

CITY OF ATLANTA



DEPARTMENT OF TRANSPORTATION



# 2026

## CITY OF ATLANTA

### ADA PEDESTRIAN PUBLIC RIGHT OF WAY TRANSITION PLAN

PREPARED BY THE  
ATLANTA DEPARTMENT OF TRANSPORTATION

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# 1. Executive Summary

The City of Atlanta (the “City”) is one of the nation’s largest and fastest-growing metropolitan hubs, home to more than half a million residents and a daily population that expands significantly due to commuters, students, workers, and visitors. As a major economic and cultural center, the City takes pride in providing mobility and access through an expansive transportation network that includes sidewalks, crosswalks, pedestrian corridors, shared-use paths, bike facilities, transit infrastructure, and thousands of miles of public right-of-way. The Atlanta Department of Transportation (“ATLDOT”) is responsible for the maintenance and stewardship of the City’s public right-of-way, ensuring the transportation network remains safe, accessible, and functional for all users. ATLDOT has undertaken a comprehensive self-evaluation of pedestrian facilities located within the public right-of-way to identify physical barriers that may impede access for individuals with disabilities. The findings from this assessment, combined with public input and federal requirements, form the foundation for updating the City’s ADA Pedestrian Public Right of Way (“PPROW”) Transition Plan and advancing Atlanta’s ongoing efforts to ensure an accessible and inclusive environment for all who live, work, visit, and do business in the City.

According to the Centers for Disease Control and Prevention, an estimated 26% of adults in the United States have a disability that affects major life activities such as walking, climbing stairs, hearing, vision, or independent living. These numbers continue to grow as the population ages, and they do not reflect individuals who experience temporary disabilities or mobility limitations. This underscores the importance of creating and maintaining environments that support safe, independent travel for all users. The City is committed to removing physical barriers and improving accessibility for residents, workers, and visitors across the entire transportation network.

The City addresses pedestrian public right -of- way accessibility barriers in various ways, reflecting in both its regulatory responsibilities under Title II of the Americans with Disabilities Act (“ADA”) and its broader goal of building a safe and connected transportation system. The City routinely removes barriers and improves PPROW accessibility through the following methods:

- Responses to accessibility concerns submitted to Atlanta 311, including requests for curb ramp installation or replacement, sidewalk repairs, removal of obstructions, and accessible pedestrian signal upgrades;
- Integration of ADA improvements into City-led projects, including street resurfacing, roadway reconstruction, intersection modifications, sidewalk maintenance, and capital infrastructure upgrades;
- Requirements placed on private development, which mandate ADA-compliant sidewalks, curb ramps, and pedestrian connections as part of redevelopment or construction activities within the public right-of-way;
- Accessibility improvements incorporated into major transportation projects, such as corridor enhancements, intersection redesigns, and multimodal upgrades;
- Collaboration with regional and local transit partners to ensure new and modified transit stops meet ADA standards and support accessible travel; and
- Standalone ADA improvement projects designed specifically to remediate barriers documented through the City's self-evaluation and public engagement process.

The City allocates funding to support accessibility improvements as part of its capital program and ongoing maintenance activities. Projects currently in development or active construction are addressing PPROW ADA deficiencies identified during the City's Self-Evaluation as part of their scope, ensuring the City meets regulatory requirements and prevents the introduction of new barriers. Additional ADA-specific remediation projects identified in this Transition Plan will be implemented through ATLDOT's capital and maintenance programs.

This Transition Plan represents the City's commitment to build and maintain a transportation network that is safe and accessible for all. By identifying barriers, prioritizing improvements, and establishing clear compliance strategies, the City is reaffirming its responsibility to uphold the principles of the ADA and ensure that Atlanta remains a place where all people, regardless of ability, can move freely, participate fully, and thrive.

## 2. Introduction

The Americans with Disabilities Act of 1990 (“ADA”) is a landmark civil rights law that ensures equal access to opportunities, services, and environments for individuals with disabilities throughout the United States. The ADA prohibits discrimination on the basis of disability and requires state and local governments, public agencies, and private entities to provide accessible programs, services, and facilities.

Title II of the ADA applies specifically to state and local governments, including the City. Under Title II, the City must ensure that all programs, services, and activities, whether provided directly by the City or through contracted entities, are accessible to individuals with disabilities. This requirement includes the PPROW, which encompasses sidewalks, curb ramps, and pedestrian signals.

To meet Title II obligations, public entities must conduct a comprehensive self-evaluation of existing physical barriers and policies that may limit access for individuals with disabilities, and, when structural modifications are necessary to achieve compliance, develop an ADA Transition Plan. ATLDOT performed the ADA Self-Evaluation of its PPROW as a critical step toward achieving full compliance with the ADA and the development of this PPROW Transition Plan, in accordance with 28 CFR 35.105 and the terms of the Federal Consent Decree. The Federal Consent Decree was adopted by order of the Northern District Court in *Laurel Lawson, James Curtis and James Turner, on behalf of themselves and other similarly situated persons v. City of Atlanta*, No. 1:18-CV-02484-SDG.

For purposes of this Transition Plan, the City’s self-evaluation and resulting barrier-removal strategies focus exclusively on pedestrian facilities located within the PPROW and do not address ADA compliance issues applicable to City programs, services, or facilities more broadly. The ADA further requires entities to establish a prioritized schedule for barrier removal, designate a responsible ADA Coordinator to oversee compliance efforts, adopt and publicly share a grievance procedure for resolving ADA-related concerns, and ensure that all new construction and alterations conform to the current ADA Standards for Accessible Design.

The City's updated ADA Transition Plan is designed to meet these federal requirements, fulfill obligations under the *Lawson* Consent Decree, address barriers identified through the City's self-evaluation, and outline clear strategies to improve accessibility across the transportation network.

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## 3. ADA Title II Requirements

Title II of the ADA requires public entities to ensure that people with disabilities have full access to participate in government. To meet these requirements, public entities must put key processes in place, such as designating an ADA Coordinator, establishing a process for handling complaints, and providing public notice about rights under the ADA. This section explains how the City is meeting these requirements.

### 3.1 Designation of ADA Coordinator

To comply with Title II of the ADA, the City designated Shauncey Battle as the PPROW ADA Coordinator to monitor the City's Transition Plan progress and manage the review and updates of this document. Below is the ADA Coordinator's contact information. This information is available on the City of Atlanta Department of Transportation's website here: [atl.dot.atlantaga.gov/ada-compliance](https://atl.dot.atlantaga.gov/ada-compliance)

Shauncey Battle, ADA Coordinator  
55 Trinity Ave SW, Atlanta, GA 30303  
(404) 416-0304  
[Sbattle-williams@atlantaga.gov](mailto:Sbattle-williams@atlantaga.gov)  
[atl.dot-ada@atlantaga.gov](mailto:atl.dot-ada@atlantaga.gov)

### 3.2 Self-Evaluation Plan and Transition Plan Purposes

The purpose of the ADA Self-Evaluation is to determine elements in the PPROW that are not accessible by persons with mobility-limiting impairments as determined by their lack of conformance to the applicable accessibility laws and standards, and to determine whether there are deficiencies of a non-structural nature in the City's PPROW Program, including shortcomings with program access. The purpose of the Transition Plan is to implement identified strategies improve the accessibility issues identified in the Self Evaluation and to ensure compliance with the requirements of the ADA. The Transition Plan summarizes activities completed and to be completed to date. Prioritization for evaluating and implementing improvements has been developed in accordance with the applicable ADA Standards, the 2023 Public Right-of-Way Accessibility Guidelines ("PROWAG"), and the prioritization framework established under the federal Consent

Decree to ensure that the barrier-removal efforts are carried out in a consistent and technically sound manner that directs resources first to locations with the greatest accessibility needs.

### 3.3 Public Notice of ADA Requirements

Consistent with the requirements of Title II of the ADA 1990, the City does not discriminate against qualified individuals with disabilities based on disability, in its services, programs, or activities.

**Effective Communication:** Upon request, the City will make all reasonable efforts to provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in The City's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

**Modifications to Policies and Procedures:** The City will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all its programs, services, and activities.

Anyone who requires an auxiliary aid or service for effective communication, such as large-print materials, or a modification of policies or procedures to participate in a program, service, or activity of the City, should contact *the Atlanta Department of Transportation, Shauncey Battle, ADA Coordinator, sbattle-williams@atlantaga.gov* as soon as possible, but no later than 48 hours before the scheduled event.

The ADA does not require the City to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of the City is not accessible to persons with disabilities should be directed to *Shauncey Battle at sbattle-williams@atlantaga.gov*.

The City will not impose a surcharge on any individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications to policies, such as retrieving items from locations that are open to the public but are not accessible to people who use wheelchairs.

### 3.4 ADA Grievance Procedure

This grievance procedure is established to meet the requirements of Title II of the ADA and its implementing regulations pursuant to [28 CFR §35.107\(b\)](#). The grievance procedure may be used by any individual who would like to file a complaint alleging discrimination on the basis of disability in the provision of services, programs, or activities by the ATLDOT. The City's employee personnel and human resources-related matters are not covered in this document.

#### Filing a Grievance

A grievance may be submitted by the individual experiencing the alleged discrimination or by their authorized representative. Grievances should include information describing the alleged discrimination, such as the complainant's name, contact information, the location and date of the incident, and a description of the allegation.

Grievances may be submitted through multiple accessible methods, including:

- Written correspondence
- Email
- Telephone
- Relay services (Georgia Relay 711)
- In-person communication
- Alternative formats such as audio recording or other accessible means

Individuals who require assistance in filing a grievance due to a disability may request support from the ATLDOT ADA Coordinator. As the department responsible for administering the City's PPROW ADA Program, ATLDOT serves as the primary point of contact for accessibility-related concerns within the PPROW. ATLDOT will provide reasonable assistance and auxiliary aids and services as needed to ensure effective communication.

Grievances should be submitted as soon as possible, but no later than sixty (60) calendar days after the alleged violation to:

**Shauncey Battle**

ADA Coordinator

City of Atlanta Department of Transportation

55 Trinity Ave SW

Atlanta, GA 30303

Phone: (404) 416-0304

Georgia Relay: 711

Email: [Sbattle-williams@atlantaga.gov](mailto:Sbattle-williams@atlantaga.gov)

Email: [atldot-ada@atlantaga.gov](mailto:atldot-ada@atlantaga.gov)

## **Investigation and Response**

Within thirty (30) calendar days of receiving the grievance, the ADA Coordinator or her designee will contact the complainant to acknowledge receipt of the complaint and may schedule a discussion to gather additional information and explore potential resolutions.

Within thirty (30) calendar days following the discussion, the ADA Coordinator or her designee will issue a written response explaining the City's position and, where appropriate, describing options for resolving the complaint.

The response will be provided in a format accessible to the complainant, including large print, Braille, audio recording, electronic text, or other accessible formats upon request.

## **Appeals**

If the complainant is not satisfied with the response provided by the ADA Coordinator, the complainant may appeal the decision within fifteen (15) calendar days of receiving the response.

Appeals should be submitted to the Director of Accessibility and ADA Compliance. Within thirty (30) calendar days of receiving the appeal, the Director of Accessibility and ADA Compliance, or their designee, will contact the complainant to discuss the matter and evaluate potential resolutions.

Within thirty (30) calendar days following that discussion, the Director or their designee will issue a written final determination in a format accessible to the complainant.

