdale's interjurisdictional coordination is reinforced through its internal capital improvement planning and ADA governance structure, which promotes early and consistent collaboration rather than reactive coordination. The Capital Improvement Plan review process brings together cross-departmental teams to consider legal requirements, regional context, and funding opportunities for each project. At the same time, the ADA/Title VI Compliance Coordinator and departmental liaisons maintain ongoing communication with external partners regarding right-of-way accessibility priorities. By integrating ADA objectives into intergovernmental agreements, regional planning forums, and grant applications, Scottsdale helps ensure that improvements made by City, county, state, or transit partners collectively advance a safe, accessible, and connected pedestrian network for all users.

Transit Stops and Pedestrian Access

Scottsdale has begun integrating ADA improvements at bus stops and other transit access points, adding landing pads, accessible paths from sidewalks, and compatible curb ramps at high-ridership locations. These improvements are coordinated with broader transportation and street capital projects identified in the City's Capital Improvement Plan.

The City will expand these efforts by upgrading additional transit stops with firm, stable boarding areas, clear floor space, accessible routes to adjacent sidewalks and crossings, and, where feasible, accessible shelters and seating. Priority will be given to stops serving employment centers, medical facilities, senior housing, schools, and major transfer points so that riders with disabilities can complete trips using continuous accessible paths.

Municipal Facilities and Surrounding Access

Facility-focused ADA work to date includes upgrading accessible parking, entrances, and interior routes at key municipal buildings, and coordinating these improvements with ongoing building renovation projects. The self-evaluation has documented barriers in parking, entries, restrooms, service counters, signage, and interior circulation at City Hall, libraries, community centers, public safety buildings, and other public facilities.

Over the next 20 years, Scottsdale will continue to address these barriers with phased coordination with the CIP, ensuring that accessible routes tie building entries to adjacent sidewalks, crossings, and transit stops. Facility projects will focus first on critical government and community-serving buildings, bringing parking, entrances, interior routes, and key program spaces into compliance while integrating wayfinding and signage that support independent navigation for people with disabilities.

The City of Scottsdale is committed to providing access to all municipal facilities, programs, services, and activities for people with disabilities. Scottsdale's ADA Transition Plan establishes a coordinated, multi-year roadmap to identify and remove barriers across the public right-of-way, the parks and recreation system, the transit network, digital services, and municipal facilities consistent with Title II of the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, and the 2024 Public Right-of-Way Accessibility Guidelines.

Building on substantial recent progress, including installation of more than 3,814 ADA-compliant curb ramps in the last five years and continued integration of accessibility into the City’s Capital Improvement Plan, the 2026 plan consolidates the findings of a citywide self-evaluation and aligns them with clear priorities, timelines, and responsibilities. The self-evaluation examines policies and programs, public buildings, parks and paths, sidewalks and street crossings, transit facilities, and digital communications to document existing barriers and compliance gaps.

The Transition Plan organizes improvements into priority tiers:

- Critical government facilities
- Old Town and downtown civic areas
- Major transit corridors
- High-use parks
- Community centers

It defines methods for barrier removal in the public right-of-way (including sidewalks, curb ramps, pedestrian signals, crosswalks, and median refuge islands) and within facilities and parks, through programmatic changes and digital accessibility upgrades, so that program access can be achieved both through structural modifications and alternative service delivery where needed.

Implementation is structured as a 20-year program that aligns ADA improvements with Scottsdale’s established capital planning processes, including the City’s annual and five-year Capital Improvement Plan. The City will phase curb ramp and sidewalk improvements, signal and crosswalk upgrades, facility and park retrofits, and digital accessibility initiatives, while leveraging a range of funding sources. These include transportation sales tax revenues, the Highway User Revenue Fund (HURF), the General Fund, the voter-approved 0.2% transportation sales tax, other departmental budgets, and available state, regional, and federal grant programs.

Governance and accountability are ensured through designation of an ADA/Title VI Compliance Coordinator, departmental ADA/Title VI liaisons, and interdepartmental coordination to oversee Plan execution, track progress, and report to City leadership. Public engagement is embedded throughout the process via accessible public meetings, online input opportunities, an ADA public notice and grievance procedure.

2.2 Self-Evaluation Methodology

The City of Scottsdale conducted a comprehensive ADA self-evaluation in 2025–2026 to assess current compliance across facilities, programs, services, and activities. The self-evaluation process included three phases:

Phase 1: Policy and Practice Review (2025)

- Review of municipal policies, procedures, and practices

- Assessment of program access and service delivery methods
- Evaluation of effective communication practices
- Review of employment practices and reasonable accommodation procedures
- Assessment of emergency management protocols for individuals with disabilities

Phase 2: Facility and Program Surveys (2025–2026)

- Physical assessments of City-owned buildings and facilities
- Evaluations of parks, paths, and recreational areas
- Public right-of-way assessments (sidewalks, curb ramps, crosswalks, pedestrian signals)
- Transit facility evaluations

Phase 3: Public Involvement (2025–2026)

- Multiple accessible public meetings
- Active web presence on the City’s ADA website (<https://speakupscottsdale.civilspace.io/en/projects/ada-transition-plan>)
- Digital comment periods through the Speak Up Scottsdale platform
- Continued outreach to disability advocacy organizations
- Social media
- Accessibility questionnaires distributed to residents and visitors
- QR code campaign to solicit public feedback posted at transit stops, City buildings, and parks
- Notification on public-facing materials on how to request accessible formats, if needed
- GIS interactive maps to identify areas of concerns

2.3 Key Assessment Areas

Category	Assessment Focus
Public Buildings	City Hall, libraries, community centers, police, and fire stations, maintenance facilities
Parks & Recreation	Playgrounds, paths, sports fields, picnic areas, restrooms, parking, access routes
Public Right-of-Way	Sidewalks, curb ramps, crosswalks, pedestrian signals, transit stops, on-street parking
Transportation	Bus stops, transit facilities, paratransit services
Programs & Services	Public meetings, permit processes, emergency services, recreation programs, cultural events

Communications	Websites, mobile apps, public notices, signage, auxiliary aids, document accessibility
Employment	Reasonable accommodations, workplace accessibility

Table 1: Key Assessment Areas

Public Right-of-Way Barriers

Barrier Type	Estimated Count	Common Issues
Curb Ramps	14,089	Missing ramps, noncompliant slopes, inadequate detectable warnings, poor drainage
Sidewalks	1,245 miles	Width less than 48", cross-slope exceeds 2%, surface defects, obstructions
Pedestrian Signals	1,978	Missing accessible pedestrian signals (APSSs), push buttons out of reach, inadequate audible features
Crosswalks	1,934	Inadequate markings, excessive cross-slopes, lack of detectable warnings
Transit Stops	518	Missing landing pads, inadequate clear space, lack of shelters with accessible features

Table 2: Public Right-of-Way Barriers

2.4 Major Findings

Municipal Building Barriers

- Insufficient accessible parking spaces and lack of van-accessible spaces
- Noncompliant building entrance ramps and automatic door opener deficiencies
- Interior corridors with inadequate turning space and protruding objects
- Restroom facilities with compliance deficiencies (grab bars, fixture placement, clear floor space)
- Meeting rooms without wheelchair spaces or accessible seating
- Service counters with heights exceeding accessibility standards
- Missing tactile/Braille signage and inadequate wayfinding

Parks and Recreation Barriers

- Accessible parking not connected to accessible routes
- Paths lacking firm, stable surfaces or exceeding slope requirements
- Playgrounds without accessible components or transfer systems
- Picnic areas with inaccessible tables and grills
- Sports facilities lacking accessible seating and viewing areas
- Restroom facilities with compliance deficiencies

- Gaps in accessible routes to park amenities

Programmatic and Communication Barriers

- Inconsistent provision of auxiliary aids and services (interpreters, real-time captioning)
- Inadequate advance notice requirements for accommodation requests
- Limited availability of documents in accessible formats
- Insufficient disability awareness and accommodation training for staff
- Emergency evacuation plans lacking provisions for individuals with disabilities
- Website components not fully compliant with WCAG 2.1 Level AA standards
- PDF documents lacking proper tagging and structure
- Video content without accurate captions or audio descriptions

Public Right-of-Way Barriers

- 97% of sidewalks met accessibility criteria
- 38% of curb ramps met accessibility criteria
- 9% of intersections did not have any curb ramps
- 80% of intersections have curb ramps that do not meet current ADA criteria
- 2.7% of traffic control signals had push buttons that are accessible, or had the pedestrian indications on recall
- 35.5% of bus stops (and/or other transit facilities) met accessibility criteria

3. Designation of Responsible Officials

3.1 ADA/Title VI Compliance Coordinator

Primary Contact:

Felicia Beltran, ADA/Title VI Compliance Coordinator
City of Scottsdale

Primary Responsibilities:

1. Oversee implementation of ADA Transition Plan and monitor progress.
2. Coordinate self-evaluation activities across all City departments.
3. Monitor compliance with ADA requirements throughout the organization.
4. Receive, investigate, and resolve ADA complaints through formal grievance procedures.

5. Provide technical assistance and guidance to City departments on accessibility requirements.
6. Coordinate reasonable accommodation requests and ensure timely processing.
7. Maintain comprehensive ADA compliance documentation and records.
8. Submit annual required ADA updates to federal agencies.
9. Facilitate public engagement and community participation throughout implementation.
10. Update Transition Plan at least every three years or as needed.
11. Ensure newly hired staff receive ADA training.

3.2 Departmental ADA/Title VI Liaisons

Each City department designates ADA/Title VI Liaisons responsible for the following:

1. Identifying and reporting barriers within operational areas
2. Ensuring awareness of the priorities stated within the Transition Plan
3. Providing ADA program updates to the ADA/Title VI Compliance Coordinator to meet federal reporting requirements
4. Ensuring accessibility compliance within their program areas
5. Coordinating with the ADA/Title VI Compliance Coordinator on accessibility initiatives
6. Facilitating disability awareness training for department staff
7. Reporting potential accessibility conflicts for new programs, policies, and facilities before launch to the ADA/Title VI Compliance Coordinator
8. Coordinating with the ADA/Title VI Compliance Coordinator to address accessibility complaints and community requests

3.3 Interdisciplinary Department Coordination with the ADA/Title VI Compliance Coordinator

In addition to the ADA/Title VI Department Liaisons, the ADA/Title VI Compliance Coordinator will coordinate with the following areas in the monitoring of the ADA Transition Plan:

- City Manager's Office
- Transportation & Infrastructure
- Facilities Management
- Planning and Development
- Parks and Recreation
- Information Technology
- Communications

Representatives will meet when needed to review progress, address implementation challenges, prioritize projects, discuss federal reporting needs, and ensure alignment with

priorities as stated in the Plan. It will be required of those who make ADA-related improvements to utilize the GIS system developed in this update to help prioritize future projects/investments and keep an accurate inventory of the City's compliant assets and barriers. Proposed projects should be geographically mapped against the existing inventory and reviewed for necessary remediation compliance. This process will ensure that the proper assets requiring improvements are incorporated into projects.

