**2A.** **Sacramento County Airport Systems (SCAS)**

The DAC appreciated during its 8-2-22 meeting the presentation given by David Defanti, Deputy County Executive - Community Services; Cindy Nichol, Director, Sacramento County Airports; TJ Chen, Chief Administrative Officer, Airport Design and Development; Sherri Thompson-Duarte, Deputy Director of Airport Operations and Maintenance; Chris Martin, Airport Facilities Manager, regarding SCAS’ response to DAC’s 2021-22 Annual Report. SCAS has committed itself in hiring an independent qualified Americans with Disabilities Act (ADA) access consultant(s) to perform a systemwide ADA self-evaluation and transition plan (ADA SETP), which will be overseen by Sherri Thompson-Duarte.

DAC’s desire/priorities for the ADA SETP are:

1. Hiring an ADA consultant(s) with extensive experience in ADA Title II compliance to conduct an airport-wide ADA SETP of SCAS services, programs, policies, and facilities, including the accessibility of websites and documents; multi-purpose wayfinding system; owned, operated, maintained, or contracted public transportation systems; automated people mover; public right-of-way/parking facilities at all airports.
2. Providing input in the development of and reviewing the RFP scope of work and qualifications for hiring an independent qualified ADA access consultant(s) with verifiable experience in successfully completing a minimum of three comprehensive ADA SETPs for airports or comparable facilities, preferably within the last five years.
3. The consultant must possess at least the knowledge, expertise, and experience with the following:
4. All titles of the ADA and regulations.
5. Sections 504 and 508 of the Rehabilitation Act of 1973 amended.
6. U.S. Department of Transportation 49 CFR Parts:
* Part 27 Nondiscrimination on the basis of Disability in Programs or Activities Receiving Federal Financial Assistance.
* Part 37 Transportation Services for Individuals with Disabilities (ADA).
* Part 38 Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles.
1. Section 255 of the Telecommunications Act of 1996.
2. 2010 ADA Standards for Accessible Design.
3. Proposed Accessibility Guidelines for Pedestrian Facilities in the Public Right-of-Way.
4. California Building Code.
5. California Manual on Uniform Traffic Control Devices.
6. Sections 51 and 54 of the California Civil Code.
7. Web Content Accessibility Guidelines (WCAG) 2.1 and 2.2 at the level AA.
8. Any other relevant federal, state, and local codes or standards that may be more stringent than the ADA guidelines.
9. The consultant must have the knowledge, expertise, and experience to evaluate the existing SCAS multi-purpose wayfinding system for its accessibility, efficiency, and safety, which is to include but not be limited to:
10. Managing the flow of passengers through various checkpoints.
11. Personalizing passenger experience.
12. Easy feedback collection.

The multi-purpose wayfinding system includes low to high technologies, such as: contrasting tactile, color, and pattern floor treatments; color coding; directional informational signage; maps; audio announcements; visual displays; and skycaps.

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

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

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

1. The consultant must have the knowledge, expertise, and experience to evaluate the existing SCAS website, print/online documents, and information and communication technology (e.g., informational kiosks).

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

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

Finally, the consultant should be expected to conduct focus group meetings with people with a variety of cross disabilities, such as cognitive, learning, visual, hearing, mobility, dexterity. During these meetings, the ongoing evaluation findings of the accessibility of the SCAS website, print/online documents, and information and communication technology, including relevant policies and procedures, should be presented to the focus group members. The outcome of these meetings would be the creation of recommendations for making access improvements to the existing SCAS website, print/online documents, and information and communication technology, as well as for future versions of each.

1. Coordinating throughout the development of the airport’s ADA SETP that there is an inclusive and accessible public engagement and outreach process/component similar to the method used in the “SCAS Americans with Disabilities Act ADA Transition Plan”, 11-15-08, Section 6 “Public Review and Input”, page 8, authored by Logan Hopper Associates.
2. Reviewing accessible-formatted RFP responses from potential ADA access consultants, as well as participation on the interview and selection committee for the hiring of a consultant(s).
3. Providing input to ensure that the airport and the countywide ADA SETPs are harmonized with one another.
4. Reporting regularly to the DAC as to the status of the implementation of the SCAS ADA SETP (e.g., standing agenda item every other month or quarterly) in-person and/or brief written updates with opportunity for follow-up.