## Record Retention

All grievances, appeals, and responses associated with ADA complaints will be maintained by the City of Atlanta for a minimum of three (3) years in accordance with ADA recordkeeping requirements.

A voluntary ADA Grievance Form is included in Appendix A to assist individuals in submitting complaints; however, use of the form is not required to file a grievance. The form can be obtained online using the following link:

<https://forms.office.com/g/fgtRZACv9i>

### 3.5 Program Access

Title II of the ADA also requires public entities to ensure that their programs, services, and activities are accessible to individuals with disabilities when viewed in their entirety. This requirement, known as program access, allows for flexibility in how accessibility is achieved and does not require that every existing facility be fully accessible.

Program access may be achieved through a combination of structural modifications and non-structural measures, such as relocating services to accessible locations or modifying policies and procedures. The City will take appropriate steps to ensure individuals with disabilities can participate in and benefit from programs, services, and activities within the public right-of-way. Examples include providing accessible meeting locations, accessible routes and seating, reasonable accommodations, and alternative communication formats during public meetings, workshops, and community engagement activities.

### 3.6 Applicable Accessibility Standards

The City of Atlanta will utilize PROWAG as the primary accessibility standard for the evaluation, design, construction, and maintenance of pedestrian facilities within the public right-of-way (PPROW), consistent with the requirements of the federal Consent Decree. Where PROWAG contains technical specifications applicable to a given element or context, those provisions will govern. In instances where PROWAG does not provide applicable guidance, the City will apply the 2010 ADA Standards for Accessible Design and the U.S. Department of Transportation ADA Standards, as appropriate. In implementing these standards, the City recognizes that compliance with technical

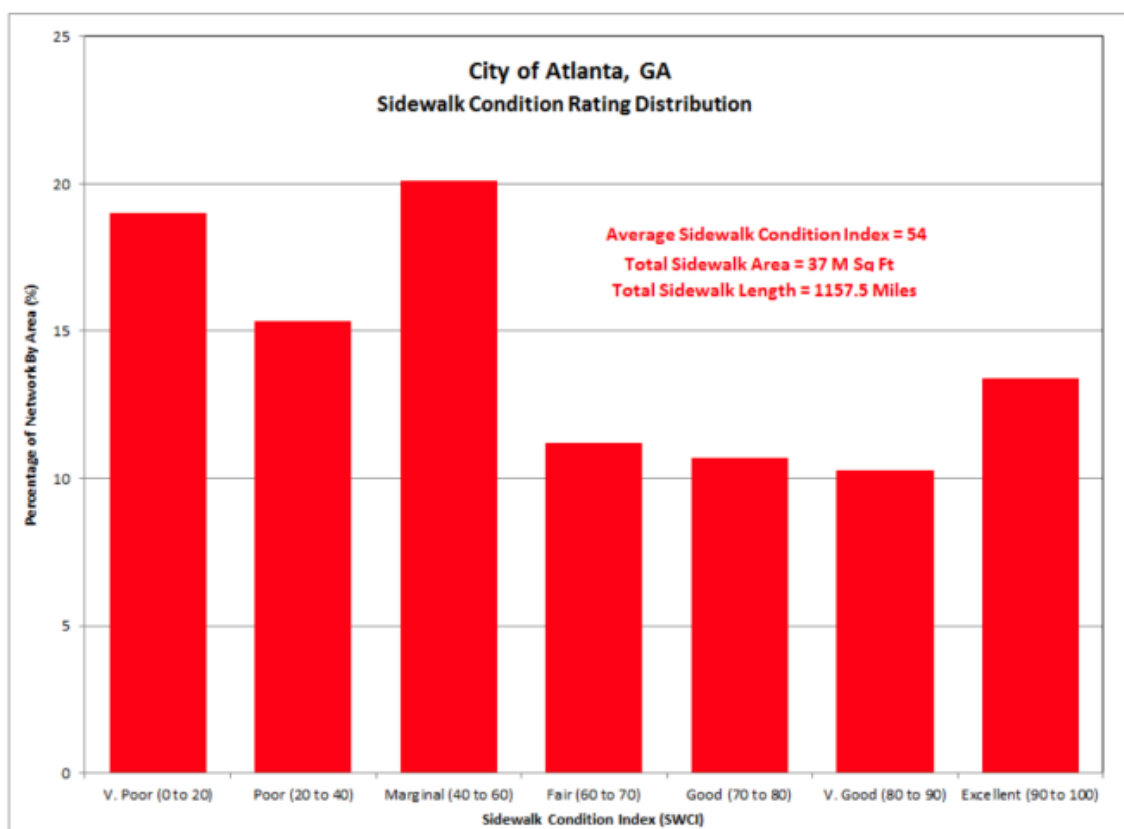
specifications must be considered in conjunction with the overarching requirement of program access under Title II of the ADA. Accordingly, the City will evaluate conditions holistically and may implement alternative or supplemental solutions where necessary to ensure that the public right-of-way, when viewed in its entirety, is accessible to individuals with disabilities. This approach ensures alignment with federal accessibility requirements while allowing for practical, context-sensitive solutions that prioritize accessibility outcomes within the built environment. These standards form the basis for the City's Self-Evaluation, barrier identification, and prioritization efforts described in the sections that follow.

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## 4. Self-Evaluation

Under Title II of the ADA ([28 CFR Sec. 35.105](#)), public entities are required to perform a self-evaluation of their current services, policies, and practices regarding accessibility.

In June 2025, the City completed a self-evaluation of its programs, services, and activities, especially within public rights-of-way regarding accessibility. The chart below shows information related to the condition of sidewalks within the City of Atlanta. Detailed inventories and findings from this review are provided in Appendix B.



Reporting Data 2020

# 5. Programs, Services, Activities

The City's ATLDOT Programs, Services, and Activities ("PSAs") must ensure compliance with Title II of the ADA. The City identified and evaluated the PSAs as part of the Title II Self-Evaluation, along with requirements from the federal Consent Decree. The PSAs form the basis for the City's Self-Evaluation of barrier identification, service accessibility, as well as Transition Planning efforts.

Under Title II of the ADA, PSAs include all operations of a public entity, whether provided directly or through contractors. For the City, this includes all functions associated with the public right-of-way, including planning, design, construction, maintenance, permitting, and communication.

To support a comprehensive and systemic evaluation, the City has organized its PSAs into the following functional categories:

- Infrastructure Design and Construction Standards
- Permitting, Development, and Regulatory Oversight
- Capital Planning and Project Delivery
- Communications and Public Engagement
- Digital Access
- Service Request and Complaint Systems
- Operations and Right-of-Way Management



Based on the PPROW ADA Self-Evaluation, the City identified barriers across its PSAs. The following actions outline the City's approach to removing barriers, improving accessibility, and ensuring ongoing compliance with Title II of the ADA. Each category has a table below that summarizes the key accessibility barriers identified through the ADA self-evaluation, along with the actions the City will take to address them. For each item, the table outlines the corresponding action, responsible division, anticipated timeline from the date of submission of the Transition Plan, and potential funding source. These actions collectively support the City's ongoing efforts to improve accessibility and ensure compliance with ADA requirements.

The timeframes identified in the PSA tables below are intended to serve as initial implementation targets. Due to the ongoing nature of ADA compliance activities, certain actions have since been completed or updated. Completed items are identified with an asterisk (\*) to reflect progress achieved to date.

### **5.1 Infrastructure Design and Construction Standards**

All activities related to the design, construction, and maintenance of pedestrian infrastructure within the public right-of-way, including sidewalks, curb ramps, crosswalks, pedestrian signals, transit stops, and temporary pedestrian routes, are elements critical to ensuring accessible routes for individuals with disabilities. These activities were evaluated for compliance with applicable accessibility standards, including PROWAG and ADA design requirements.

The City has updated its standard details and procedures for pedestrian routes to comply with the ADA and PROWAG. As identified below, the City is in progress updating its systems to properly update the asset inventory and improve accessibility where noncompliant.

### Barrier Removal Action Plan

| PSA Category                         | Barrier Identified                                                 | Action Item                                                                                                   | Responsible Division               | Timeline             | Funding Source                    |
|--------------------------------------|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|------------------------------------|----------------------|-----------------------------------|
| Infrastructure Design & Construction | Missing or non-compliant curb ramps across the public right-of-way | Develop and implement a citywide curb ramp installation and remediation program aligned with PROWAG standards | Office of Engineering + ADA Office | Ongoing (multi-year) | Capital Improvement Program (CIP) |
| Infrastructure Design & Construction | Inconsistent design standards are applied across projects          | *Update and standardize ADA design criteria across all construction standards and details                     | Engineering + Planning             | 6–12 months          | Operating Budget                  |
| Infrastructure Design & Construction | Lack of accessible pedestrian routes during construction           | *Require Temporary Traffic Control Plans (TTCPs) to include accessible pedestrian routes                      | ROW Management + Permitting        | 6 months             | N/A (policy update; 26-O-1373)    |
| Infrastructure Design & Construction | Limited tracking of ADA infrastructure assets                      | *Develop and maintain an ADA asset inventory (sidewalks, curb ramps, crossings)                               | GIS + Engineering                  | 12–18 months         | CIP / Technology Budget           |

## 5.2 Permitting, Development and Regulatory Oversight

ATLDOT is responsible for all activities related to the review, approval, and regulation of work within the public right-of-way ensure that new development, construction, and private or public projects comply with accessibility requirements before and during construction or permitted events occurring in the right-of-way. This includes right-of-way permitting processes, plan review and approval procedures, developer requirements for sidewalk and curb ramp installation, and enforcement of applicable ordinances and codes.



These programs and activities were evaluated to ensure that accessibility requirements, including PROWAG and ADA standards, are consistently applied during permitting and development review processes. This category is critical to preventing the introduction of new accessibility barriers and ensuring compliance is embedded proactively. The City has implemented new continuing education training requirements to ensure that the City's permit reviewers and inspectors have all the tools to ensure that the PPROW projects are in full compliance. The City is in the process of developing and institutionalizing the processes and procedures necessary for permitting and inspection services to also be in full compliance.

## Barrier Removal Action Plan

| PSA Category            | Barrier Identified                                                  | Action Item                                                                       | Responsible Division        | Timeline    | Funding Source   |
|-------------------------|---------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------|-------------|------------------|
| Permitting & Regulatory | Inconsistent PROWAG review during permit approval                   | Develop an ADA compliance checklist for all ROW permits                           | ROW Management + ADA Office | 3–6 months  | Operating Budget |
| Permitting & Regulatory | Lack of formal ADA QA/QC process                                    | Implement the ADA review sign-off requirement prior to permit approval            | Permitting + Engineering    | 6–12 months | Operating Budget |
| Permitting & Regulatory | Developers are not consistently installing compliant infrastructure | Strengthen the enforcement of developer requirements for sidewalks and curb ramps | ROW + Code Enforcement      | Ongoing     | N/A              |
| Permitting & Regulatory | Limited inspector training on ADA compliance                        | *Establish the required ADA inspection training                                   | HR + ADA Office             | 6–12 months | Training Budget  |

### 5.3 Capital Planning & Project Delivery

The City's planning, prioritization, funding, and delivery of capital improvement projects within the public right-of-way are the responsibility of ATLDOT. How accessibility improvements are incorporated into long-term infrastructure investments and project implementation is instrumental to ensuring long-term compliance with the ADA. ATLDOT's Capital Improvement Programs ("CIP") efforts to incorporate ADA accessibility obligations into the City's public right-of-way projects were evaluated to determine whether accessibility improvements are systematically incorporated into capital planning and project delivery. The ongoing evaluation assesses whether sufficient funding, prioritization, and design considerations are dedicated to removing existing barriers and preventing new ones.