GIS updates will include the following:

- Date the asset was remediated
- Date the asset is scheduled to be remediated and the method (e.g., name of the CIP project)
- Upload of any new inventory/assets and ADA status (e.g., compliant/noncompliant)

Notations of locations for grievances

4. Barrier Removal Priorities and Methods

4.1 Prioritization Framework

The City prioritizes barrier removal based on a comprehensive framework considering community impact, legal requirements, cost-effectiveness, and strategic integration with capital improvements.

Tier 1 — Highest Priority (Years 1–5)

1. Curb ramps at walkways
2. Facilities serving critical government functions (City Hall, public safety, courts)
3. Public rights-of-way serving essential services and employment centers
4. Barriers identified through community requests or complaints and identified through published planning documents
5. Barriers posing safety hazards to pedestrians
6. High-traffic pedestrian corridors and primary transit routes
7. Programs or services with no accessible alternative
8. Public input gathered through outreach and community engagement activities, including comments submitted on the draft Transition Plan

Tier 2 — High Priority (Years 5–10)

1. Community centers, libraries, and recreational facilities with high usage
2. Main pedestrian routes in commercial districts (Old Town Scottsdale)
3. Transit stops and connections
4. Public meeting venues and gathering spaces

5. Critical digital accessibility barriers affecting service access
6. Facilities supporting vulnerable populations (senior centers, health clinics)

Tier 3 — Moderate Priority (Years 10–15)

1. Secondary public facilities with moderate usage
2. Neighborhood parks and local trail systems
3. Local street pedestrian infrastructure
4. Administrative office spaces
5. Website and communication enhancements beyond critical functions

Tier 4 — Lower Priority (Years 15–20)

1. Maintenance and storage facilities with limited public access
2. Facilities where accessible alternatives already exist
3. Infrastructure scheduled for replacement within 2–3 years

4.2 Geographic Priority Areas

Priority geographic areas for accessibility improvements include the following:

1. **Old Town Scottsdale** — Commercial and cultural district serving visitors and residents
2. **Downtown Scottsdale Civic Center** — Government services and gathering space
3. **Major Transit Corridors and Bus Routes** — Connected pedestrian access
4. **Areas within 1/2 mile of Schools, Medical Facilities, and Senior Centers** — Essential community destinations
5. **Walkways Serving Employment Centers and Government Facilities** — Workforce accessibility
6. **Recreational Areas Identified in Community Surveys** — Parks and paths with highest demand

4.3 Structural Modification Methods

Public Right-of-Way Improvements

Method	Implementation Details
Curb Ramp Installation	Install detectable warning surfaces (truncated domes) per PROWAG; ensure proper slopes (1:12 max running, 2% max cross); provide 48"×48" minimum landing areas; align with crosswalks; address drainage concerns
Sidewalk Reconstruction	Achieve 48" continuous clear width; maintain running slope consistent with street grade; correct cross-slopes exceeding 2%; repair surface defects; remove obstructions; provide detectable edge protection
Pedestrian Signal Upgrades	Install accessible pedestrian signals with audible/vibrotactile indicators; position push buttons within reach (15"–48" in height, 10' of crosswalk); provide speech walk messages; ensure adequate sound level

Crosswalk Enhancement	Install high-visibility markings; provide detectable warnings; minimize cross-slopes; improve lighting; consider refuge islands for wide crossings
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Table 3: Public Right-of-Way Improvement Methods

Facility Modifications

- **Building Access:** Install accessible parking spaces with proper signage; provide accessible routes from parking to entrances; install automatic door openers; remove threshold barriers.
- **Interior Access:** Widen doorways and corridors; install accessible hardware (lever handles); renovate restrooms for full accessibility; lower service counters or provide accessible transaction surfaces; install tactile/Braille signage; upgrade elevators.
- **Parks and Recreation:** Construct accessible routes connecting parking to amenities; install accessible playground surfacing and equipment; provide accessible picnic tables and site amenities; upgrade path surfaces; enhance accessible fishing piers and viewing areas.

4.4 Program Access and Non-Structural Modifications

When structural changes are not immediately feasible, Scottsdale will ensure program access through the following:

1. Relocating programs to accessible facilities
2. Providing services at alternate accessible sites
3. Offering remote service delivery and virtual options
4. Providing auxiliary aids and services (interpreters, captions, materials in alternative formats)
5. Modifying policies to ensure equal participation
6. Assigning trained assistants or aides when appropriate

4.5 Policy and Practice Improvements

1. Establish standardized procedures for public modification requests with clear timelines for responding to requests.
2. Review policies to ensure equal opportunity for individuals with disabilities.
3. Develop emergency evacuation assistance protocols.
4. Create accessibility review requirements for new programs and services.

4.6 Digital Accessibility

Scope of the Project

Scottsdale is committed to ensuring that all residents, visitors, and employees, regardless of ability, have equitable access to digital information and services. The City has been actively

working toward full compliance with the Web Content Accessibility Guidelines (WCAG) 2.1 AA, in accordance with the updated Title II regulations issued by the U.S. Department of Justice in April 2024.

The City's efforts in digital accessibility will be formally reviewed as an integral component of this ADA Transition Plan, on par with facilities, parks, and public right-of-way. The review will cover all major digital platforms the public uses to interact with Scottsdale, including the primary City website, department and project microsites, online permitting and payment portals, email and text notification systems, mobile applications, and the tools used to host virtual and hybrid public meetings. Each of these systems will be evaluated against WCAG 2.1 Level AA and applicable federal guidance, with particular attention to keyboard operation, screen reader compatibility, logical heading structure, alternative text for images, color contrast, error messages and form labels, and the accessibility of maps, dashboards, and other interactive content.

As part of this effort, the City will conduct a structured inventory of digital content types — such as PDFs, agenda packets, reports, brochures, and legacy documents — and categorize them based on public use and legal significance. High-priority content (for example, agendas, minutes, permit forms, emergency information, billing portals, and service applications) will be scheduled for remediation first, including proper tagging of PDFs, use of accessible templates, and provision of HTML or other accessible alternatives where appropriate. Video and audio materials hosted on City platforms or third-party services will be reviewed to ensure accurate captions, transcripts, and, when necessary, audio description, so that persons with hearing or vision disabilities can fully engage with public information.

The Transition Plan will also evaluate and revise the City's internal processes for creating, reviewing, and publishing digital content to ensure accessibility is built in from the start. This includes adopting standard accessible templates for documents and web pages, integrating accessibility checks into content management workflows, and clarifying roles and responsibilities among Information Technology, Communications, and individual departments. Training modules will be developed for staff who create or upload content, covering topics such as writing meaningful link text, structuring headings, using accessible tables, and avoiding image-only text. Feedback mechanisms such as an accessible Report a Web Accessibility Issue form and clear contact information on each page will be established to enable users to report problems and request accommodations quickly.

Findings from the digital accessibility review will be entered into the overall ADA barrier inventory and tracked with the same level of specificity as physical barriers, including a description of the issue, affected applications or URLs, responsible department, and target year for remediation. The implementation schedule will continue to allocate staff time and funding to digital accessibility, alongside curb ramp, sidewalk, and facility improvements. Progress will be monitored through periodic automated scans, manual usability testing with assistive technologies, and user feedback, with results summarized in the City's annual ADA progress reports. Through this combination of technical assessment, policy change, staff training, and ongoing monitoring, the Transition Plan will ensure that Scottsdale's digital environment

increasingly provides consistent, reliable access to information and services for people with disabilities.

Self-Evaluation/Implementation/Timelines

Scottsdale has initiated a citywide effort to evaluate and improve the accessibility of its digital platforms. In their current states, none of the sites can be deemed “substantially compliant.” Implementation has included the following:

- Initiation of a self-evaluation of existing websites, applications, and digital documents for WCAG 2.1 AA compliance.
- Identification of barriers to access, particularly in legacy systems and third-party platforms.
- Development of a phased implementation plan to meet WCAG 2.1 AA standards by the federal deadline of April 24, 2026. Prioritization given to high-traffic and public-facing content, with a plan for remediating older or archived materials.

Findings

Based on the self-evaluation of the current state of the City’s digital accessibility, the City has identified the highest-activity websites for priority action. Additionally, this process gave insights into the following programmatic needs, which could have far-reaching implications:

- Training: Provide training for all web content editors and relevant staff on accessible content creation and document formatting.
- Procurement: Require all new digital products and vendor contracts to include accessibility compliance elements.
- Monitoring: Implement regular audits and monitoring of digital content using automated tools and manual testing using current WCAG accessibility standards.
- Ensuring Accessibility: Maintain an Accessibility Policy link in the footer of every page on Scottsdaleaz.gov
- Reporting: Establish a clear process for users to report accessibility issues and request modification.

5. Self-Evaluation Summary of Findings

This section provides a comprehensive summary of all field-collected accessibility findings and is intended to present the results in a clear, consolidated format that supports systemwide analysis. By synthesizing a large volume of detailed data, this summary highlights overall patterns, recurring barriers, and priority areas that may not be evident when reviewing individual site records.

The Summary of Findings is organized into three primary assessment categories: Parks Findings, Facility Findings, and Public Right-of-way (PROW) Findings. Within each category, findings are further grouped by asset type and observation category to identify common barriers, notable conditions, and emerging trends across the system.

This structured approach directly informs development of the ADA Transition Plan by identifying where barriers are most prevalent, which asset types are most affected, and which issues warrant the highest priority for corrective action. The summarized results provide the analytical foundation for establishing priorities, estimating improvement needs, and developing a phased implementation strategy that aligns accessibility investments with identified needs.

5.1 Parks Findings

The Parks Findings summarized below are based on approximately 80% of the total park data collected. Barrier findings are organized by asset type and observation category and are ranked by the number of observations within each priority level. Within the High priority category, the most frequently identified barrier types were Signage, Pathways, and Parking. Across all priority levels combined, the three most common barrier categories were Signage, Pathways, and Restrooms. Signage-related barriers were the most prevalent overall, consistently appearing as the dominant issue across each priority group as well as in the cumulative results.

