

Q: How do I make a request, report an ADA issue or file a complaint? Is there a way to request pedestrian access repair without filing an official ADA complaint?

You can file an issue, request or complaint at <https://www.txdot.gov/inside-txdot/contact-us/contact-us.html>. You can also contact the local TxDOT office.

Q: Who are my local contacts for TxDOT?

Within the ADA Self-Evaluation and Transition Plan report there is a list of all ADA Liaisons by district. Each district has staff to support our efforts locally, but the ADA Liaisons help to coordinate requests. Please refer to the report and the Appendix for a full list with name, location, and contact information.

Q: What is phone number and link?

See the link below, which provides additional links to:

- ADA Self-Evaluation and Transition Plan
- Online survey
- FAQs

<https://www.txdot.gov/inside-txdot/division/civil-rights/ada-transition-plan.html>

For assistance to request accommodations for access to reports or the survey, please contact us via email at CivilRights@txdot.gov or by calling 512-416-4700.

Q: Does TxDOT have a Curb Ramp Request Program where a resident can request a curb ramp where one is missing?

Curb ramps are required at street intersections where curb and sidewalk create a barrier. The Self-Evaluation data collection provides the location of “missing” or non-compliant curb ramps and the ADA Transition Plan will address the need to add curb ramps at these locations. In the interim, curb ramps can be requested through the website or the local office.

Q: Is TxDOT coordinating with any accessibility advocate organizations?

We partner with many organizations across the state. Our districts also engage in their local communities. Outreach on this current program dates back to 2015, when the first focus groups started with the Pedestrian Access Inventory pilot program.

Q: Could this presentation be given to a public group focusing on a certain city or area for feedback.

This public outreach presentation will be available on the website for anyone to access from March 9th-April 9th and provides a high-level, overarching view of the ADA Self Evaluation and Transition Plan. This question may fall to a different step of the outreach process. All TxDOT Districts coordinate outreach to their local communities. The public is able to reach out to area TxDOT offices. If there is enough public interest to have a larger group meeting on this topic, district TxDOT offices can determine the best approach, and prepare more local information.

Q: Will TxDOT provide a list of projects/timing within each MPO boundary to the MPO as a grouped project?

MPOs may reach out to local TxDOT offices to ask for more specific information about projects planned. TxDOT is happy to coordinate information.

Q: What are the “bumpymats” on the curbramps at street intersections for?

These are detectable warnings for people with visual impairments or low vision. These function as a stop bar to warn when one is about to enter vehicular traffic. The truncated domes are intended to be felt by cane or by foot and guide dogs are trained to recognize them and stop. The color of the truncated domes must contrast with the surface to assist people with low vision in identifying the curb ramp on the opposite side of the street. This is especially important if there is no marked crosswalk at the intersection.

Q: Why is my bus stop missing a boarding area?

In some areas, bus stops predate the complete development of the property and/or there may be limited right-of-way for the installation of transit amenities (public agencies cannot construct infrastructure on private property). Today, bus stops are established at locations with a stable and firm boarding area in order to meet guidelines set by the ADA. For existing stops without a boarding area, TxDOT is working to implement improvements to ensure that stops meet ADA guidelines where feasible.

Q: Why are there obstructions in sidewalks sometimes?

Some obstructions that are movable or maintenance items, like vegetation are easier to address. But, similar to bus stop challenges, utility poles require coordination with utility companies. These can take longer to rectify. This is why prioritization is important and that we can track these challenges in the TCAP to plan for remediation.

Q: Why are APS sometimes missing at intersections with traffic signals?

With APS we have to identify who is responsible for the signals. Sometimes these are in the public rights of way owned by cities. We do have a process in place to coordinate with local agencies. We suggest you coordinate with the local TxDOT office and communicate with your local city. Most cities can be reached through calling 311.

Q: Did the gaps in sidewalks include all roads, including principal arterials, as described in the Planning Emphasis Area letter sent by FHWA and FTA?

Data collection was 100% of existing infrastructure for TxDOT-owned public rights of way (PROW). Gaps in sidewalk were also collected. There are many locations where PROW owned by local agencies or counties intersect with TxDOT-owned property. TxDOT only evaluated its own PROW. Local agencies and counties are encouraged to evaluate the public rights of way their own if they have not yet done so.

Q: Is the TCAP WebApp available to the public?

The TCAP WebApp is programmed as an extension of Geographic Information System (GIS) software. The TCAP WebApp is considered an internal tool for TxDOT, similar to an asset management system, yet designed for tracking accessibility related assets as a location to house all the data collected and manage it from planning through to construction. Additionally, GIS has a national exemption for accessibility because the technology is too complex to be read by assistive devices; for these reasons the TCAP WebApp is not available to the public.

Q: Once a non-compliant feature is fixed. Who would be responsible to inspect and update the TCAP App I assume this is part of the workflow to constantly update the features in the system?

TxDOT users have varied administrative rights within the TCAP, just like in any software. Certain and different staff of each district and division are responsible for identifying projects, planning of projects, funding, contract letting, execution, construction, inspection, and documentation. The ‘swim lane’ of the workflow of remediation is built into the TCAP. Each staff member assigned a log-in moves the project through the various stages based on his/her area of oversight and responsibility. The TCAP tracks the completion of the work based on the users’ project management through the ‘swim lane’ of the workflow to remediate. The TCAP will be able to report what items in the PROW or Facilities are remediated over time, based on inclusion of non-compliant elements in the projects.

Q: For new development or developer along the public ROW will they have access to the TCAP App tool so they can see cost or priority level. I am wondering if the developers can assist with construction.

The public will not have access to the TCAP, however local agencies and developers can request information from area TxDOT offices to receive compliance reports or information about areas under development or improvement. It is common for agencies to ask for assistance in improving infrastructure from developers. This information can aid in those coordination efforts. The TxDOT offices can work with local stakeholders to assist in providing information.

Q: When evaluating sidewalks/ passageways, is traffic and light fixture placement taken into consideration? There is a new sidewalk that was constructed where I live that has a light pole that takes up approximately 18" of the walkway. This same sidewalk is placed next to a busy roadway as well. I know from my job that this is a high traffic area and there has been rollover accidents and other accidents. Also, when walking down the sidewalk with my daughter, it places her close to the roadway where there is no barrier.

Also, do you evaluate ADA playgrounds? There is a park playground in my town that has an "ADA" playground. This playground may be "ADA" but there is no access to the area for someone in a wheelchair. I have a daughter in a wheelchair and if she wants to play on the playground she has to be carried to each apparatus. Is there a way people like myself can take place in the design of ADA programs in my area? In my opinion, this would show transparency between TxDOT and the public.

This was a question received regarding a specific location.

The light fixture described sounds like it may be an obstruction to a sidewalk. All obstructions whether they be vegetation or fixtures, such as a utility pole, were collected as part of TxDOT's self-evaluation. The width of sidewalks was measured, and where utility poles are present, the width around the pole would have been measured to determine if the clearance met the ADA standards. When evaluating accessibility traffic is not a component that is assessed for ADA compliance. Comments and feedback are welcome on the public survey.

Regarding the second question of playground assessment, TxDOT did evaluate any playgrounds located on TxDOT property. Each public agency is responsible to evaluate the assets they own for ADA compliance. The playground you speak of is likely owned by your local municipality. Please reach out to your local municipality for any concerns or requests regarding the playground.