Efforts regarding processes to ensure adequate consideration is given to ADA accessibility requirements and the importance of prioritization of ADA projects are at the forefront of the ongoing efforts to ensure compliance. The City's most recent Transportation Special Purpose Local Sales Tax and bond programs have both identified significant cost expenditures for ADA projects.

## Barrier Removal Action Plan

| PSA Category                        | Barrier Identified                                                                      | Action Item                                                                                                             | Responsible Division                | Timeline                    | Funding Source    |
|-------------------------------------|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-----------------------------|-------------------|
| Capital Planning & Project Delivery | ADA improvements not consistently prioritized in capital projects                       | Develop and implement ADA prioritization criteria within the Capital Improvement Program (CIP)                          | Planning + Engineering + ADA Office | 6–12 months                 | CIP               |
| Capital Planning & Project Delivery | Limited dedicated funding for ADA-specific projects                                     | Establish a dedicated ADA funding line item within the CIP for sidewalk, curb ramp, and accessibility improvements      | Finance + Planning + Leadership     | 12-24 months (budget cycle) | CIP               |
| Capital Planning & Project Delivery | Sidewalk and curb ramp improvements not systematically integrated into roadway projects | Require all capital projects to include ADA scope review and compliance verification during the design phase            | Engineering + Project Management    | Immediate / Ongoing         | CIP               |
| Capital Planning & Project Delivery | Lack of data-driven prioritization for accessibility improvements                       | Develop and implement a sidewalk and curb ramp prioritization model using neighborhood characteristics, and demand data | Planning + GIS + ADA Office         | 12–18 months                | CIP / Grants      |
| Capital Planning & Project Delivery | Incomplete or outdated ADA infrastructure data                                          | Integrate the ADA asset inventory and prioritization                                                                    | GIS + Engineering + IT              | 12–18 months                | Tech Budget / CIP |

|                                                |                                                                               |                                                                                                                          |                                                  |              |                  |
|------------------------------------------------|-------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|--------------|------------------|
| <b>Project Delivery</b>                        | impacting planning decisions                                                  | into capital planning                                                                                                    |                                                  |              |                  |
| <b>Capital Planning &amp; Project Delivery</b> | Limited coordination between ADA goals and long-range transportation planning | Incorporate ADA accessibility goals into long-range transportation plans and mobility strategies                         | Planning + Policy + ADA Office                   | 12 months    | Operating Budget |
| <b>Capital Planning &amp; Project Delivery</b> | Project delivery timelines delay accessibility improvements                   | Establish an expedited delivery process for high-priority ADA projects                                                   | Engineering + Project Management                 | 12-24 months | CIP              |
| <b>Capital Planning &amp; Project Delivery</b> | Fairness considerations are not consistently applied in project selection     | Integrate full analysis into project prioritization to ensure underserved communities receive accessibility improvements | Planning + One Atlanta Office + GIS + ADA Office | 6–12 months  | CIP              |
| <b>Capital Planning &amp; Project Delivery</b> | Limited tracking of ADA-related capital project outcomes                      | Develop performance metrics and a reporting framework for ADA improvements within capital projects                       | Planning + ADA Office                            | 6–12 months  | Operating Budget |

## 5.4 Communications and Public Engagement

All efforts to engage the public in transportation planning, project development, and accessibility initiatives, and ensure that individuals with disabilities have meaningful opportunities to participate in decision-making processes. This includes ADA Listening Sessions, public meetings (in-person and virtual), surveys and community feedback tools, advisory committees and stakeholder groups, and outreach materials and event communications. These activities were evaluated to ensure that public engagement processes are accessible to individuals with disabilities, including the provision of reasonable accommodations, effective communication, and inclusive participation opportunities.



### Barrier Removal Action Plan

| PSA Category                      | Barrier Identified                                  | Action Item                                                                                   | Responsible Division         | Timeline            | Funding Source        |
|-----------------------------------|-----------------------------------------------------|-----------------------------------------------------------------------------------------------|------------------------------|---------------------|-----------------------|
| Communication & Public Engagement | Limited accessibility at public meetings/ events    | Standardize accessibility requirements (ASL, CART, accessible venues) for all public meetings | Communications + ADA Office  | Immediate / Ongoing | Operating Budget      |
| Communication & Public Engagement | Lack of consistent outreach to disability community | Recurring engagement strategy                                                                 | ADA Office                   | 3–6 months          | Operating Budget      |
| Communication & Public Engagement | Limited awareness of accessibility programs         | Develop targeted outreach campaign on ADA services and programs                               | Communications + One Atlanta | 6 months            | Communications Budget |

## 5.5 Digital Access

All digital platforms and communication tools used by the City to provide information, services, and engagement opportunities to the public must be accessible. This ensures that individuals with disabilities can access information and interact with City services online. This includes the City's ATLDOT website and web content, online maps and project information, sidewalk and curb ramp request portals, digital applications for services and permits, and social media communications. These activities were evaluated and updated for compliance with digital accessibility standards, including Web Content Accessibility Guidelines ("WCAG"), to ensure effective communication and equal access to information and services for individuals with disabilities. Work is ongoing but the Department of Transportation has made significant headway in updating the platforms and communication tools to be accessible. By way of example, ATLDOT's webpages meet the current digital accessibility standards, and the ATLDOT website is audited monthly to ensure accessibility is maximized.

### Barrier Removal Action Plan

| PSA Category   | Barrier Identified                               | Action Item                                                           | Responsible Division        | Timeline | Funding Source    |
|----------------|--------------------------------------------------|-----------------------------------------------------------------------|-----------------------------|----------|-------------------|
| Digital Access | Website content not fully accessible (WCAG gaps) | *Conduct full website accessibility audit and remediation plan        | IT + Communications         | Ongoing  | Technology Budget |
| Digital Access | Online request systems not fully accessible      | Update 311 and service request platforms for accessibility compliance | ATL311 + IT                 | Ongoing  | Technology Budget |
| Digital Access | Lack of accessible documents/materials           | Implement accessible document standards and staff training            | ADA Office + Communications | Ongoing  | Operating Budget  |

## 5.6 Service Request & Complaint Systems

The systems used by the public to request services, report issues, or file complaints regarding accessibility in the public right-of-way include the 311-service request system, sidewalk and curb ramp request tracking, ADA grievance procedures, complaint intake (online, phone, and in-person), and case management and resolution processes. These activities were evaluated to ensure that individuals with disabilities can effectively report barriers, request accommodations, and receive timely and appropriate responses. This category is essential for identifying barriers and ensuring ongoing PPROW compliance with ADA Title II requirements.

The City has added accessibility-related code categories to the 311 system to provide more detail and clarity regarding accessibility barriers. The entire system is regularly evaluated to determine effectiveness and responsiveness.

### Barrier Removal Action Plan

| PSA Category     | Barrier Identified                           | Action Item                                                    | Responsible Division | Timeline    | Funding Source    |
|------------------|----------------------------------------------|----------------------------------------------------------------|----------------------|-------------|-------------------|
| Service Requests | Delays in responding to ADA-related requests | Establish ADA-specific response timelines and tracking metrics | ATL311 + ADA Office  | 3–6 months  | Operating Budget  |
| Service Requests | Lack of centralized ADA complaint tracking   | *Develop a centralized ADA grievance tracking system           | ADA Office + IT      | 6–12 months | Technology Budget |
| Service Requests | Public unaware of complaint process          | Update and publish ADA grievance procedures across platforms   | ADA Office           | 3 months    | Operating Budget  |

## 5.7 Operations, Enforcement & Right-of-Way Management

Day-to-day management and operational activities within the public right-of-way include regulating temporary conditions that may impact accessibility. Temporary conditions include street closures (festivals, parades, demonstrations), temporary traffic control and construction impacts, maintenance of pedestrian pathways, and accessible parking matters. These activities were evaluated to ensure that temporary and ongoing

operations do not create barriers for individuals with disabilities and that accessible routes are maintained, including during construction and special events.

The ADA Coordinator works with the Mayor's Office, permitting, and code enforcement officials to ensure accessibility issues are addressed when authorizing activities that create PPROW barriers.