Category	Priority Ranking				Total	% of all barriers
	High	Important	Moderate	Low		
Aquatic	2	9	4		15	1%
Bench	2	58	63		123	6%
Clear Space	2	34	27	1	64	3%
Cooking Grill		10	7	1	18	1%
Door/Gate	5	72	14		91	4%
Drinking Fountain	1	7	33	1	42	2%
Multimodal		81	61	1	143	7%
Parking	28	100	12	1	141	6%
Pathway	35	201	117	6	359	16%
Picnic Table		39	21		60	3%
Playground	9	55	28		92	4%
Ramada	2	80	21	1	104	5%

Restroom	16	194	44	1	255	12%
Signage	35	334	153	4	526	24%
Sports	7	95	63	2	167	8%
Total	144	1369	668	19	2200	100%

Table 4: Park Barrier Types and Counts

Park Name	High	Important	Moderate	Total	% of All Observations
Agua Linda Park		25	4	29	1%
Apache Park	3	22	9	35	2%
Ashler Hills Park		26	27	53	2%
Cactus Park	1	63	23	88	4%
Camelback Park and Walk	2	8	10	20	1%
Chestnut Hill Park	12	24	5	42	2%
Cholla Park	2	39	21	62	3%
Comache Park	8	31	8	47	2%
Cooper Ridge Park	8	44	13	65	3%
DC Ranch Neighborhood Park	6	15	9	30	1%
Doc Cavaliere Park	3	41	26	70	3%
Florence Ely Nelson Park	1	34	27	62	3%
Grayhawk Park	1	49	23	73	3%
Ironwood Park		32	10	47	2%
Lafayette Park	3	4	9	16	1%
Lost Dog Wash Trail		32	15	48	2%
McKellips Park	1	96	33	130	6%
Mescal Park	10	8	7	25	1%
Mountain View Park	7	96	22	125	6%
Nature Area	8	14	7	31	1%
Northsight Park	8	37	24	70	3%
Osborne Park	4	9	6	19	1%
Papago Park	2	12	12	26	1%
Pima Park	6	41	27	74	3%
Pinnacle Peak Park	1	8	14	25	1%
Pride Park	4	5	5	14	1%
Reata Ranch Sports Complex	9	31	14	54	2%
Rio Montana Park	1	40	25	66	3%
Rotary Park		16	20	36	2%
Scottsdale Civic Center Park	1	40	12	53	2%
Scottsdale Ranch Park	3	124	41	168	8%
Shoshone Park	2	12	13	27	1%
Sonoran Hills Park	1	49	14	66	3%
Stonegate Equestrian Park	2	23	16	41	2%
Thompson Peak Park		35	30	65	3%
Thunderbird Park	7	25	7	39	2%
Vista Del Camino Park	11	112	58	184	8%

Yavapai Ballfields	1	30	19	50	2%
Zuni Park	5	20	6	31	1%
Grand Total	144	1372	671	2206	100%

Table 5: Park Barrier Counts by Park

The parks accessibility assessment identified a consistent set of recurring barriers across the parks system, affecting pedestrian circulation, access to amenities, and usability of recreational features. While conditions vary by park size, age, and level of recent investment, several issue types were observed repeatedly across many of the parks that were evaluated.

One of the most frequently identified issues involves accessible routes and pathways. A substantial portion of documented findings relate to pathways that are discontinuous, noncompliant in slope, or interrupted by surface changes. Commonly observed conditions include excessive cross-slopes, uneven pavement, abrupt level changes at transitions, and paths that do not provide a continuous accessible connection between parking areas, restrooms, ramadas, playgrounds, and courts.



Figure 6: Uneven Path Surface



Figure 7: Fading Accessible Parking Spot Paint

Based on the compiled dataset, pathway-related issues represent one of the largest categories of findings, appearing in well over half of the assessed parks and often occurring multiple times within a single park.

Parking and arrival conditions also represent a significant share of identified barriers. Common parking-related issues include missing or faded accessible striping, lack of van-accessible spaces, improperly sized access aisles, and accessible

parking spaces that are not connected to an accessible route into the park. In several parks, accessible parking is technically present but functionally limited due to slope, surface condition, or missing curb ramps. Parking-related findings were documented at many parks, particularly those with older lots or informal parking areas, indicating a systemwide need for upgrades rather than isolated corrections.

Another prevalent issue category involves amenity access and clear space, particularly at ramadas, picnic areas, seating, and viewing locations. Many ramadas and picnic areas include fixed tables or attached bench seating that limits wheelchair maneuverability or does not provide required knee and toe clearance. Benches frequently lack adjacent clear ground space for companion seating or are installed on uneven surfaces that create tripping hazards. Across the dataset, seating and clear space issues appeared consistently, especially in parks with older infrastructure or high-use recreational areas.

Surface condition- and maintenance-related barriers are also widespread. Cracked concrete, spalling pavement, root uplift, gravel encroachment, and deteriorated walking surfaces were noted throughout the parks system. While these issues often develop over time, they pose meaningful barriers for people using mobility devices, as well as for individuals with low vision or balance impairments. Surface condition issues were commonly observed along primary circulation routes, indicating that maintenance and rehabilitation efforts could yield significant accessibility improvements without full reconstruction.



Figure 8: Inaccessible Wayfinding

Wayfinding and multimodal access limitations emerged as another recurring theme. Many parks rely heavily on visual signage without tactile, auditory, or digital alternatives. Identified issues include missing or inconsistent wayfinding signage, lack of tactile maps, and absence of QR codes or alternative formats for park rules, maps, and amenity information. Multimodal issues are particularly prevalent in larger parks and parks with multiple entrances, where visitors may struggle to independently locate amenities or accessible routes.

Overall, the findings show that while many parks include accessible elements, accessibility is often partial or fragmented rather than comprehensive. The most common barriers — noncompliant pathways, incomplete parking access, limited amenity clearances, and surface deterioration — tend to occur repeatedly across parks, suggesting opportunities for standardized design solutions and programmatic improvements. Addressing these recurring issue types through targeted capital projects, routine maintenance, and consistent design standards will significantly improve equitable access across the entire parks system.

5.2 Pedestrian Right-of-Way Findings

The extensive public right-of-way assessment consisted of sidewalks, crosswalks, transit stops, curb ramps, median refuge islands, and pedestrian crossing push buttons throughout the City of Scottsdale. A total of 14,089 curb ramps, 214 median refuge islands, 1,978 push buttons, 518 transit stops, and approximately 1,245 miles of sidewalk were evaluated. The following tables represent a summary of observations regarding the information gathered.

5.2.1 Curb Ramps

A total of 14,044 curb ramps were assessed on foot by our data-collection team. About 9% of signalized intersections are not serviced by curb ramps; 30 in total. A complete intersection GIS dataset does not exist and locational approximations had to be leveraged. Approximations could degrade the accuracy of the results and should be field verified. About 80% of signalized intersections are serviced by curb ramps that do not meet full ADA compliance; 268 in total. A complete intersection GIS dataset does not exist and locational approximations had to be leveraged. Approximations could degrade the accuracy of the results and should be field verified. Observations indicated that many of the curb ramps assessed are not compliant with the accessibility standards and guidelines described in the ADA and PROWAG.

Under PROWAG, a blended transition is defined as a connection between the sidewalk and the street with a grade of 5% or less. In other words, it is considered part of the pedestrian access route, not a true ramp. PROWAG explicitly describes blended transitions as connections “that have a grade of 5 percent or less.” Perpendicular, parallel, and diagonal curb ramps are explicitly regulated as ramps. As ramps, they are allowed to be steeper, up to 8.3% (1:12), which is the maximum slope permitted for ADA ramps. PROWAG allows curb ramp running slopes between 5% minimum and 8.3% maximum for these ramp types.

Curb Ramp by Type		
	Count	Percentage
Blended Transition	41	0.3%
Perpendicular/Directional	3,247	23.1%
Parallel	1,299	9.3%
Diagonal	9,457	67.3%
Total Assessed	14,044	100%

Table 6: Curb Ramp by Type

Curb Ramp Overall Compliance		
	Count	Percentage
Compliant	5,359	38%
Noncompliant	8,730	62%
Total Assessed	14,044	100%

Table 7: Curb Ramp Overall Compliance

Running Slope



Figure 9: Running Slope Diagram on a Curb Ramp

Running slope describes the slope of the curb ramp in the direction of travel while entering/exiting a PROW. Running slopes are noncompliant if they are greater than 5% for blended transition curb types and greater than 8.3% for all other curb types.

In cases where a curb ramp may have two approaches, as shown here, the “worse,” or higher, running slope was

noted.

Curb Ramp Running Slope (non-Blended Transition)		
Degree of Running Slope	Count	Percentage
<8.33% (compliant)	11,411	81.5%
8.34–10%	1,523	10.8%
10–12.5%	754	5.5%
12.6%+	315	2.2%
Total Collected	14,003	100%

Table 8: Curb Ramp Running Slope



Figure 10: Perpendicular/Directional Curb Ramp with 17.5% Running Slope

Shown is a perpendicular/directional curb ramp with a 17.5% running slope.

Curb Ramp Running Slope (Blended Transition)		
Degree of Running Slope	Count	Percentage
<5% (compliant)	23	56.1%
5–7%	9	22%
7.1–10%	8	19.5%
10.1%+	1	2.4%
Total Collected	41	100%

Table 9: Curb Ramp Running Slope (Blended Transition Type)

Curb Ramp Running Slope Compliance		
Type	Count	Percentage
Compliant Blended Transition	23	0.17%
Compliant Diagonal	9,302	67.6%
Compliant Parallel	1,277	9.3%
Compliant Perpendicular/Directional	3,165	23%
Total Compliant Running Slope	13,767	100%

Table 10: Curb Ramp Running Slope Compliance

Comments on Curb Ramp Running Slope:

- Table does not include curb ramps found to be missing in the field.
- 81.5% of all curb ramps (non-blended transition type) were found to have compliant running slopes.

Cross-Slope

Cross-slope describes the slope of the curb ramp perpendicular to the direction of travel while entering or exiting the public right-of-way. Cross-slopes are considered noncompliant if they exceed 2.1%, regardless of curb ramp type. The photo here shows the typical cross-slope orientation on a perpendicular/directional curb ramp.



Figure 11: Diagram of Cross Slope on a Curb Ramp

Curb Ramp Cross-Slope

Degree of Running Slope	Count	Percentage
<2.1% (compliant)	9,871	70.3%
2.11–3%	2,675	19%
3.1–4%	860	6.1%
4.1–7%	524	3.7%
7.1%+	114	0.81%
Total Collected	14,044	100%

Table 11: Curb Ramp Cross Slope

Comments on Curb Ramp Cross-Slope:

- Table does not include curb ramps found to be missing in the field.
- 70.3% of all curb ramps (non-blended transition type) were found to have compliant running slopes.

5.2.2 Detectable Warning Surface

Detectable warning surfaces (DWSs) are raised, textured surfaces on pathways intended to provide tactile cues to pedestrians with visual impairments. Curb ramp DWSs are noncompliant if there is no DWS, if there are no domes on the DWS, if the length of the DWS is less than two feet, and if the color of the DWS does not differ from its background color.

Curb Ramp DWS Compliance		
	Count	Percentage
Compliant DWS	11,895	84.7%
Noncompliant DWS	2,149	15.3%
Total Collected	14,044	100%

Table 12: Curb Ramp DWS Compliance

Reason for Curb Ramp Noncompliance	
	Count
Missing DWS	1,473
Missing Domes	633
Length < 2 feet	15
Color Too Similar to Background	692

Table 13: Reason for Curb Ramp Noncompliance

A diagonal curb ramp with a domed DWS is shown below.