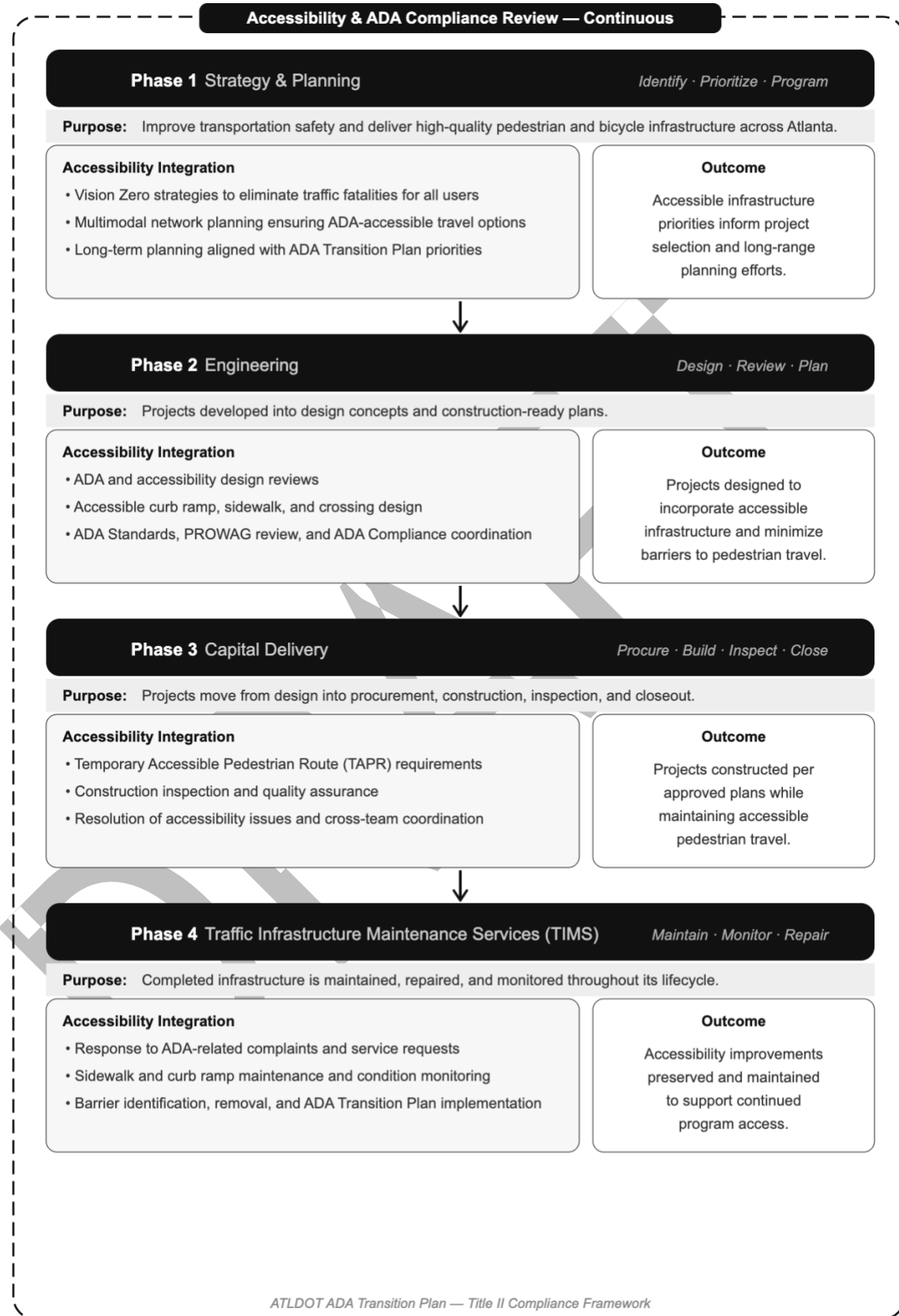
### Barrier Removal Action Plan

| PSA Category                | Barrier Identified                                                                                 | Action Item                                                                                                           | Responsible Division                     | Timeline            | Funding Source         |
|-----------------------------|----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|------------------------------------------|---------------------|------------------------|
| Operations & ROW Management | Temporary construction activities blocking accessible pedestrian routes                            | Require all Temporary Traffic Control Plans (TTCPs) to include accessible pedestrian routes and ADA compliance review | ROW Management + Permitting + ADA Office | Immediate / Ongoing | N/A                    |
| Operations & ROW Management | Inconsistent maintenance of sidewalks and pedestrian pathways                                      | Develop and implement routine inspection and maintenance program for sidewalks, curb ramps, and crossings             | Maintenance Operations + Engineering     | 6–12 months         | Operating Budget / CIP |
| Operations & ROW Management | Obstructions in the public right-of-way (e.g., signage, debris, vegetation) limiting accessibility | Establish ROW obstruction enforcement and rapid response protocol                                                     | ROW Management + Code Enforcement        | 3–6 months          | Operating Budget       |
| Operations & ROW Management | Improper use of ADA parking spaces and lack of enforcement                                         | Strengthen enforcement of ADA parking violations, including ticketing and towing policies                             | Parking Enforcement + Police             | Immediate / Ongoing | Operating Budget       |

|                                        |                                                                                             |                                                                                              |                                       |              |                  |
|----------------------------------------|---------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|---------------------------------------|--------------|------------------|
| <b>Operations &amp; ROW Management</b> | Street closures (events, parades, festivals) not consistently maintaining accessible routes | Require event permitting process to include ADA accessibility plans and route accommodations | Special Events + ROW Management       | 3–6 months   | Operating Budget |
| <b>Operations &amp; ROW Management</b> | Lack of coordination during emergency or unplanned roadway disruptions                      | Develop ADA accessibility protocols for emergency response and detour routing                | Emergency Management + Police + ROW   | 6–12 months  | Operating Budget |
| <b>Operations &amp; ROW Management</b> | Limited oversight of contractor compliance with ADA requirements during construction        | Implement ADA compliance monitoring and field verification process for contractors           | Engineering + Inspectors + ADA Office | 6–12 months  | Operating Budget |
| <b>Operations &amp; ROW Management</b> | Delays in addressing accessibility issues reported in the field                             | Establish rapid response procedures for ADA-related maintenance and hazard removal           | Maintenance + ATL311                  | 12-24 months | Operating Budget |
| <b>Operations &amp; ROW Management</b> | Inconsistent communication of accessible routes during construction or closures             | Develop public-facing communication protocols for accessible detours and route changes       | Comms + ROW Management                | 6 months     | Comms Budget     |

### Continuous Accessibility Integration

Accessibility is not limited to a single phase of project delivery. ATLDOT incorporates accessibility considerations throughout planning, design, construction, and maintenance activities. Transition Plan priorities, public input, ADA compliance reviews, complaint data, and accessibility standards all help inform decision-making throughout the project life cycle to support accessible transportation infrastructure. The image below outlines exactly what the project life cycle looks like and how accessibility is infused at all levels.



## 6. Removal of Non-Physical Barriers

Non-physical barriers can affect how individuals with disabilities access information, request accommodations, participate in programs, or interact with the City's ATLDOT services. Non-physical barriers include, but are not limited to, policies, practices, procedures, or communication methods that prevent people with disabilities from accessing PPROW-related services or programs. The strategies the City is implementing to remove non-physical barriers include staff training, creating and defining effective communication procedures, program modifications to ensure accessibility, improved digital accessibility, and updating administrative processes that support ADA compliance and program access.

### 6.1 Training

To support the effective implementation of the ADA Transition Plan, the City has developed a structured ADA PPROW training curriculum designed to build internal knowledge, consistency, and accountability across ATLDOT. The curriculum outlines who will be trained, when training will occur, and the subject matter covered, ensuring that staff with ADA-related responsibilities have the appropriate tools and understanding to carry out their roles.

This training framework supports long-term capacity building within the City and helps ensure that accessibility considerations are consistently integrated into decision-making, project development, and service delivery. The full ADA training curriculum is included in Appendix C to this Transition Plan.

### 6.2 Communication (effective communication, website)

The City is committed to ensuring effective communication with individuals with disabilities in accordance with Title II of the ADA. Effective communication means that individuals with disabilities can obtain information from and communicate with the City in a manner that is as effective as communication with individuals without disabilities.

Individuals may request reasonable accommodation or communication assistance by contacting the City's ADA Coordinator in advance of meetings, public events, or engagement activities.

The City also recognizes the importance of accessible digital communication. Through ATLDOT, the City maintains an online presence on the ATLDOT website, where residents can access information about programs, services, and initiatives, including materials related to the ADA PPROW Transition Plan and opportunities for public engagement. The City works to ensure that its website and digital content are developed and maintained in alignment with recognized accessibility standards, including the WCAG, to improve usability for individuals who use assistive technologies such as screen readers, magnification software, or voice navigation tools.

In addition to the City's website, ATLDOT uses multiple communication platforms, including email communications, public notices, and social media, to share information with the public. Efforts are made to ensure that digital communications, graphics, and informational materials are accessible and designed to be inclusive of individuals with disabilities by incorporating alt text in graphic material.

### **6.3 Public Participation**

Public participation is an important component in the development of this Transition Plan. Input from the community has been gathered and used to identify priority areas for improvement within the City's jurisdiction.

Public outreach for the preparation of this document was initiated with the ADA Advisory Committee. The Advisory Committee was formalized on November 13, 2024, through legislation, and the committee obtained all appointments for individuals to serve. The first official meeting of the ADA Advisory Committee was held on Monday, June 2, 2025, at 1:00 pm at Atlanta City Hall.

To facilitate a more focused and thorough review, the Advisory Committee organized into three subcommittees dedicated to key components of compliance and implementation. This structure allows for a detailed review of the Consent Decree requirements, City policies and procedures, the ADA PPROW Self-Evaluation, and the draft Transition Plan.

To continue to support the public engagement effort, the City, in compliance with requirements of the ADA and the federal Consent Decree, conducted a series of hybrid (in-person and virtual) Listening Sessions to gather feedback from residents, advocates,

and members of the disability community. These sessions were designed to provide an open forum for individuals to share their lived experiences navigating Atlanta's pedestrian environment, including sidewalks, curb ramps, transit access points, crossings, and other elements within the pedestrian public right-of-way. The information gathered helped form recommendations that will inform barrier removal priorities and future infrastructure planning.

The City also engaged in public participation through an online survey. The survey allowed the City to reach a broader audience, including individuals who may not have been able to attend the listening sessions in person. The responses collected through the survey provided valuable insight into community priorities, common accessibility challenges, and areas where residents believe improvements are most needed. These responses were used to inform the City's accessibility planning efforts and the prioritization of barrier removal projects within the ADA Transition Plan.

#### **6.4 Non-City Barriers**

The City recognizes that certain features, facilities, or installations within the public right-of-way may be owned, operated, or maintained by non-City public entities, utility providers, or other third parties. Where the City's authority to regulate or control such activities is limited or preempted by law, the City will not be considered in violation of 28 CFR § 35.151 (New Construction and Alterations) for accessibility barriers resulting from those installations. The City will, however, continue to coordinate with responsible entities whenever practicable to promote accessibility and barrier removal within the public right-of-way.

# 7. Removal of Physical Barriers

## 7.1 Introduction

The City of Atlanta is committed to improving accessibility across its transportation network by identifying and removing barriers in the public right-of-way. This includes sidewalks, curb ramps, crossings, and other pedestrian facilities that are essential for safe and independent travel. Two divisions within ATLDOT work to remove physical barriers within the PPROW: the Capital Delivery division and the Transportation Infrastructure Management division. The Capital Delivery division is responsible for managing major transportation construction projects, including Renew Atlanta-TSPLOST, Capital Improvement Projects, and state-funded sidewalks and resurfacing projects, and the Transportation Infrastructure Management (TIM) is responsible for maintaining and operating the City of Atlanta's multi-modal transportation system for residents, commuters, and visitors.

As part of the Self-Evaluation, the City completed a citywide evaluation of sidewalk conditions to better understand where accessibility improvements are most needed. This work guides how and where infrastructure improvements will be made over time.

The City engaged an outside consultant to assist in the development of the prioritization methodology and project priorities. In addition to gathering data on the condition of the PPROW, the City collected data from across the City, including considerations of a range of factors such as safety concerns, access to transit and key destinations, and community concerns. Where multiple needs overlap, prioritization allows the City to focus on improvements that will have the greatest impact.

In conjunction with the federal Consent Decree requirements that identified certain neighborhoods as priorities for barrier removal, the results of this effort provide a framework for prioritizing sidewalk improvements. The prioritization methodology organizes the projects into short-, mid-, and long-term timeframes to guide ongoing planning, funding, and construction efforts. A more detailed explanation of the methodology is attached as Appendix E.

## 7.2 Project Results and Key Findings

The City conducted a citywide analysis to better understand where sidewalk accessibility improvements are most needed and how to prioritize those improvements over time. This process evaluated more than 22,000 sidewalk segments, 1,200 miles across Atlanta, and used a data-driven approach to identify areas with the greatest need for ADA-compliant infrastructure.

Through this effort, individual sidewalk issues were grouped into larger, more efficient project corridors. This resulted in approximately 4,600 initial project groupings, which were further refined into 68 priority projects across the city.

These results provide a clear and consistent framework to guide how sidewalk improvements are planned, funded, and implemented over time.