Figure 12: Diagonal Curb Ramp with Domed DWS

A diagonal curb ramp with a textured concrete DWS is shown below. This similarity of the color of the DWS and the color of the curb ramp itself denotes this curb ramp's DWS as noncompliant.



Figure 13: Diagonal Curb Ramp with Textured DWS

A diagonal curb ramp with no DWS is shown below.



Figure 14: Diagonal Curb Ramp with Missing DWS

Comments on Curb Ramp DWS:

- Table does not include curb ramps determined to be missing in the field.
- Noncompliant curb ramps are mostly due to the DWS being completely missing, followed by the DWS being too similar in color to the background material of the curb ramp.

5.2.3 Median Refuge Islands

A median refuge island is a protected area in the middle of a road between two directions of traffic, where pedestrians can safely stop and wait to cross one direction of traffic at a time. Median refuge islands are noncompliant if they are less than five feet wide, if there is no DWS, if there are no domes on the DWS, or if the length of the DWS is less than two feet. A total of 214 median refuge islands were assessed on foot.

Median Refuge Islands Overall Compliance		
	Count	Percentage
Compliant	118	55%
Noncompliant	96	45%
Total Assessed	214	100%

Table 14: Median Refuge Island Compliance

Median Refuge Island Clear Width Compliance		
	Count	Percentage
Compliant Clear Width	200	93.5%
Noncompliant Clear Width	14	6.5%
Total Assessed	214	100%

Table 15: Median Refuge Island Clear Width Compliance

Median Refuge Island DWS Compliance		
	Count	Percentage
Compliant DWS	156	73%
Noncompliant DWS	58	27%
Missing DWS	24	
Total Assessed	214	100%

Table 16: Median Refuge Island DWS Compliance

Shown below is a median refuge island with a DWS and sufficient width. This median refuge island is 100% compliant.



Figure 15: Fully Compliant Median Refuge Island

Shown below is a median refuge island with no DWS.



Figure 16: Median Refuge Island with Missing DWS

Comments on Median Refuge Islands:

- Overall compliance is mixed, with 55% (118) compliant and 45% (96) noncompliant.
- Scottsdale ADA Transition Plan 2026

- Clear width requirements are largely met, with 93.5% (200) of islands providing at least five feet of clear width.
- Detectable warning surface compliance is a common issue: only 73% (156) are compliant, while 27% (58) are noncompliant, including 24 locations where the DWS is missing entirely.
- The most frequent compliance deficiencies are related to DWS presence, dome requirements, and minimum DWS length, rather than clear width.

5.2.4 Pedestrian Signal Push Button

Pedestrian push buttons are located at intersections and crosswalks and allow pedestrians to activate walk signals to safely cross at stopped traffic. A total of 1,978 push buttons were assessed in Scottsdale.

Push Button Overall Compliance		
	Count	Percentage
Compliant	53	2.7%
Noncompliant	1,925	97.3%
Total Assessed	1,978	100%

Table 17: Pushbutton Overall Compliance

Push Button operational compliance is considered compliant if the push button is operational — if the button can be pressed and the press initiates a pedestrian walking signal and countdown.

Push Button Operational Compliance		
	Count	Percentage
Compliant	1,957	99%
Noncompliant	21	1%
Total Assessed	1,978	100%

Table 18: Pushbutton Operational Compliance



Figure 17: Push Button with no pedestrian access

Push button compliance is driven by the height of the push button from the ground, the distance from the start of the pavement being between 1.5 and 10 feet, the horizontal reach being less than 10 feet, the push button having a vibrotactile component, and, if there are two push buttons on one side of the crossing, they must be within 10 feet of each other.

Reason for Push Button Noncompliance	
	Count
Push Button Height >48" or <15"	26
Distance from Pavement <1.5' or >10'	1,146
Horizontal Reach >10'	457
Vibrotactile Component Missing	1,699
If 2 push buttons, are they >10 feet apart?	334

Table 19: Reason for Push Button Noncompliance

A total of 1,978 pedestrian push buttons were inventoried as part of the assessment. Of these, it was determined that 1,411 push buttons are equipped with an audible tone, 279 include a tactile component, and 183 provide a verbal speech message. Only 154 push buttons include all three features — an audible tone, tactile component, and verbal speech message — meeting the definition of an Accessible Pedestrian Signal. These findings indicate that while individual accessibility features are relatively common, full APS installations are limited and represent a

key opportunity for improving access to signalized crossings for pedestrians with vision impairments.



Figure 18: Push Button

Most of the push buttons' noncompliance stems from a lack of vibrotactile components. Some 86% of all push buttons are missing a vibrotactile component. A vibrotactile component is a feature of a push button that allows the push button to vibrate during the "Walk" signal to indicate when it is safe to cross. This allows pedestrians with visual or hearing disabilities to have tactile contact with the button and a safe crossing experience.

Additionally, 58% of push buttons are not within the required distance range from the edge of the pavement where vehicles are driving. The push buttons should be within 1.5 to 10 feet from the edge of the pavement. Push buttons found closer than 1.5 feet or farther than 10 feet from the edge of the pavement were marked as noncompliant.

5.2.5 Transit Stops

Transit stops are critical access points within the public right-of-way and must provide safe, accessible connections between transit services and surrounding pedestrian facilities. As part of this evaluation, 496 transit stops were assessed for compliance with ADA accessibility requirements, including the presence, condition, and slopes of boarding and alighting areas, connections to existing pedestrian networks, and presence of shelters and benches.

Transit stops are identified as noncompliant when running slopes exceed 5% and cross-slopes exceed 2%, like sidewalk slope compliance.



Figure 19: Matrix Data Collector at a Transit Stop

Transit Stop Boarding/Alighting Area Running Slope		
Degree of Running Slope	Count	Percentage
≤5% (compliant)	489	98.6%
5–6%	1	0.2%
6.1–7%	5	1%
7%+	1	0.2%
Total Collected	496	100%

Table 20: Transit Stop Boarding/Alighting Area Running Slope

Most boarding and alighting areas meet cross-slope requirements, with 92.1% measuring 2% or less. Approximately 7.9% exceed the allowable cross-slope, though only a small number have cross-slopes greater than 4%.

Transit Stop Boarding/Alighting Area Cross-Slope		
Degree of Running Slope	Count	Percentage
≤2% (compliant)	457	92.1%
2.1–3%	29	5.9%
3.1–4%	8	1.6%
4%+	2	0.4%
Total Collected	496	100%

Table 21: Transit Stop Boarding/Alighting Area Cross Slope

Shelters are present at fewer than one-third of evaluated transit stops, with 30.6% providing shelter and 69.4% lacking this amenity.

Transit Stop Shelters		
	Count	Percentage
Shelter Present	152	30.6%
No Shelter Present	344	69.4%
Total Collected	496	100%

Table 22: Transit Stop Shelter Presence

Similar to shelters, benches are present at only 30.4% of transit stops, while nearly 70% do not include seating.

Transit Stop Benches		
	Count	Percentage
Bench Present	151	30.4%
No Bench Present	345	69.6%
Total Collected	496	100%

Table 23: Transit Stop Benches

More than half of the evaluated transit stops (54.2%) do not have a designated boarding and alighting area. Of the remaining stops, 35.5% are compliant, while 10.3% were identified as having noncompliant boarding and alighting areas.

Transit Stop Boarding/Alighting Area Compliance		
	Count	Percentage
No Boarding/Alighting Area	269	54.2%
Compliant Boarding/Alighting Area	176	35.5%
Noncompliant Boarding/Alighting Area	51	10.3%
Total Collected	496	100%

Table 24: Transit Stop Boarding/Alighting Area Compliance

5.2.6 Sidewalks



Figure 20: Matrix Data Collector Operating ATV Profiler

Sidewalk data were collected using the ATV profiler to evaluate longitudinal and cross-slope conditions, as well as vertical discontinuities that may impact pedestrian accessibility. In total, **1,245 miles of sidewalk** were assessed as part of this effort, providing a comprehensive overview of sidewalk conditions across the network.

The sidewalk analysis focused on three primary factors that affect accessibility and usability: running slope, cross-slope, and vertical discontinuities. Together, these metrics help identify locations where sidewalk

conditions may present barriers to people with disabilities, older adults, and others with mobility challenges.

Sidewalk running slope measurements indicate a generally accessible sidewalk network. Nearly **97%** of the sidewalk system was found to be compliant with PROWAG standards, with running slopes at or below **5%**. These results suggest that the majority of sidewalks provide comfortable and manageable grades for pedestrians, including those using wheelchairs or other mobility devices.

A small percentage of sidewalks exhibit running slopes above the recommended maximum. While these segments represent a relatively minor portion of the overall network, elevated running slopes can increase physical effort and reduce usability, particularly over longer distances or in combination with other accessibility barriers.

Sidewalk Running Slope	
	Percentage
0–5% compliant	96.9%
5–8.3%	2.7%
8.4–10%	0.2%
10.1–12.5%	0.2%
12.6+%	0.1%

Table 25: Sidewalk Running Slope

Sidewalk cross-slope compliance is more variable across the network. Approximately 59.5% of sidewalks meet the PROWAG standard of 2% or less. However, when considering tolerances, 86% of all sidewalks are within 1% of compliance, indicating that most sidewalks are only slightly above the maximum allowable cross-slope.

These findings suggest that while full compliance is not universal, the sidewalk network generally performs well from an accessibility standpoint. Slightly elevated cross-slopes may still be noticeable for some users, particularly individuals using wheelchairs or walkers, but widespread severe cross-slope issues were not observed. Targeted corrections in areas with higher cross-slope values could further improve overall accessibility.

Sidewalk Cross-Slope	
	Percentage
<2% (compliant)	59.5%
2.1–3%	26.2%
3.1–4%	8.6%
4.1–7%	3.7%
7+%	2.0%

Table 26: Sidewalk Cross Slope



Figure 21: Matrix Data Collector Measuring a Vertical Discontinuity

Vertical discontinuities were evaluated to identify abrupt changes in surface elevation that may pose tripping hazards or impede mobility device travel. The majority of measured discontinuities are less than one inch in height. Discontinuities measuring one inch or greater account for less than 9% of all recorded vertical changes.

Although these larger discontinuities represent a relatively small share of the total sidewalk network, they can significantly impact accessibility at individual

locations. Addressing vertical discontinuities of one inch or greater can help reduce tripping hazards and improve continuity of travel for pedestrians with mobility or vision impairments.

Sidewalk Vertical Discontinuity		
	Count	Percentage
Discontinuity Height <1"	32,394	91.7%
Discontinuity Height ≥1"	2,932	8.3%
Total Collected	35,326	100%

Table 27: Sidewalk Vertical Discontinuity

5.2.7 Crosswalks



Figure 22: Crosswalk

Crosswalks were evaluated using the ATV profiler to assess key geometric and accessibility-related characteristics that affect pedestrian comfort and safety. A total of **1,934 crosswalks** were assessed as part of this effort. The evaluation focused on overall condition, crossing length and width, and crosswalk running and cross-slopes, all of which play an important role in supporting safe and accessible pedestrian

crossings within the public right-of-way.