### Key Findings

#### 1. Sidewalk Needs Are Not Evenly Distributed

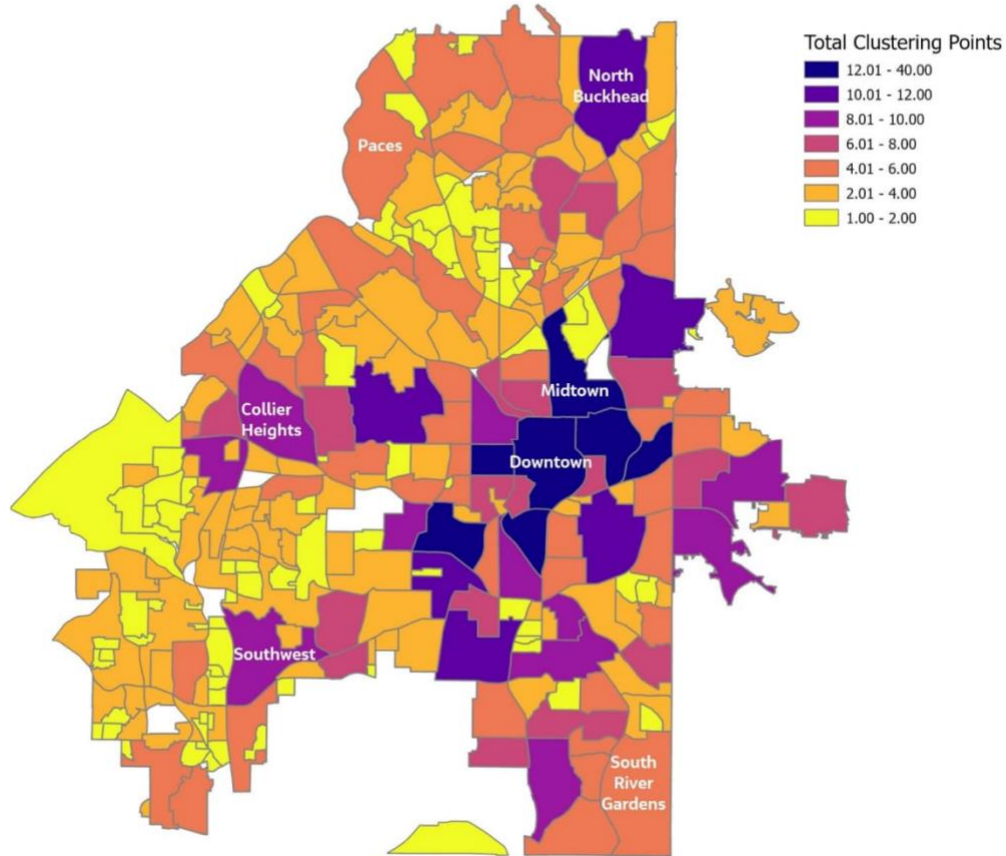
Sidewalk accessibility needs exist across the entire city, but they are more concentrated in certain areas where multiple factors overlap. Higher-priority areas are generally located in central and southeast Atlanta, and tend to have:

- Older infrastructure
- Higher pedestrian activity
- Greater safety concerns
- Higher concentrations of community need

## Project Cluster Results and Spatial Patterns

Exhibit 1, depicts neighborhoods and census tracts color-coded by total clustering points, with darker shades indicating higher concentrations of overlapping priority factors. Several consistent citywide patterns emerge from this analysis:

Exhibit 1: Clustering Analysis Results



## 2. Highest Priority Projects Address Multiple Needs at Once

The highest-ranking sidewalk projects are those where several important factors come together, including:

- Poor sidewalk conditions or missing infrastructure
- Safety risks (such as high-injury corridors)
- Proximity to transit, schools, and key destinations
- Community-identified needs

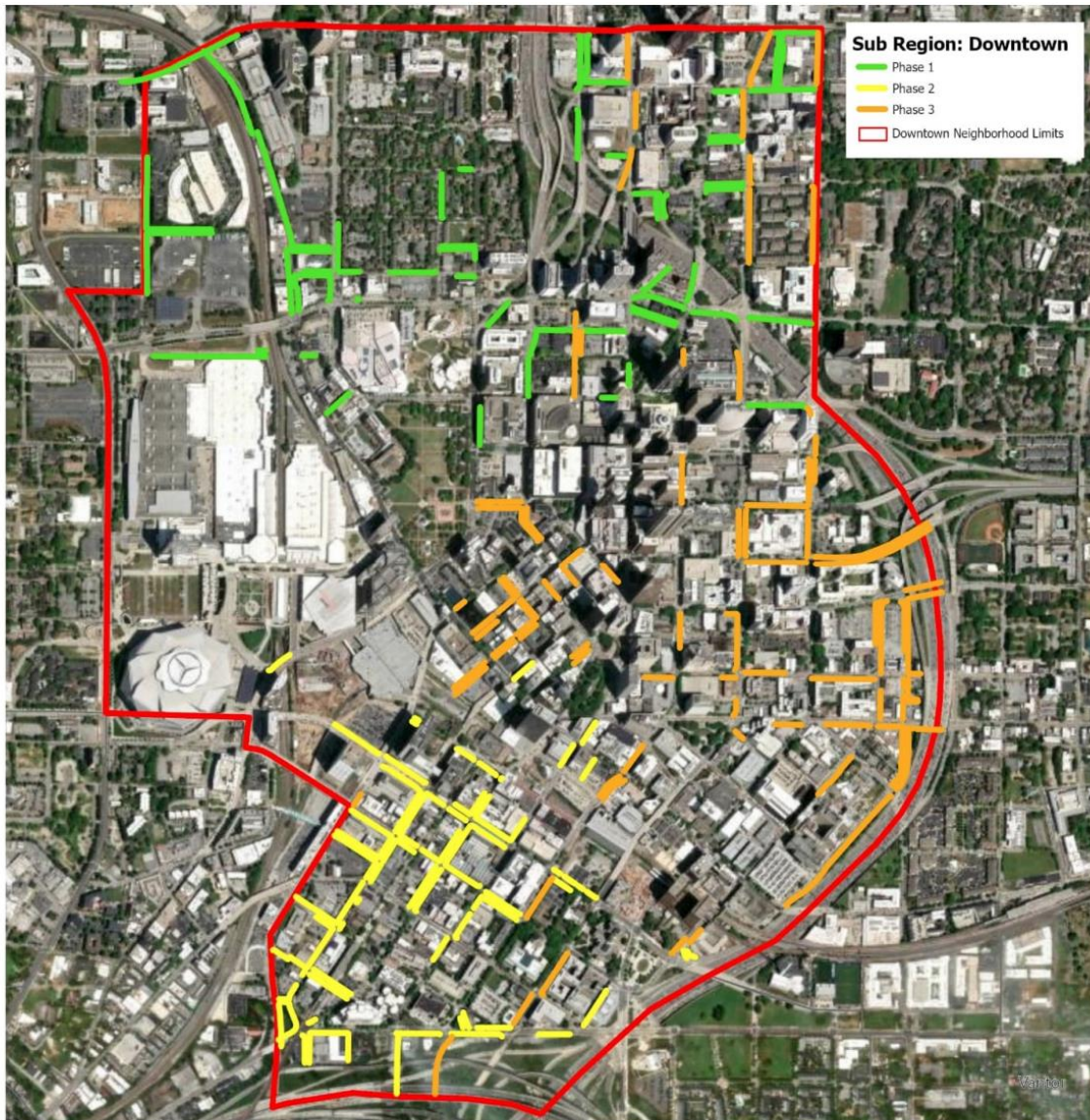
These projects are often located along major corridors and key streets, where improvements can benefit more people and improve overall connectivity.

### 3. Corridor-Based Improvements Provide Greater Impact

Rather than addressing sidewalk issues one at a time, the analysis grouped projects into corridor-based improvements, meaning multiple sidewalk segments along the same street or within the same area are addressed together.

This approach allows the City to:

- Improve continuous, accessible routes
- Reduce gaps in the sidewalk network
- Deliver projects more efficiently
- Maximize impact within a neighborhood



The City maintains flexibility to adjust project sequencing based on coordination opportunities, funding availability, constructability, and alignment with other capital or resurfacing projects. While weighted rankings establish relative urgency and need, final programming decisions will balance prioritization results with practical implementation considerations as part of the ADA Transition Plan.

#### 4. The Prioritized Project Matrix Serves as the Foundation for Implementation

The Prioritized Project Matrix is the main tool used to organize and track sidewalk improvement projects.

Each project in the matrix includes:

- Location (street and neighborhood)

- Priority ranking based on overall score
- Project length
- Grouping within a larger sub-region

This matrix helps the City:

- Compare projects across different areas
- Identify high-impact investments
- Plan projects based on both need and scale

### **How These Results Will Be Used**

While projects are ranked to help guide decision-making, all identified sidewalk improvements represent real ADA needs and remain important to achieving a fully accessible transportation network. Lower-ranked projects may be smaller in scale, serve fewer connections, or reflect fewer overlapping priority factors; however, they will still be addressed over time as part of the City's long-term commitment to accessibility.

The prioritization results are intended to guide planning and investment decisions rather than establish a fixed construction schedule. Project timing and sequencing may evolve based on funding availability, coordination with other initiatives, and design considerations. This flexible approach allows the City to respond to changing conditions while maintaining a clear, data-driven strategy.

Overall, this analysis provides a transparent foundation for decision-making and supports a shift from reactive repairs to a more strategic, system-wide approach, ensuring that accessibility improvements are delivered where they are most needed and will have the greatest impact for residents and visitors.

## **7.5 Implementation Plan**

The City of Atlanta will implement sidewalk accessibility improvements over time using a phased approach. This approach is designed to address the most critical needs first while continuing to make steady progress toward full ADA compliance across the city.

In accordance with the requirements of Title II of the ADA Transition Plan requirements and the federal Consent Decree, this Transition Plan includes an implementation timeline that organizes barrier removal projects into three general timeframes. These timeframes reflect both the level of need and the overall scale of improvements required.

### Phased Approach to Improvements

Sidewalk projects will be completed over an estimated 25-year period, allowing the City to plan, fund, and deliver improvements in a structured and manageable way. See Exhibit 5 below for plan allocation estimates.

#### Exhibit 5: Implementation Plan Allocation Estimates

| Implementation Plan       | Number of Years | Percent of Timeframe | Approximate Sidewalk Project Miles per Term |                  |
|---------------------------|-----------------|----------------------|---------------------------------------------|------------------|
| Short Term (0 to 5 years) | 5               | 20%                  | 1200 x 20%                                  | Approx 240 miles |
| Mid-Term (5-15 years)     | 10              | 40%                  | 1200 x 40%                                  | Approx 480 miles |
| Long-Term (15-25 years)   | 10              | 40%                  | 1200 x 40%                                  | Approx 480 miles |
| Total                     | 25              | 100%                 | 1200 miles                                  |                  |

- Short-Term (0–5 Years):**  
 Focuses on the highest-priority projects where safety risks, accessibility barriers, and community needs are greatest. These projects are expected to have the most immediate impact.
- Mid-Term (5–15 Years):**  
 Includes projects that continue to improve connectivity and expand accessible routes across the city. These projects build on early investments and extend improvements into additional neighborhoods.
- Long-Term (15–25Years):**  
 Addresses remaining sidewalk needs across the network, including smaller or more dispersed projects that are essential to achieving full accessibility.

## How Projects Will Be Delivered

Projects will generally be implemented using a corridor-based approach, meaning multiple sidewalk improvements within the same area or along the same roadway may be completed together.

This approach allows the City to:

- Improve continuous, accessible pedestrian routes
- Reduce gaps in the sidewalk network
- Deliver projects more efficiently
- Minimize disruption to communities

## Flexibility in Implementation

While the prioritization results provide a clear framework, the implementation plan is designed to remain flexible.

Project timing and sequencing may be adjusted based on:

- Available funding
- Coordination with other City projects (such as resurfacing or utility work)
- Field conditions and design considerations
- Ongoing community input

This flexibility ensures that the City can respond to opportunities and challenges while continuing to make progress toward its accessibility goals. This phased implementation plan provides a clear and realistic path forward for improving sidewalk accessibility across Atlanta, ensuring that investments are prioritized, progress is measurable, and the City continues to move toward a more accessible and connected transportation system.