The overall condition assessment reflects whether crosswalks meet basic dimensional and design expectations intended to support predictable and accessible crossings. While many crosswalks meet minimum standards, a portion exhibit characteristics that may increase exposure to traffic or reduce comfort for pedestrians, particularly for individuals with mobility limitations or vision impairments or for those requiring additional time to cross.

Crosswalk Overall Condition		
	Count	Percentage
Good	1,330	69%
Fair	378	20%
Poor	164	9%
Critical	46	2%
Uncollected	16	<1%
Total Collected	1,934	100%

Table 28: Crosswalk Overall Condition

Crosswalk length was assessed to identify crossings that exceed **48 feet** without the presence of a median refuge island. Crosswalks that span more than 48 feet without a refuge area require pedestrians to remain within active travel lanes for longer durations, increasing exposure to moving vehicles and potential conflicts. These longer crossings can be especially challenging

for people with disabilities, older adults, and others who may require additional time to complete a crossing.

Crosswalk Length Compliance		
	Count	Percentage
Crossing Length ≥ 48 feet	1,269	66%
Crossing Length <48 feet	649	34%
Total Collected	1,934	100%

Table 29: Crosswalk Length Compliance

The presence of a median refuge island can significantly reduce crossing risk by allowing pedestrians to cross one direction of traffic at a time. Crosswalks exceeding 48 feet without such a feature represent an opportunity for improvement through geometric redesign, traffic calming measures, or the addition of refuge islands where feasible.

Crosswalk Width Compliance		
	Count	Percentage
Crossing Width ≥6 feet	1,903	99%
Crossing Width <6 feet	13	<1%
Total Collected	1,934	100%

Table 30: Crosswalk Width Compliance

Crosswalk width was evaluated against the minimum recommended width of **six feet**. Marked crosswalks should be at least six feet wide to allow for two-way pedestrian travel and to accommodate a range of users, including individuals using wheelchairs, mobility devices, strollers, or walking side-by-side. Wider crosswalks can further enhance pedestrian comfort and visibility, particularly in higher-volume or complex intersections.

Crosswalks that do not meet the minimum width requirement may constrain pedestrian movement and reduce the level of comfort and accessibility, especially during peak-use periods. Addressing substandard crosswalk widths can improve usability and help create a more inclusive pedestrian environment.

5.3 Facility Findings

Executive Overview

The City of Scottsdale has completed a comprehensive, citywide ADA Facilities Self-Evaluation examining more than 100 municipal sites across the full spectrum of public-facing and operational facilities. This landmark assessment identified **5,824 individual accessibility findings** across civic buildings, libraries, community centers, fire stations, police facilities, public restrooms, parking garages, parks, trailheads, and publicly accessible areas of the airport.

This detailed summary provides an in-depth analysis of the evaluation findings, prioritization framework, implementation strategies, cost projections and anticipated community impact.

On-Site Inspection Protocol

The evaluation employed trained accessibility consultants who conducted comprehensive on-site assessments at each City facility, walking the complete "curb-to-counter" route that visitors or employees with disabilities would experience. This methodology ensures barriers are identified in the sequence people encounter them, not as isolated code checks.

Technology-Enhanced Documentation

Auditors utilized iPads loaded with BlueDAG, a specialized ADA auditing platform that enabled:

- Precise measurement recording with photographic documentation
- Real-time annotation of findings with applicable federal and state accessibility standards citations
- On-the-spot entry of recommended corrective actions
- Consistent, comparable data formatting across all facilities
- Creation of a uniform, citable dataset supporting future budgeting and project bundling

Comprehensive Scope of Review

While each facility type presented unique characteristics, auditors consistently evaluated core accessibility components including the following:

- **Site Arrival & Exterior Routes:** Accessible parking layout, striping, passenger loading zones, curb ramps, slopes, cross-slopes, and detectable warnings
- **Entrances & Doors:** Threshold heights, maneuvering clearances, hardware types, door opening force measurements, and automatic door operator feasibility
- **Interior Circulation:** Corridor widths, turning spaces, ramp and elevator access, reach ranges, protruding objects, and accessible route continuity
- **Wayfinding & Signage:** Directional and room identification signage, tactile/Braille placement at proper heights, and contrast and visibility standards
- **Restrooms & Showers:** Grab bar placement, fixture heights, knee clearance, turning space, door hardware, and shower usability elements
- **Lighting & Egress:** Adequate illumination, emergency exit signage visibility, and accessibility of exit routes
- **Assistive Listening Systems:** Functionality verification and calibration tool testing where applicable

Findings Overview: Quantitative Analysis

Total Accessibility Barriers Identified

The citywide evaluation documented **5,824 individual findings** representing the full spectrum of physical accessibility conditions — from routine maintenance issues to significant barriers affecting daily usability for people with disabilities.

Priority Distribution Analysis

Each finding received a priority classification to support phased implementation:

Priority Level	Percentage	Impact Description
High Priority	4.3%	Issues with greatest potential impact on safety, independence, or basic access
High + Important Combined	22.6%	Barriers meaningfully affecting how residents or visitors navigate, access, and use City facilities
Other Findings	77.4%	Routine, lower-impact, or long-term improvements for later phases or capital project bundling

Table 31: Priority Distribution Analysis

Financial Context

The evaluation provides an initial cost envelope for addressing the complete facility portfolio:

- **Low Estimate:** \$7.44 million
- **High Estimate:** \$40.45 million
- **Average Cost Per Finding:** \$1,277 to \$6,945

These preliminary figures will be refined through design development, project bundling, and integration with existing capital improvement workflows. The City anticipates that bundling-related improvements will reduce per-unit costs, shorten project timelines, and minimize disruption to the public.

Geographic Distribution of Findings

Spatial Concentration Analysis

A spatial analysis of the 5,824 findings reveals clear geographic patterns that directly inform the tiered phasing strategy:

Geographic Area	Share	Characteristics
Recreation Areas (Parks & Trails)	33%	Large network of outdoor assets that drives volume of findings
Citywide/Other	33%	Distributed facilities and support buildings
Employment & Government Corridors	23%	Fire stations, police facilities, and airport areas with concentrated theme-based corrections
Downtown Civic Center	9%	High-density, high-visibility civic zone with intensive daily use
Within ½ Mile of Medical/Senior Centers	1.5%	Smaller share but important public interface zones

Table 32: Spatial Concentration of Analysis

This geographic distribution ensures improvements align with where people live, work, recreate, and access essential services.

Seven Citywide Accessibility Themes

The findings analysis identified seven major accessibility themes that appear consistently across Scottsdale's facility portfolio. These patterns highlight both the most frequent issues and the greatest opportunities for bundled high-impact corrective actions.

Theme 1: Signage, Braille & Wayfinding (40.1% of Findings)

Citywide Pattern Observed:

Signage represents the single largest theme in the dataset. Common deficiencies include signs mounted too high or directly on doors, missing tactile/Braille components, low-contrast text or backgrounds, and inconsistent directional signage — particularly in high-traffic locations such as libraries, Civic Center buildings, parking garages, fire stations, airport public areas, and park/trail systems.

Cost Range: \$2.83 million to \$14.61 million

Recommended Corrective Actions:

- Reinstall room and area identification signs on the latch-side wall approximately 48 inches above the floor.
- Add tactile/Braille characters with large-print, high-contrast legends.
- Simplify and standardize directional signage for clarity and consistency across facilities.

Theme 2: Doors & Independent Entry (8.7% of Findings)

Citywide Pattern Observed:

Doors frequently exceed the ADA five-pound opening-force requirement. Many priority entrances lack automatic door operators, and older facilities contain tight-grasping or twisting hardware in restrooms, meeting rooms, and fire station areas. These barriers directly affect independence and usability.

Cost Range: \$0.60 million to \$3.30 million

Recommended Corrective Actions:

- Adjust door closers, hinges, and seals to achieve compliant opening forces.
- Install automatic door operators at high-traffic and essential public entrances.
- Replace noncompliant hardware with lever or other operable, no-tight-grasping options.

Theme 3: Restrooms & Showers (12.6% of Findings)

Citywide Pattern Observed:

Restrooms present significant accessibility gaps across the Civic Center, Old Town 5th Avenue, fire stations, libraries, and airport facilities. Issues include incorrect or missing grab bars, insufficient knee clearance at sinks, accessories mounted too high, elevated shower thresholds creating step-hazards, and limited shower seating or handheld wands.

Cost Range: \$0.94 million to \$4.88 million

Recommended Corrective Actions:

- Correct grab bar locations to meet ADA specifications.
- Provide knee clearance under sinks and relocate accessories within usable reach range (15–48 inches).
- Add shower caddies, handheld spray units, and vertical entry bars.
- Install baby-changing stations in at least one public restroom per site where appropriate.

Theme 4: Reach Range & Storage (19.4% of Findings)

Citywide Pattern Observed:

Frequently used storage elements, shelves, cabinets, lockers, and hooks are often positioned above the accessible 15–48-inch reach range. These issues are especially common in staff areas, kitchens, airport support spaces, and fire station dormitories.

Cost Range: \$1.34 million to \$7.17 million

Recommended Corrective Actions:

- Relocate or lower high-frequency storage elements.
- Standardize accessible shelf and locker heights across facilities.

Theme 5: Lighting, Exit Signs & Visibility (11.7% of Findings)

Citywide Pattern Observed:

Dim corridors, stairwells, restrooms, and garages affect comfort, clarity, and safety — particularly for individuals with low vision. Exit signs are often dull or inconsistently placed, reducing egress confidence.

Cost Range: \$0.87 million to \$4.59 million

Recommended Corrective Actions:

- Install upgraded, evenly distributed lighting systems.

- Retrofit or replace exit signs with brighter, illuminated versions.
- Add occupancy sensors where appropriate to improve efficiency and reliability.

Theme 6: Contrasting, Striping & Detectable Warnings (17.3% of findings)

Citywide Pattern Observed:

Across garages, parks, trails, and the Civic Center, common issues include missing or faded contrasting paint at steps, edges, and thresholds; missing or misaligned truncated domes at curb ramps; and uneven transitions between surfaces.

Cost Range: \$1.07 million to \$5.58 million

Recommended Corrective Actions:

- Apply high-contrast color strips at step edges.
- Install or realign truncated domes at curb ramp entries and exits.
- Smooth transitions with bevels or mini-ramps where needed.

Theme 7: Assistive Listening & Communication (3.9% of Findings)

Citywide Pattern Observed:

Assistive Listening Systems (ALS) are often absent, outdated, or unmarked in meeting rooms, committee chambers, public counters, library spaces, and fire station training areas. This affects users with hearing loss and limits civic participation.