## Cost Estimation

The purpose of this cost estimate is to support long-term planning and implementation of accessibility improvements within the PPROW. Because individual project conditions vary significantly throughout the City, this Transition Plan utilizes planning-level cost assumptions rather than developing a fixed citywide construction estimate.

For planning purposes, ATLDOT uses a baseline construction cost assumption of approximately \$1 million per mile for sidewalk repair, replacement, and construction activities associated with accessibility improvements. Actual project costs may vary based on site conditions, corridor characteristics, utility conflicts, right-of-way needs, drainage improvements, traffic control requirements, market conditions, and other project-specific factors. As a planning assumption, the City does not anticipate, nor is it required, to replace all 1,200 miles of sidewalks referenced in Exhibit 5 above. Approximately 45–50 percent of sidewalks within the City limits are rated between fair and excellent condition, and therefore, not all 1,200 miles of infrastructure are expected or required to be repaired or replaced.

To account for the full project delivery process, planning-level estimates may include allowances for:

- Professional Engineering (PE), including design, permitting, and project management;
- Right-of-Way (ROW) acquisition and coordination;
- Utility relocation and adjustment;
- Contingency for unknown conditions, cost escalation, and construction modifications.

These planning assumptions are intended solely to support prioritization, program development, and long-range budgeting. Project-specific costs will be refined during subsequent phases of design, engineering, environmental review, utility coordination, and construction procurement.

Because accessibility improvements are implemented through a variety of programs and funding sources, the estimates presented in this plan should not be interpreted as a fixed cost obligation or comprehensive accounting of future expenditures. Rather, they provide a framework for evaluating and prioritizing improvements over the implementation period of the Transition Plan.



### **Planning Considerations for Ongoing Improvements**

Accessibility improvements are implemented through a variety of funding sources and capital programs administered by ATLDOT and its partners. These investments include sidewalk construction and repair, curb ramp upgrades, intersection improvements, safety projects, resurfacing programs, and other transportation initiatives that improve pedestrian accessibility throughout the city.

In recent years, the City has budgeted more than \$170 million annually in sidewalk and pedestrian-related projects through a combination of local, state, federal, and voter-approved funding sources. These investments support both stand-alone accessibility projects and broader transportation improvements that incorporate ADA-compliant pedestrian infrastructure.

Additionally, accessibility improvements are continuously advanced through private development, Community Improvement District (CID) investments, utility work, redevelopment projects, and individual property owner improvements. As these projects are completed, identified barriers may be reduced or eliminated independent of actions specifically identified within this Transition Plan.

## **Barrier Removal Activities**

In addition to traditional sidewalk replacement and reconstruction projects, ATLDOT has utilized sidewalk grinding and trip hazard removal techniques to address vertical discontinuities and improve pedestrian accessibility. These treatments provide a cost-effective method of reducing barriers where full sidewalk replacement is not immediately necessary.

In 2026, ATLDOT completed a pilot sidewalk grinding project along Westview Drive in Southwest Atlanta that addressed over 100 concerns in the ROW through targeted grinding and related maintenance activities. The project improved pedestrian accessibility, reduced potential hazards, and extended the useful life of existing sidewalk infrastructure.

Project data collected during the assessment and remediation process was provided to ATLDOT's Geographic Information System ("GIS") team to support updates to the City's public right-of-way inventory as mentioned within Section 8 of this document.



## 8. Monitoring and Updates

The City recognizes that the ADA Transition Plan is a living document that will be implemented, monitored, and updated over time. The Department will regularly monitor progress toward barrier removal and program accessibility improvements and will update the Transition Plan periodically to reflect completed projects, updated priorities, funding availability, and new accessibility needs.

The ADA Coordinator, along with the Commissioner of the Atlanta Department of Transportation, will be responsible for monitoring the implementation of the Transition Plan.

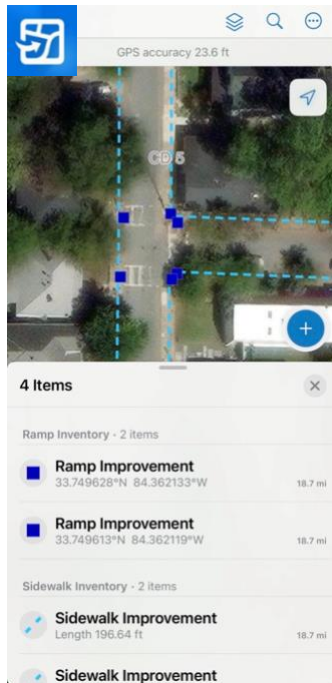
The City will continue to engage the public, including individuals with disabilities and advocacy organizations, to gather input on accessibility priorities and barriers within the public right-of-way. Public input may be collected through public meetings, surveys, ADA Advisory Committee meetings, 311 requests, and the ADA grievance process. Updates to the Transition Plan may include revisions to project priorities, implementation schedules, and funding strategies.

### Transition Plan Monitoring Activities

| Activity                                  | Responsible Party       | Frequency       |
|-------------------------------------------|-------------------------|-----------------|
| <b>Track completed ADA projects</b>       | ATLDOT ADA Coordinator  | Ongoing         |
| <b>Update barrier inventory</b>           | ATLDOT                  | Periodically    |
| <b>Review prioritization list</b>         | ATLDOT                  | Annually        |
| <b>Update Transition Plan document</b>    | ADA Coordinator         | Every 2–3 years |
| <b>Public outreach/input</b>              | ADA Coordinator         | Ongoing         |
| <b>Track ADA complaints/requests</b>      | ADA Coordinator / 311   | Ongoing         |
| <b>Report progress to City leadership</b> | ATLDOT/ ADA Coordinator | Annually        |
| <b>Coordinate with capital planning</b>   | ADA Coordinator         | Annually        |

## Sidewalk and Curb Ramp Installation Tracking

Utilizing GIS software both in the field with a mobile application and in the office with a desktop application, project teams will capture spatial data related to sidewalk and curb ramp improvements.



The location of the improvements as well as information related to the construction such as date of completion, material used and who completed the work will also be tracked.

**Sidewalk and Curb Ramp Improvement Editor**

**Edit feature**

**Ramp Improvement**

Status\*  
Completed

Improvement Type\*  
Repair

Date Completed\*  
12/16/2025

Material  
Concrete

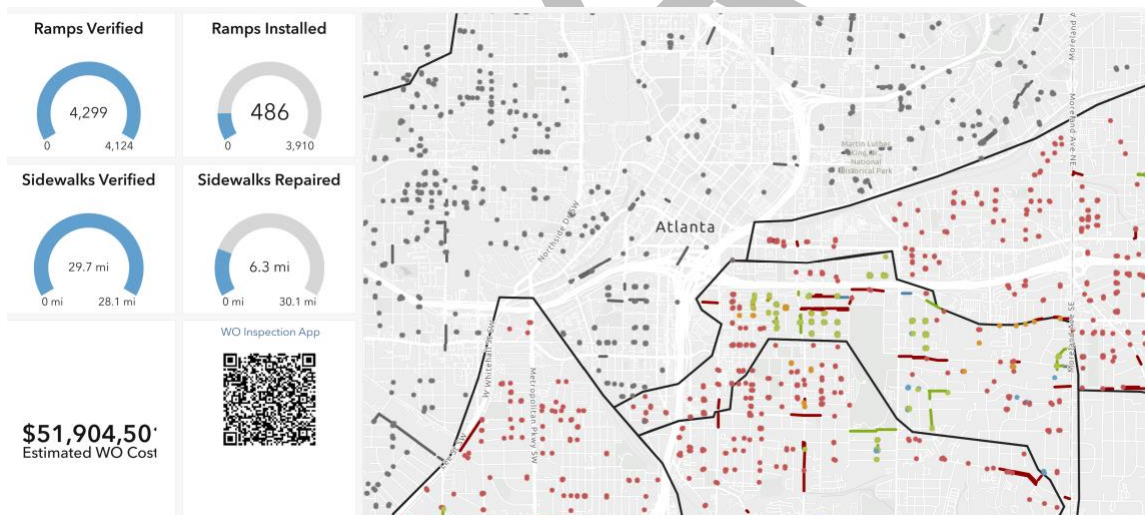
Surface Type  
TRUNCATED DOME

Work Completed By\*  
Contractor

Contractor\*  
SD&C

The location mapping will allow the staff and public to visualize and monitor the City's progress.

Example Dashboard:



Dashboard to display:

- Sidewalks Installed/Repaired (MAF & all other programs) – Linear feet/miles
- Ramps Installed/Repaired (MAF & all other programs) – Count
- Condition Improvement Numbers (baseline condition form 2024 inventory compared to current condition to include improvements made since 2024)

## 9. Ongoing Efforts

The City's ongoing efforts described in this section support full compliance with the federal Consent Decree and Title II of the ADA. Through coordinated, cross-departmental initiatives and continuous process improvements, the City, through ATLDOT, continues to advance accessibility, strengthen its operational capacity, and accelerate the removal of barriers across the public right-of-way initiatives and continuous process improvements, the City, through ATLDOT, continues to advance accessibility, strengthen its operational capacity, and accelerate the removal of barriers across the public right-of-way. While the Transition Plan assigns priority levels and timelines to specific PPROW corridors and elements, any corridor or element identified through 311 complaints, or other reported concerns will be reviewed separately to ensure timely and responsive action.

### 9.1 ATL311

The City has established a complaint process for the intake of accessibility-related barrier complaints in the PPROW. This process is integrated into the City's Atlanta 3-1-1 (ATL311) system and serves as a centralized and accessible mechanism for receiving, tracking, and responding to accessibility-related concerns. The Complaint Process supports the City's administrative obligations under [28 CFR §35.107](#), which require public entities to adopt and publish grievance procedures and designate responsible employees to coordinate Title II compliance.

The Complaint Process provides a clear and accessible means of submitting complaints or information regarding accessibility-related barriers in the PPROW through the City's existing ATL311 system. Information regarding how to submit accessibility-related complaints is publicly available on the ATLDOT website and through ATL311, thereby ensuring transparency and public awareness consistent with [28 CFR §35.107](#).

To ensure accessibility-related complaints involving the City of Atlanta Pedestrian Public Right of Way (ATL-PPROW) are properly segregated and routed, the City established dedicated service request categories within the ATL311 system. Service category ST006 are specifically designated for accessibility-related sidewalk and PROW concerns. These categories ensure that such complaints are distinguished from unrelated service

requests and routed directly to the ATLDOT for evaluation and resolution, consistent with the City's obligation to maintain an effective administrative framework for addressing disability-related concerns.

Once routed to ATLDOT, complaints related to the ATL-PPROW are prioritized through a structured and objective evaluation process. A significant portion of accessibility-related requests are directed to the City's Capital Delivery Team for resolution. Remaining requests are evaluated using the City's Sidewalk Prioritization Model, which applies measurable and data-informed criteria to determine repair sequencing and resource allocation. Factors considered include proximity to schools, recreation centers, essential facilities, transit, roadway classification, population density, documented pedestrian incidents, and Neighborhood designation. The maximum possible prioritization score is 85 points. This structured approach supports compliance with [28 CFR §35.150](#), which requires that programs, services, and activities be accessible when viewed in their entirety. By prioritizing barriers that present higher safety risks, vehicular access impacts, and connectivity needs, the City advances program access across the pedestrian network.

ATL311 provides multiple convenient and accessible methods for members of the public to report accessibility barriers in the PPROW, including telephone (404-546-0311), Georgia Relay (711), and email ([atl311@atlantaga.gov](mailto:atl311@atlantaga.gov)). The ATL311 website, is a free mobile application, chatbot, social media platforms, and facsimile. These reporting channels ensure broad and equitable access to the complaint system, consistent with Title II's requirement to provide meaningful access to public programs and services.



The City may continue to refine and implement guiding criteria to prioritize accessibility barriers identified through complaints to determine appropriate scheduling for repair or removal. This prioritization framework supports the City's ongoing obligation under [28](#)

[CFR §35.150\(d\)](#) to identify and address barriers in existing facilities through a systematic and planned approach, as documented in this ADA Transition Plan.

Persons who submit complaints related to the ATL-PPROW through the ATL311 system and who are dissatisfied with the response, including the priority assigned or the proposed timing for removal of identified barriers, may file a complaint or appeal pursuant to ATLDOT's ADA Grievance Procedure. The ADA Grievance Procedure is outlined in this Transition Plan and publicly available, in compliance with [28 CFR §35.107\(b\)](#).

The ATL311 system is designed to provide effective communication to and from persons with communication-affecting disabilities. The intake system provides notification of the availability of alternate accessible communication methods, including Georgia Relay services and auxiliary aids upon request, along with instructions on how to access such accommodations.

## **9.2 Atlanta Information Management**

ATLDOT works with Atlanta Information Management ("AIM") to address digital accessibility and website accessibility requirements. This coordination includes reviewing website content, documents, and online services to improve accessibility for individuals with disabilities in accordance with ADA Title II and digital accessibility standards. The City's ATLDOT website is WCAG 2.1 AA compliant. ATLDOT will continue to coordinate with AIM to improve website accessibility, ensure public information is available in accessible formats, and support ongoing digital accessibility improvements across City platforms.

## **9.3 Department of Public Works**

ATLDOT coordinates with the Department of Public Works regarding the placement of trash receptacles, street furnishings, vegetation maintenance and removal, and temporary obstructions within the public right-of-way. This coordination helps maintain accessible pedestrian routes by addressing potential barriers before, during, and after transportation, maintenance, and capital improvement projects.

## **9.4 Department of Community Planning**

ATLDOT coordinates with the Department of City Planning regarding ordinances and policies that impact the public right-of-way, including the Right-of-Way Dining ordinance. ATLDOT reviewed a recently proposed Right-of-Way Dining ordinance to help ensure that accessibility and pedestrian clear-path requirements were incorporated into the ordinance and permitting process. The ordinance includes requirements related to pedestrian clearance, accessibility, and placement of furniture and barriers within the public right-of-way to help maintain accessible pedestrian routes.

## **9.5 Mayors' Office of Special Events**

Special events held within the public right-of-way, such as festivals, parades, races, and other permitted activities, may temporarily affect pedestrian access and mobility. The City is committed to ensuring that accessibility for individuals with disabilities is considered and maintained when reviewing and approving special events that impact streets, sidewalks, or other pedestrian facilities.

As part of the event review process, the City evaluates proposed event layouts and operational plans to help ensure that accessible pedestrian routes are maintained to the maximum extent feasible. Event organizers may be required to incorporate accessibility considerations into their event planning, including maintaining accessible pathways, ensuring that pedestrian detours remain navigable for individuals using mobility devices, and avoiding unnecessary barriers within the pedestrian right-of-way.

The City's review process considers applicable accessibility requirements under the ADA, as well as best practices reflected in the PROWAG. These considerations may include maintaining accessible pedestrian circulation, providing appropriate signage and wayfinding where temporary route adjustments are necessary, and minimizing disruptions to curb ramps, crossings, and other accessible infrastructure.

# 10. Conclusion

The City of Atlanta's ADA Transition Plan establishes a clear and actionable path toward improving accessibility across its transportation network. Through a comprehensive evaluation of programs, services, and infrastructure, the City has identified barriers and developed a data-driven strategy to address them over time.

This plan reflects the City's commitment to meeting its obligations under the Americans with Disabilities Act, and federal Consent Decree requirements while also advancing a more accessible and connected community for all residents and visitors. By prioritizing improvements based on need, safety, and community input, the City is taking a strategic approach to delivering meaningful and measurable progress.

Implementation of this plan will occur over time and will require continued coordination, investment, and community engagement. As conditions change and improvements are made, the City will update and refine its approach to ensure ongoing alignment with accessibility goals and compliance requirements. Through this effort, Atlanta is building a more accessible future, one that supports safe, independent mobility for everyone.

# Form

# Department of Transportation (ATLDOT) Grievance Form

The following ADA Grievance Form is provided as a convenience for members of the public. Individuals are not required to use this form and may submit grievances through any accessible method described in the ADA Grievance Procedure.

This form may be used to file a grievance regarding discrimination on the basis of disability in the provision of services, programs, or activities by the City of Atlanta Department of Transportation.

Use of this form is **not required** to file a grievance. Complaints may also be submitted by email, telephone, relay service, in person, or in another accessible format. Individuals who require assistance completing this form due to a disability may request assistance from ATLDOT.

DRY

## Complainant Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Preferred Method of Communication:

- ☐ Phone  
☐ Email  
☐ Mail

- ☐ Relay Service
- ☐ Other: \_\_\_\_\_
- Do you require communication accommodations?

☐ Yes☐ No

If yes, please specify:

**Representative Information (if applicable)**

If you are filing this grievance on behalf of another person, please complete this section.

Name of Representative: \_\_\_\_\_

Relationship to Complainant: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

### Description of the Alleged ADA Issue

Date of the incident: \_\_\_\_\_

Location of the issue (address or intersection if applicable):

---

This image shows a blank sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. In the bottom right corner, there is a small, light gray icon of an eraser. The overall appearance is that of a clean, unused piece of stationery or a template for writing.

Please describe the accessibility issue or discrimination that occurred.  
(Attach additional pages if needed.)

## Desired Resolution

Please describe the action or resolution you are seeking.



### Additional Information

Have you previously reported this issue to the City of Atlanta?

- ☐ Yes
- ☐ No

If yes, please provide any details (date, department contacted, case number if known):

**Signature**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

If submitting electronically, a typed name will be accepted as a signature.

### Submit Completed Form To

## Shauncey Battle

ADA Coordinator

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# Appendix B: Self Evaluation

[Link to Self-Evaluation](#)

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# Appendix C: ADA Training Curriculum

## Training Plan Curriculum for PPROW Accessibility Compliance

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### **Purpose**

The Lawson Consent Decree requires ATLDOT to provide targeted training for all Plan Reviewers, Inspectors, and Project Managers whose roles impact the accessibility of the Pedestrian Public Right-of-Way (PPROW). This training must ensure staff understand and consistently apply federal and state accessibility standards, including Public Right-of-Way Accessibility Guidelines (PROWAG).

### **Training Requirements per Federal Requirements**

- Minimum two (2) hours of accessibility training annually for plan reviewers and inspectors
- Training must include federal and state accessibility standards impacting pedestrian routes.
- Training required for new hires during onboarding unless prior sufficient training is demonstrated.
- Supplemental training whenever laws or standards change.
- Use of third-party resources and tools is permitted to meet these requirements.

### **Recommended Training Approach**

To maximize efficiency, ATLDOT will leverage the U.S. Access Board's free online training resources and webinars:

#### Phase 1 Immediate Implementation (30 Days after approval)

- Launch self-paced training using the Access Board's YouTube series:
  - PROWAG Chapter 1: Application & Administration
  - PROWAG Chapter 2: Scoping Requirements
  - PROWAG Chapter 3: Technical Requirements

- PROWAG Chapter 4: Supplemental Technical Requirements
- “What’s New in the Final Rule” Overview
- Require all inspectors, plan reviewers, and project managers to complete these videos.
- Assign quiz-based knowledge checks to confirm understanding.

#### Phase 2 Interactive Learning (90 Days after approval)

- Register staff for live monthly webinars offered through the Access Board and the National ADA Network.
- Topics include:
  - Designing Accessible Crosswalks
  - Pedestrian Facilities in the Right-of-Way
  - Accessible Bus & Van Transportation

#### Phase 3 Ongoing Annual Training (Starting 2026)

- Incorporate annual refresher sessions into ATLDOT’s mandatory professional development schedule.
- Update training materials when standards or regulations change.

#### **Benefits of Leveraging Access Board Tools**

- Cost Savings: Eliminates the need to hire outside vendors
- Consistency: Ensures all staff receive standardized, nationally recognized training
- Compliance: Satisfies the Lawson Consent Decree’s training mandates
- Accessibility Expertise: Staff will gain deeper knowledge of PROWAG and ADA requirements impacting ATLDOT’s operations

#### **Next Steps**

- This plan is to be reviewed by the ADA Advisory Committee and Class Counsel
- Approval from ATLDOT Commissioner to adopt this training approach
- Coordination with HR and the Training Division to integrate into onboarding and annual professional development.
- Development of a tracking system to ensure compliance with consent decree requirements.

# Appendix D: Prioritization Matrix

## The Prioritization Matrix

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# Appendix E: Prioritizing Physical Barrier Removal Data

## Datasets

To help determine where sidewalk improvements are most needed, the City used a variety of data sources to guide project prioritization. These datasets provide information about sidewalk conditions, safety, access to transit and key destinations, and community needs across Atlanta.

For this plan, projects are defined as locations where sidewalks are missing, damaged, or obstructed. The data listed below was used to better understand where these issues exist and where improvements would have the greatest impact. Together, these data sources help ensure that sidewalk improvements are planned in a way that is informed, consistent, and responsive to community needs.

Exhibit 1 below summarizes the key data sources used in this analysis and provides a brief description of each as well as the data source date.

### Exhibit 1: Data List

| Network Connectivity  |                                                                                                           |      |
|-----------------------|-----------------------------------------------------------------------------------------------------------|------|
| Neighborhoods         | 248 City-recognized Neighborhoods, which can be further grouped to 25 Neighborhood Planning Units (NPUs)  | 2025 |
| Census Tracts         | US Census Tract boundaries                                                                                | 2024 |
| Points of Interest    | A compilation of a variety of businesses, parks, and other points of interest, as identified by the City. | 2024 |
| Schools               | A compilation of Atlanta Public Schools                                                                   | 2024 |
| Safety                |                                                                                                           |      |
| Atlanta HIN Corridors | High Injury Network (HIN) corridors identified in the City's Vision Zero Plan                             | 2025 |

|                                  |                                                                                                                                  |           |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------|
| Street (Function) Classification | GDOT (Georgia Department of Transportation) Functional Classification Road Routes                                                | 2018      |
| <b>Community access</b>          |                                                                                                                                  |           |
| Mobility Improvement Zones       | The product of an analysis identified vulnerable communities in the City. Derived from the 2023 American Community Survey (ACS). | 2023      |
| Disability Community Engagement  | Input received from public meeting series and an online survey, as applicable.                                                   | 2026      |
| <b>Existing Facilities</b>       |                                                                                                                                  |           |
| Sidewalks to be Repaired         | A list of sidewalks identified to be repaired in Moving Atlanta Forward (MAF)                                                    | 2024      |
| Sidewalk Conditions              | An inventory of sidewalk conditions                                                                                              | 2024      |
| Sidewalk Obstructions            | An inventory of sidewalk obstructions                                                                                            | 2024      |
| Ramps to be Installed            | A list of ramps identified to be installed in MAF                                                                                | 2024      |
| Ramp Conditions                  | An inventory of ramp conditions                                                                                                  | 2024      |
| ATL311                           | A geocoded directory of sidewalk issues reported via the ATL311 City of Atlanta Customer Service hotline.                        | 2017-2025 |
| <b>Multimodal Connectivity</b>   |                                                                                                                                  |           |
| Transit Ridership                | MARTA Bus Routes Top 20 routes, by Ridership (derived from MARTA stop ridership data)                                            | 2025      |
| Bus/Train Stops                  | MARTA bus stops and rail stations                                                                                                | 2024      |
| Bus/Train Routes                 | MARTA transit routes                                                                                                             | 2021      |

## Project Scoring

### How Projects Were Scored and Prioritized

To determine which sidewalk improvements should be addressed first, the City used a consistent scoring system to evaluate each project. This approach helps ensure that decisions are made in a fair, transparent, and data-driven way.