Cost Range: \$0.40 million to \$1.75 million

Recommended Corrective Actions:

- Install portable or integrated ALS technologies (hearing loop or FM systems).
- Add clear signage to indicate ALS availability.
- Verify system performance using calibration/testing tools during commissioning.

Thematic Cost Analysis Summary

Category	Share of Findings	Cost Range (Millions)
Signage & Braille/Wayfinding	40.1%	\$2.83–\$14.61
Storage & Reach Range	19.4%	\$1.34–\$7.17
Contrasting/Striping/Warnings	17.3%	\$1.07–\$5.58
Sinks & Knee/Toe Clearance	15.4%	\$1.16–\$6.33
Showers/Grab Bars/Caddies	12.6%	\$0.94–\$4.88
Lighting & Motion Sensors	11.7%	\$0.87–\$4.59
Parking & Curb Ramps	11.3%	\$0.86–\$4.28
Door Pressure/Auto Openers	8.7%	\$0.60–\$3.30

Stairs/Handrails/Traction	7.6%	\$0.57–\$3.11
Assistive Listening/Hearing Loop	3.9%	\$0.40–\$1.75

Table 33: Thematic Cost Analysis Summary

Table 4: Top Recurring Barrier Categories by Share and Cost

Prioritization Framework: Four-Tier Implementation Strategy

The City’s ADA Transition Plan employs a tiered, geography-aligned prioritization framework that sequences improvements based on use intensity, safety relevance, operational importance, and public visibility.

Tier 1 (Years 1–5): High-Impact Civic, Cultural & Public Safety Hubs

Target Facilities:

- **Civic Center:** City Hall, Civic Center Library, public parking garages
- **Old Town:** 5th Avenue restrooms
- **Public Safety:** Fire stations and select police facilities

Rationale:

These locations serve thousands of daily users, support essential services, and contain many of the highest-priority findings. Improvements here deliver immediate community benefit and demonstrate early progress.

Example Finding Concentrations:

- Civic Center Parking Garages: 147 findings (door/egress clarity, signage, edge contrast, striping, elevator cues)
- Civic Center Library: 141 findings (door forces, wayfinding, assistive listening, exterior approach)
- City Hall/Civic Center AV Compound: 116 findings (signage, lighting, directional clarity, interior circulation)
- Old Town 5th Avenue Restrooms: 15 findings (high visibility, compact scope with door operators, lighting, grab bars)

Tier 2 (Years 5–10): Libraries & High-Use Community Assets

Target Facilities:

- Appaloosa Library
- Arabian Library
- Civic Center Library (interior components)

Focus Areas:

- Assistive listening systems installation and upgrades
- Adjustable and inclusive seating/furnishings
- Shelf access and reach-range adjustments
- Exterior approach improvements (walkways, crossings, entries)

Rationale:

These spaces play major roles in lifelong learning, civic participation, and public events, making user experience enhancements especially impactful.

Tier 3 (Years 10–15): Neighborhood Parks & Trailheads

Implementation Approach:

District-level bundles of parks and trailheads to reduce mobilization costs and ensure consistency across multiple community spaces.

Common Upgrades:

- Path-of-travel continuity and surface improvements
- High-contrast edging and truncated domes
- Restroom refreshes and fixture updates
- Updated wayfinding and information signage
- Inclusive seating nodes with companion space

Rationale:

This sector supports active recreation, tourism, and families citywide. Bundling work by district increases equity and optimizes resource deployment.

Tier 4 (Years 15–20): Lower-Use, Back-of-House, or Replacement-Aligned Sites

Target Facilities:

Storage yards, maintenance depots, and low-use facilities with accessible alternatives nearby.

Implementation Strategy:

Corrections timed to align with upcoming replacements, capital reinvestment cycles, or operational windows when disruptions are minimal.

Rationale:

This approach ensures responsible resource use while meeting long-term ADA compliance obligations without unnecessary rework.

Facility Spotlight Examples

Civic Center Parking Garages

Findings: 147 accessibility barriers identified

Key Themes:

- High-contrast markings on steps, curb ramps, and pedestrian edges
- Post-mounted accessible parking signs for improved visibility and compliance
- Brighter, clearer exit signage for enhanced safety
- Reduced stairwell door forces for independent access
- Enhanced elevator audio/visual cues for orientation and emergency communication

Implementation Priority: Early (Tier 1) — These garages support thousands of daily trips and Civic Center events. Improvements are highly visible to residents and visitors and can be implemented as a straightforward, bundled scope yielding immediate safety and wayfinding gains.

Fire Stations Network (FS611, FS604, FS605, FS606, FS608, FS610)

Key Themes:

- Door forces exceeding ADA requirements
- Improved shower access (threshold ramps, corrected grab bars, handheld wands, updated seating)
- Visual alarm systems in living and training spaces
- Corrected accessory heights in restrooms and kitchens
- Assistive listening systems in training/community rooms

Implementation Priority: Early (Tier 1) — Fire stations support critical operational readiness. Improvements directly benefit first responders and support safety. The recurring nature of issues across stations makes these projects ideal for efficient bundling and accelerated delivery.

Scottsdale Airport (Operations & Hangars)

Findings: 120 accessibility barriers identified

Key Themes:

- Edge contrasting and safety line improvements along walkways and work areas
- Expanded visual alarm coverage
- Corrections to door hardware, signage height, and circulation pathways
- Restroom improvements including threshold ramps and grab bars
- Assistive listening at public counters and reception areas

Implementation Priority: Early/Mid Tier — The airport experiences predictable, recurring accessibility themes. Bundling corrections minimizes disruption to aviation operations and ensures consistent compliance across hangars, support areas, and public spaces.

Early Actions: Visible Improvements in Years 1–5

In the first two years of implementation, Scottsdale will deliver highly visible, high-impact improvements across the Civic Center, Old Town, public safety facilities, and major libraries.

Doors & Independent Entry

Improvements Residents or Visitors Will Experience:

- Doors that open easily and predictably at high-traffic entrances
- Adjusted door opening forces meeting ADA requirements
- New automatic door operators at priority public entries
- Upgraded hardware eliminating tight grasping, pinching, or twisting

Impact: Direct improvements to independence for mobility device users, older adults, and anyone carrying bags or pushing strollers.

Signage & Wayfinding

Improvements Residents or Visitors Will Experience:

- Tactile and Braille room-identification signs consistently installed at 48 inches on the strike side of doors
- Directional signs with higher contrast and better legibility
- Simpler, more consistent navigation paths within large facilities

Impact: Enhanced navigation for people with vision impairments, new visitors, and anyone unfamiliar with facilities.

Lighting & Exit Visibility

Improvements Residents or Visitors Will Experience:

- Modernized lighting that improves brightness and uniformity
- Retrofitted exit signs with improved clarity and distance visibility
- Better-illuminated corridors, stairwells, and garage pathways

Impact: Enhanced safety, visibility, and user comfort — especially for low-vision users.

Restrooms & Showers

Improvements Residents or Visitors Will Experience:

- Correct grab bar placement

- Improved knee clearance at sinks
- Dispensers, dryers, and hooks in 15–48-inch reach range
- Shower caddies, handheld wands, and appropriate seating
- Shower and restroom thresholds that reduce tripping or roll-over barriers

Impact: Direct support for dignity, privacy, and personal safety.

Contrasting, Striping & Detectable Warnings

Improvements Residents or Visitors Will Experience:

- High-contrast paint added to steps, landings, and threshold edges
- New or realigned truncated domes at curb ramp interfaces
- Smoother transitions between walking surfaces

Impact: Benefits for people with low vision, improved trip-hazard awareness, and safer pedestrian environments.

Assistive Listening & Communication Access

Improvements Residents or Visitors Will Experience:

- Installation of assistive listening systems (loop or FM technologies)
- Clear signage indicating availability
- Performance testing ensuring reliability

Impact: Enhanced accessibility for individuals who are deaf or hard of hearing, improved participation in public meetings and civic processes.

Budget Context and Financial Strategy

Planning-Level Cost Envelope

The ADA Facilities Self-Evaluation provides guidance for early budgeting and sequencing. While final costs will be refined through design, bundling, and integration with capital improvement projects, the dataset indicates:

- **Estimated Portfolio Range:** \$7.44 million to \$40.45 million (reflects full span from low-complexity items to higher-effort construction work)
- **Average Cost Per Finding:** \$1,277 to \$6,945 (drawing from line-item ranges across all facility types)

Strategic Bundling for Cost Efficiency

A major efficiency opportunity exists in the repetition of common accessibility themes across dozens of facilities. Bundling these themes into coordinated work packages allows Scottsdale to accomplish the following:

1. Reduce procurement time by contracting single vendors or teams for citywide improvements.
2. Leverage economies of scale (bulk ordering of tactile signage, truncated domes, auto-operators).
3. Standardize installation quality across facilities, improving consistency for residents or visitors.
4. Compress project schedules by deploying improvements in waves rather than project-by-project.

Minimize disruption to public-facing buildings and operational facilities.

High-Frequency Themes Ideal for Bundling:

- Door force adjustments and automatic door operator installation
- Signage, tactile/Braille, and wayfinding upgrades
- Contrasting paint, striping, and truncated domes
- Restroom and shower refresh elements (grab bars, accessories, fixtures)
- Assistive listening systems for meeting rooms and service counters

Phasing Timeline and Budget Allocation

Phase	Timeline	Focus Areas
Tier 1	Years 1–5	Civic Center, Old Town 5th Avenue restrooms, public safety facilities (fire and select police). High-visibility, high-use environments with largest share of High + Important findings.
Tier 2	Years 5–10	Libraries and major community hubs. Focus on assistive listening, wayfinding, shelf access, and exterior approaches. Key spaces for public meetings, education, and community programs.
Tier 3	Years 10–15	Neighborhood parks and trailheads (district bundles). District-based delivery increases equity and reduces cost. Route continuity, contrasting, domes, restrooms, and inclusive seating.
Tier 4	Years 10–20	Lower-use facilities and those aligned with future replacement cycles. Includes storage, maintenance, and back-of-house facilities coordinated with long-term capital planning.

Table 34: Phasing Timeline and Budget Allocation

Delivery Model and Quality Assurance

Core Delivery Principles

Scottsdale’s delivery model maximizes efficiency, minimizes disruption, and ensures improvements make measurable differences in facility experiences.

1. Bundle Common Scopes to Reduce Unit Costs

Repetitive accessibility themes across facilities enable bundling that achieves the following:

- Single procurement for materials and services rather than facility-by-facility contracting
- Volume pricing advantages
- Standardized installation practices across the portfolio
- Accelerated delivery through coordinated deployment waves

2. Sequence Work to Minimize Service Disruption

Improvements are scheduled around operational needs, public programming, and seasonal usage:

- Library work is timed to avoid major community events.
- Fire stations receive phased, zone-based improvements maintaining operational readiness.
- Park and trail bundles avoid peak recreation seasons when possible.

3. Coordinate with Capital Improvements

Where facilities have scheduled renovation or capital renewal, ADA scopes are integrated to prevent rework and reduce costs.

4. Validate Usability — Not Just Compliance — at Turnover

Each improvement is evaluated from a usability perspective, ensuring upgrades enhance independence, clarity, and comfort — rather than simply meet code text.

Quality Assurance Framework

GIS Tracking & Photo Documentation

All findings and corrective actions are tracked within a GIS system to include the following:

- "Before" photos from the self-evaluation
- "After" photos once corrections are complete
- Status updates tied to specific line-item requirements
- Auditable history for every improvement

Door Force Verification with Calibrated Gauges

Technicians confirm door forces meet ADA requirements using calibrated pull-force meters, ensuring accurate, repeatable measurement.

Assistive Listening System Testing

New or upgraded hearing loop/FM systems that are:

- Tested using manufacturer-approved calibration tools;
- Verified for clarity, range, and signal strength; and
- Labeled with signage indicating availability.

Signage & Braille Field Checks

Spot checks confirm:

- Proper mounting heights (typically 48 inches);
- Correct tactile/Braille alignment;
- Adequate contrast for visual clarity; and
- Logical directional pathways.

This ensures consistent wayfinding across all public-facing facilities.

Community Impact

Risk-Smart and People-First Implementation

Scottsdale's tiered implementation model is intentionally designed to be risk-smart, people-centered, and aligned with how residents and visitors actually use City facilities.

Safety & Essential Services First

Facilities supporting emergency response, governance, and civic operations — fire stations, police facilities, and Civic Center buildings — receive top priority because accessibility barriers in these locations can affect the following:

- Emergency response readiness
- Daily access to government functions
- Safety and clarity for high-volume public use

Addressing door forces, signage clarity, and lighting/egress in these spaces immediately reduces risk for both the public and the City workforce.

High-Traffic, High-Visibility Areas Deliver Immediate Public Benefit

Improvements in parking garages, Old Town restrooms, Civic Center pathways, and other highly frequented spaces provide the following:

- Instant community visibility
- Safer and clearer movement for residents and visitors
- Strong momentum at Transition Plan launch

Early upgrades — lighter doors, clearer signage, improved lighting, contrasting paint, detectable warnings — are immediately noticeable and appreciated.

Access to Information & Participation Strengthens Inclusive Civic Life

Libraries, meeting rooms, council chambers, and community hubs represent the heart of public engagement. Making these spaces fully accessible ensures:

- Equal access to books, programs, and resources;
- Clear navigation and consistent signage;
- Participation for people using assistive listening systems; and
- Accessibility for multigenerational and multilingual communities.

These improvements uphold Scottsdale’s commitment to an inclusive civic environment.

Addressing Often-Overlooked Barriers

Tactile/Braille Signage & Assistive Listening

These features support people who are blind, low-vision, deaf, or hard of hearing — groups whose needs are frequently invisible — with the following:

- Consistent tactile/Braille signs at 48 inches
- Clear directional cues
- Reliable hearing loops and FM systems

These interventions open doors to independence and civic participation.

Door, Threshold & Contrasting Improvements Reduce Fall Risk

Simple changes reduce common accessibility risks:

- High door forces
- Sudden level changes at thresholds
- Poor lighting
- Low-contrast steps

For older adults, people with low vision, mobility device users, and parents with strollers, these improvements translate to safer, more predictable movement.

Reach Range Fixes Support Daily Independence

Lowering hooks, shelves, dispensers, and controls removes persistent barriers to everyday tasks like washing hands, accessing storage, or using public technology. These refinements help people maintain autonomy across City facilities.

Restroom Refreshes Restore Dignity and Safety

Updating grab bars, sinks, turning spaces, shower fixtures, and accessories ensures restrooms are comfortable, usable, and safe. These improvements benefit the following groups:

- People with mobility limitations
- Older adults
- Families with children
- Visitors carrying bags or using temporary supports

Restroom accessibility is one of the most meaningful, immediate markers of an inclusive public space.

Equity Lens

Accessibility is fundamentally about **equity** — ensuring every person can move safely, participate fully, and use Scottsdale’s amazing services with dignity. The Transition Plan places particular emphasis on removing often overlooked or “hidden” barriers:

Incorporating these facility improvements through a tiered 20-year implementation framework will allow Scottsdale to systematically address the most critical locations while steadily expanding access across the City. As you prioritize and phase these investments, we encourage you to apply an equity lens, focusing on facilities most frequently used by community members and visitors with disabilities so that the benefits of this Plan are shared inclusively and reflect the City’s commitment to diversity, belonging, and long-term accessibility.

6. Implementation Schedule

6.1 Overview

All ADA remediation is subject to a budget approval process. Recognizing that Scottsdale has limits to annual funding, like all public agencies, the City cannot make all barriers identified accessible immediately. The ADA Transition Plan sets forth the priorities for upcoming years, with longer-term planning processes identified. Because agencies are not able to remediate everything at one time, a robust prioritization process is important. ADA-required improvements are embedded in all applicable projects listed in Scottsdale’s Capital Improvement Plan. ADA improvements baked into transportation projects must compete for funding, be programmed, and follow the planning rules even though ADA compliance is a priority.

Based on the accessibility obstacles/issues identified through the self-evaluation process and the need to implement improvements in order to comply with ADA accessibility standards, the City of Scottsdale has prepared the following priority schedule and budget estimates. Scottsdale reserves the right to modify barrier removal priorities to allow flexibility in accommodating community requests, petitions for reasonable modifications from persons with disabilities, changes in Scottsdale programs, ongoing evaluations, and funding constraints and opportunities.

The City uses percentage allocations in the 20-year ADA Transition Plan table to show how work is phased over time, rather than to lock in specific dollar amounts that will almost certainly change with future budgets, project bundling, and construction costs. Percentages communicate the intended intensity of effort in each time band and can flex with annual CIP decisions, inflation, and new grant opportunities, while still keeping the overall strategy and priorities intact. They also make it easier to explain the Plan to decision-makers and the public by focusing on “how much of each category we aim to tackle when” instead of debating long-range cost estimates that will be refined repeatedly.

The percentages are intentionally higher in the first 10 years because the Plan prioritizes high-impact, legally critical work early in the program. The first decade focuses on core communications access, key municipal facilities, post-1991 pedestrian facilities, and priority pedestrian areas such as Old Town, the Civic Center, major transit corridors, and areas around schools, medical facilities, and senior housing. Concentrating a larger share of each category’s investment in these early years accelerates risk reduction, addresses the most pressing barriers for people with disabilities, and produces visible community benefits sooner. After these higher-priority needs are substantially addressed, the percentages taper in the later years, reflecting a shift to more distributed, system-wide upgrades and maintenance, where the work is still important but no longer driven by the same level of immediate legal and programmatic urgency.

Accessibility Category	Projected Percentages for Improvements/Projects					Estimated 20-Year Total
	Years 1–3	Years 4–7	Years 8–11	Years 11–15	Years 16–20	
Communications	60%	25%	5%	5%	5%	100%
Building Facilities	35%	35%	15%	10%	5%	100%
Pedestrian Facilities	50%	30%	10%	5%	5%	100%
Pedestrian — Entire Jurisdiction	5%	15%	30%	25%	25%	100%
Pedestrian — Priority Areas	10%	35%	35%	15%	5%	100%

Table 35: Projected Percentages for Phased Improvements

Discussion & Improvement Project Information

Scheduled Street and Utility Improvement Projects*

Project/Location	Estimated Budget	Schedule
Civic Center Parking Garages — accessible parking, signage, and egress upgrades (striping, post-mounted signs, contrasting exit lighting)	\$1 million (bundled with garage rehabilitation program)	Near-term Years 1–, coordinated with garage maintenance and lighting upgrades

Old Town – 5th Avenue public restrooms — doors, grab bars, lighting, and wayfinding improvements	\$250,000 (small stand-alone or bundled restroom package)	Near-term Years 1–2 to deliver early, highly visible improvements
Civic Center Library and Major Branch Libraries — doors, assistive listening, signage, shelf access, and approach	\$3 million (library systems upgrade program)	Tier 2 Years 3–7, aligned with planned library renovations and technology upgrades
Fire Stations (FS611, FS604, FS605, FS606, FS608, FS610) — doors, showers, visual alarms, and interior circulation	\$2 million (multi-station facility bundle)	Tier 1–5 Years 1–10, sequenced to maintain emergency readiness x
High-Use Parks and Trailheads — accessible routes, restrooms, seating, and truncated domes (district bundles)	\$4 million (park and trail district packages)	Tier 3 Years 5–15, coordinated with park renovation projects
Citywide Curb Ramp and Sidewalk Program — ramps, cross-slope corrections, APS, and crosswalk enhancements	\$1,500,000 per year (annual ADA PROW program within Transportation)	Ongoing annually, with near-term emphasis in Tier 1–2 areas; ramps and sidewalks integrated into resurfacing projects
Transit Stop Accessibility Upgrades — landing pads, routes to crossings, shelters, and seating	\$5 million (combined with transit corridor projects)	Phased in Years 1–10 along major transit corridors, coordinated with regional partners

Table 36: Scheduled Street and Utility Improvement Projects

Cost Methodology:

All cost figures in this Plan are **planning-level program estimates** and provide a flexible framework to prioritize and plan for ADA improvements. They are sized to reflect reasonable order-of-magnitude budgets for incorporation of ADA work into projects (for example, multi-garage accessibility upgrades, a full ADA retrofit of a small public restroom, system-wide library access improvements, corridor-based transit stop upgrades, an annual curb ramp and sidewalk program, district park and trailhead packages, and targeted work at multiple fire stations) using mid-range assumptions about design, construction, and contingency. These amounts are intended to communicate the relative scale and priority of each CIP program line over the 20-year period; they will be refined during project scoping, design, quantity take-offs, and bidding, and periodically re-baselined to stay aligned with the City’s overall ADA investment targets, inflation, and evolving priorities.

6.2 Ongoing Annual Activities (All 20 Years)

Beyond specific prioritized projects, the following activities occur continuously throughout the implementation period:

1. Response to Community Requests: Address accessibility barrier reports and complaints through formal grievance procedures.

2. GIS Maintenance: All departments are required to reference and update the GIS system when planning any ADA improvements.
3. Integration: Continue to integrate curb ramp and pedestrian infrastructure improvements into street paving and utility projects.
4. Review of New Projects: Ensure all new construction and alterations include accessibility compliance.
5. Staff Development: Continue ADA training for new employees and refresher training for existing staff.
6. Digital Updates: Continuously monitor and update website and app accessibility as technologies evolve.
7. Compliance Monitoring: Assess compliance across programs, services, and facilities.
8. Community Engagement: Maintain opportunities to solicit community feedback.
9. Reporting: Provide federal annual progress reports.

6.3 Continued Integration with Capital Improvement Program

All capital improvement projects are to incorporate accessibility requirements, when required:

1. New construction projects are designed to exceed minimum accessibility standards.
2. Street reconstruction projects include compliant curb ramps and pedestrian infrastructure.
3. Building renovation projects address identified accessibility barriers.
4. Park improvement projects include accessible routes and amenities.
5. Technology upgrade projects ensure digital accessibility.

7. Funding Sources

7.1 Funding Sources and Strategies

City Fund Appropriations

1. Transportation sales tax
2. Highway User Revenue Fund funding
3. General fund
4. Transportation 0.2% sales tax
5. Integration within existing departmental operating budgets for ongoing compliance
6. Capital Improvement Program funding coordinated with infrastructure projects

Grant Opportunities

1. Federal Highway Administration (FHWA) Surface Transportation Program funds
2. Transportation Alternatives Program (TAP) for pedestrian improvements

3. Community Development Block Grant (CDBG) for facility accessibility
4. Arizona Department of Transportation grants for pedestrian safety
5. State accessibility improvement grants and programs

Cost Efficiency Strategies

1. Coordinate curb ramp installations with scheduled street paving projects (leverage existing mobilization costs).
2. Bundle accessibility projects for competitive bidding and volume discounts.
3. Utilize in-house City crews for routine installations when cost-effective.
4. Prioritize projects with highest benefit-to-cost ratios and greatest community impact.
5. Seek partnerships with private development projects for joint accessibility improvements.
6. Leverage technology improvements that provide multiple accessibility benefits.
7. Train City staff to perform certain accessibility modifications in-house.

8. Public Engagement and Grievance Procedures

8.1 Public Notice of ADA Rights

The City of Scottsdale provides notice of ADA rights through multiple channels:

1. Posted notices at all City facilities with grievance procedure information
2. City website (www.scottsdaleaz.gov/accessibility) with comprehensive ADA resources
3. Inclusion in public meeting notices
4. Publication in community newsletters and communications
5. Mandatory new employee ADA/Title VI training
6. Mandatory all employee ADA/Title VI training required once every year
7. Social media and digital communication platforms

8.2 ADA Grievance Procedure

Submitting an Accessibility Complaint

Complaints may be submitted:

- In writing by mail or email to the ADA/Title VI Compliance Coordinator;
- In person at City facilities;
- Online through [ScottdaleEZ](https://eservices.scottsdaleaz.gov/ez/Request/Submit?group=MostCommon.gov) (<https://eservices.scottsdaleaz.gov/ez/Request/Submit?group=MostCommon.gov>)
- By telephone with assistance from City staff; or
- In alternative formats upon request (Braille, large print, audio).

Complaints should include the following:

1. Name, address, and contact information of complainant
2. Location and date of alleged accessibility barrier or discrimination
3. Detailed description of the issue or incident
4. Desired resolution or accommodation
5. Contact information for further communication

Submit complaints to:

Felicia Beltran, ADA/Title VI Compliance Coordinator
City of Scottsdale
7447 E. Indian School Road

Scottsdale, AZ 85251

Phone: (480) 312-2311

Email: ADA_TitleVI@scottsdaleaz.gov

Timeline: Complaints should be submitted within 60 calendar days of the alleged violation, though complaints received after this timeframe will be considered.

Resolution Process

Stage	Timeline	Action
Initial Review	15 calendar days	ADA Coordinator acknowledges receipt and reviews complaint.
Investigation	30 calendar days	Coordinator investigates issue, meets with complainant, and gathers information.
Response	15 calendar days	Written response explaining findings and proposed resolution is provided to complainant.
Appeal (if needed)	15 calendar days	Complainant may appeal to City Manager within 15 days if unsatisfied.
Final Determination	15 calendar days	City Manager reviews appeal and provides final resolution.

Table 37: Resolution Process

8.3 Confidentiality and Non-Retaliation

- The City maintains the confidentiality of complaint information to the extent permitted by law.
- The City prohibits retaliation against individuals who file ADA complaints or participate in investigations.
- Complainants have a right to representation or assistance throughout the process.

8.4 Ongoing Public Participation Mechanisms

1. **Transition Plan Review Meetings** — Public meetings to discuss progress, priorities, and significant updates
2. **Speak Up Scottsdale Online Platform** — Comment periods on accessibility improvements
3. **Community Questionnaires** — Annual accessibility surveys to gather resident input
4. **Targeted Outreach** — Engagement with disability organizations and vulnerable populations
5. **Public Records Access** — Transition Plan updates available online

9. Accountability and Monitoring

9.1 Progress Monitoring

The ADA/Title VI Compliance Coordinator will monitor implementation progress using the following:

1. **GIS ADA Program Tracking System** — GIS database of all identified barriers and removal status. GIS system-generated reports will be shared annually or as needed with the Implementation Team and provided to leadership to monitor progress.
2. **Community Feedback Collection** — Ongoing. Targeted public engagement to occur when significant Plan updates occur.
3. **Complaint Analysis** — Tracking patterns for accessibility issues reported by the public.

9.2 Key Performance Indicators (Estimates)

Indicator	Year 1-5	Year 5-15	Year 15-20
Curb Ramps Installed	180–200	500+	900+
Pedestrian Signals Upgraded	25–30	70+	100+
Facility Accessibility Improvements	2–3	8–10	15+
Digital WCAG Compliance	50%	80%	100%
Community Requests Addressed	95% within 30 days	95% within 30 days	95% within 30 days
Staff Training Participation	100% of department heads	100% of relevant staff	Annual refresher

Table 38: Key Performance Indicators (Estimate)

9.3 Plan Updates and Adjustments

1. **Three-Year Review** — Conduct a comprehensive review and update of priorities (2029).
2. **Annual Adjustments** — Modify timeline and budget based on actual experience and community needs.
3. **Technology Updates** — Incorporate new accessibility standards and best practices as they emerge.
4. **Community Input** — Adjust priorities based on feedback and requests.
5. **Plan Renewal** — Prepare comprehensive updated Plan for 2032–2038 by 2031.

10. Recommendations

10.1 Accountability

- Require **annual ADA progress reports**: Adopt a policy that mandates a public annual ADA report summarizing barriers removed, CIP coordination, digital accessibility progress, grievances, and next-year priorities.
- Establish a standing policy to review and update the Transition Plan annually, tied to the self-evaluation cycle and new federal/state standards (e.g., PROWAG).

10.2 Capital Planning and Asset Management

- Integrate ADA into **CIP policy**: Require every CIP project to include an ADA review at scoping and to document how the project either removes existing barriers or avoids creating new ones, consistent with “build it right once” language in the Plan.
- Mandate **ADA bundling strategies**: Adopt a policy that common themes (signage, doors, restrooms, truncated domes, assistive listening) must be bundled into citywide or district-wide contracts wherever feasible to reduce cost and ensure consistency.
- Require **GIS-based tracking**: Make it policy that all ADA-relevant capital work is entered into the shared GIS/asset systems with barrier status, remediation year, and project ID so progress can be mapped and reported transparently.

10.3 Program Access and Effective Communication

- Standardize **reasonable modification and auxiliary aids procedures**: Adopt citywide procedures (not just departmental practices) for receiving, documenting, and responding to requests for modifications and auxiliary aids, with clear timelines and responsibilities.
- Strengthen **grievance policy**: Update the grievance procedure to include trend analysis, anonymized examples, and required annual review of outcomes by the ADA/Title VI Compliance Coordinator, with summary findings reported publicly.
- Formalize **effective communication policy**: Codify expectations for CART, ASL/VR-interpreting, assistive listening, captioning, and accessible virtual meetings for City Council, boards, and public events, building on the expanded effective communication section.

10.4 Digital Accessibility (2026–2026 Deadline and Beyond)

- Adopt WCAG 2.1 AA by **ordinance or administrative policy**: It should be the City’s digital accessibility standard for all public-facing content and systems.

- Implement a **digital accessibility life-cycle policy**: Require accessibility checks and sign-off at procurement, configuration, content creation, and major updates for websites, apps, and third-party platforms.
- Require **ongoing digital audits**: Establish a policy for periodic automated scans plus manual testing of key sites, with results integrated into the barrier inventory and remediation schedule.
- Mandate **staff training**: Require all web editors and document creators to complete accessible content training that is refreshed on a regular cycle.

10.5 Public Right-of-Way and Transportation

- Prioritize PROW via **tiered and geographic policy**: Codify the tier system (Tier 1–4) and priority areas (Civic Center, Old Town, major transit corridors, half-mile around schools/medical centers/senior centers, employment corridors) as the basis for PROW phasing decisions.
- Establish a **standing ADA PROW program**: Create policy for a dedicated annual curb ramp/sidewalk/APS/crosswalk program line within Transportation, coordinated with resurfacing and safety projects.
- Require **inter-jurisdictional coordination**: Adopt policy that Scottsdale will use its barrier inventory and priorities to advocate for accessibility whenever regional or state projects touch its boundaries.

10.6 Facilities, Parks, and Emergency Management

- Create **facility design and review standards**: Require all new and substantially renovated facilities and parks to meet not only minimum ADA standards but also Scottsdale DSPM accessibility expectations, including wayfinding, assistive listening, and inclusive seating.
- Use a **tiered facility policy**: Formalize the Tier 1–4 facilities phasing (Civic Center, Old Town, public safety; then libraries/community hubs; then parks/trailheads; then low-use/back-of-house) as the framework for scheduling facility ADA projects.
- Adopt an **emergency access and functional needs policy**: Require the inclusion of people with disabilities in emergency plans, alerts, shelters, and after-action reviews, with explicit references to ADA/504 and accessible communications.
- Continuous Improvement and Public Engagement
- Apply a **balance lens policy**: Direct that ADA prioritization must consider disability prevalence, income, age, and access to transit when selecting locations within tiers so benefits are shared across communities.

- Institutionalize **ongoing public involvement**: Commit to regular accessible ADA engagement (meetings, online platforms, surveys, QR campaigns, disability organization partnerships) beyond the Plan adoption phase.

Make **data-driven decision-making** policy: Require that major ADA investment decisions use self-evaluation data (5,824 facility findings, 14,089 curb ramps, 1,245 miles of sidewalk, etc.) and documented community requests, not anecdotes.

11. Conclusion

Building upon significant achievements, including thousands of ADA-compliant curb ramps and strong community partnerships, this Plan provides a clear, measurable roadmap for continued progress. Through systematic self-evaluation, meaningful public engagement, prioritized barrier removal, and ongoing accountability, Scottsdale will continue to strengthen accessibility across all City operations, programs, services, and activities.

Scottsdale's ADA Transition Plan represents a comprehensive evidence-based commitment to accessibility as an essential public service. This commitment strengthens Scottsdale's economy, enhances tourism, and reinforces Scottsdale's identity as a forward-thinking, welcoming city for all. This Plan will be regularly monitored, updated, and improved to reflect community needs, evolving standards, and changing priorities.

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