Each sidewalk location was reviewed based on several key factors, including safety, community needs, existing conditions, and access to important destinations. Points were assigned based on how closely a project relates to each of these factors. Projects with higher scores represent areas where multiple needs overlap and where improvements can have the greatest impact.

For example, projects received higher scores if they:

- Are located in areas with higher safety risks
- Serve communities with greater need
- Improve access to schools, transit, or key destinations
- Address poor sidewalk conditions or missing infrastructure
- Have been identified through community input or service requests

### How the Scoring Works

Each project is assigned points based on how well it meets different criteria. These points are then combined to create an overall score. This score helps the City compare projects across Atlanta and identify which locations should be prioritized. Exhibit 2 represents key factors the City considered when evaluating sidewalk projects. Together, they ensure that improvements are prioritized based on safety, community need, accessibility, and overall impact.

### Exhibit 2: Project Scoring Categories

| Category                         | Considerations                                             |
|----------------------------------|------------------------------------------------------------|
| <b>Safety</b>                    | Areas with higher crash risk or along major roadways       |
| <b>Community Input</b>           | Areas identified as higher need, including community input |
| <b>Access &amp; Connectivity</b> | Proximity to schools, parks, businesses, and destinations  |
| <b>Existing Conditions</b>       | Sidewalk gaps, damage, obstructions, and ramp conditions   |
| <b>Transit Access</b>            | Proximity to bus stops, train stations, and transit routes |

## How Priorities Are Balanced

Not all factors are weighted equally. Some factors, like safety and community needs, are given more importance when determining project priority.

The table below (Exhibit 3) shows how each category contributes to the overall project score:

### Exhibit 3: Project Weighting

| Category                         | Weight      |
|----------------------------------|-------------|
| <b>Safety</b>                    | 25%         |
| <b>Community Input</b>           | 20%         |
| <b>Access &amp; Connectivity</b> | 20%         |
| <b>Existing Conditions</b>       | 20%         |
| <b>Transit Access</b>            | 15%         |
| <b>Total</b>                     | <b>100%</b> |

This balanced approach ensures that sidewalk improvements are prioritized not only based on physical conditions, but also on safety, access, and community needs, helping the City make the greatest impact with available resources.

## Data Relevance and Criteria

### Network Connectivity

Organizing sidewalk projects into clusters during project prioritization allows the City to coordinate construction, reduce costs, and create a more continuous and connected pedestrian network. This approach also helps in creating a continuous and clear path for pedestrians, which is essential for safety and convenience. Additionally, grouping projects can lead to better coordination of design elements, such as lighting, landscaping, and wayfinding, which are crucial for enhancing the overall pedestrian experience and neighborhood cohesiveness. It is important to identify and prioritize clusters of sidewalk deficiencies, as addressing these areas can create new access points and attract more users to the pedestrian network. Larger clusters often generate greater benefits for the

overall network and the surrounding community compared to isolated, stand-alone projects.

A key element of a pedestrian-friendly network is connecting safe, accessible sidewalks to daily destinations. The Points of Interest dataset is a compilation of such data, identifying over fifty businesses, parks, and other high-volume locations where people may gather. In addition, educational institutions, included with the school's dataset, may rely on a safe, accessible sidewalk network with neighborhood connectivity, as a considerable number of students are pedestrians<sup>1</sup>.

## **Safety**

Two datasets were used to incorporate safety into the prioritization process: the Atlanta High Injury Network (HIN) corridors and Roadway Functional Classification. The High Injury Network, identified in the City's Vision Zero Plan, highlights one-mile roadway segments with the highest concentration of severe and fatal crashes. These segments are evaluated using the Equivalent Property Damage Only (ePDO) methodology, which assigns severity-based point values to different crash types and multiplies those values by the number of crashes to produce an overall injury score.

In addition, the scoring model takes into consideration traffic volume based on Roadway Functional Classification. Because traffic volume data is not consistently available for all streets, roadway functional classification is used as a proxy. Higher-classification roadways, typically carrying greater traffic volumes, are prioritized over local streets to better address pedestrian safety risks and reduce exposure to high-conflict vehicular environments.

## **Community Access**

Mobility Improvement Zones ("MIZ") dataset is the product of an analysis by ATLDOT to identify vulnerable communities in the City. Each Community of Concern ("COC") is a Neighborhood Statistical Area ("NSA") where residents disproportionately lack vehicle access or rely on walking, biking, or transit to get to work; are significantly burdened by the costs associated with a crash; and often have an elevated risk of death or serious injury in the event of a crash. Risk indicators are derived from the 2023 ACS.

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<sup>1</sup> 10.7% of 5 to 17 year olds, 2017 National Household Travel Survey.

Meaningful public engagement creates opportunities for citizens to provide feedback and recommendations for projects. The Disability Community Engagement Input sessions data element consists of feedback from outreach efforts to the disability community. Outreach activities included hybrid events on Thursday, February 5, 2026, Tuesday, Feb 10, 2026, and Tuesday, Feb 24, 2026, as well as an online feedback survey. The outreach aimed to identify ADA barriers and gather insights on infrastructure improvements. The insights were collected and captured for analysis and incorporation into the final transition plan.

### **Existing Facilities**

Enhancing ADA connectivity by closing gaps in the existing sidewalk network is a key priority, as gap closure strengthens the overall system and improves access for users. Addressing partial or substandard sidewalk segments typically requires less capital investment and can be implemented within a shorter timeframe than full sidewalk construction, which often involves more extensive design, grading, and right-of-way considerations. The data analyzed to help prioritize projects include inventories of sidewalks and ADA curb ramps (done extensively in 2017 and updated in 2024). Additionally, the Moving Atlanta Forward (“MAF”) initiative has identified funding for various deficient sidewalk and ramp locations. These locations were removed from the inventory to reduce redundancy in the list, but they will also be used to help identify where other projects may be needed to continue closing gaps in the network.

ATL311 data has been gathered and geocoded since 2017, documenting deficiencies in the network reported by citizens. The dataset captures service requests related to transportation infrastructure, including issues such as damaged sidewalks, blocked paths, and maintenance concerns. Each record reflects a specific location and time of the report, allowing trends in community-identified needs to be analyzed over multiple years.

### **Multimodal Connectivity**

Public transit offers accessible, affordable connectivity to destinations that are not always available to many people. Sidewalks that connect to transit services play an essential role in ensuring connectivity for transit-dependent populations. Pedestrian access to and from transit can be as important as the transit service itself. Without pedestrian access to transit stops, transit is not a viable option, particularly for the part

of the population where sidewalk connectivity is crucial. Metropolitan Atlanta Rapid Transit Authority (“MARTA”) data, including transit ridership, bus routes, and transit stops, was utilized for prioritization, applying the standard, walkable, ¼-mile distance from each sidewalk.

#### Exhibit 4: Project Clustering

| Category                                                                      | Clustering Criteria                                                                                                             | Points |
|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|--------|
| <b>Safety</b>                                                                 |                                                                                                                                 |        |
| Atlanta High Injury Network (HIN) Corridors                                   | Points per HIN corridor spanning or traversing the tract entirely                                                               | 1      |
|                                                                               | Points per HIN corridor entirely within the tract                                                                               | 1      |
|                                                                               | Points per HIN corridor partially in the tract                                                                                  | .5     |
|                                                                               | Points per HIN corridor connecting to the tract<br><i>(HIN corridors along tract boundaries will be applied to both tracts)</i> | .25    |
| <b>Community Access</b>                                                       |                                                                                                                                 |        |
| Mobility Improvement Zones                                                    | Points per COC within tract (or any part therein)                                                                               | 1      |
|                                                                               | Points per COC in less than 50% of the tract                                                                                    | .5     |
|                                                                               | Points per COC adjacent to tract                                                                                                | .25    |
| Disability Community Engagement Input                                         | Points if within ¼ mile of input                                                                                                | 1      |
|                                                                               | Points if within ½ mile                                                                                                         | .5     |
|                                                                               | Points if within 1 mile                                                                                                         | .25    |
| <b>Network Connectivity</b>                                                   |                                                                                                                                 |        |
| Schools                                                                       | Points per school within tract                                                                                                  | 1      |
|                                                                               | Point per school beyond tract, but within ¼ mile                                                                                | .25    |
| <b>Existing Facilities</b>                                                    |                                                                                                                                 |        |
| Sidewalk Conditions After removing all sidewalks identified for repair by MAF | Points per sidewalk length in need of repair/new sidewalk:                                                                      | 5      |
|                                                                               | More than 200,000 linear feet                                                                                                   | 4      |
|                                                                               | 150,001-200,000 linear feet                                                                                                     | 3      |
|                                                                               | 100,001-150,000 linear feet                                                                                                     | 2      |
|                                                                               | 50,001 - 100,000 linear feet                                                                                                    | 1      |
| ATL311                                                                        | 1-50,000 linear feet                                                                                                            |        |
|                                                                               | Points per location requesting repair, replacement, or addition of sidewalk within tract:                                       | 2.5    |
|                                                                               | Greater than 200                                                                                                                | 2      |
|                                                                               | 76-200 requests                                                                                                                 | 1.5    |
|                                                                               | 51-75 requests                                                                                                                  | 1      |

|  |                |    |
|--|----------------|----|
|  | 26-50 requests | .5 |
|  | 1-25 requests  |    |

## Project Ranking

As noted in Section 7.3.1, several factors were used to rank individual projects. Datasets were assigned a point value based on their relative proximity to certain criteria to achieve accessibility and safety objectives. This point system normalizes numeric data, adjusting values measured on different scales to a common scale. Exhibit 3 provides the prioritization criteria and point system for the final priorities list.

## Exhibit 5: Data Category, Criteria, and Point System

| Category                    | Criteria                                                              | Points |
|-----------------------------|-----------------------------------------------------------------------|--------|
| <b>Safety</b>               |                                                                       |        |
| Atlanta HIN Network         | Projects within ¼ mile of the following:                              |        |
|                             | ePDO weighted average score greater than 1,500                        | 1      |
|                             | ePDO weighted average score from 1000 to 1,499                        | .75    |
|                             | ePDO weighted average score from 500 to 999                           | .5     |
|                             | ePDO weighted average score from 1 to 499                             | .25    |
| Street Classification       | Project location on a road designated Arterial                        | 1      |
|                             | Project location on a road designated Collector                       | .5     |
|                             | Project location on a road designated Local                           | .25    |
|                             | <i>Roads designated as Interstate, Freeway, or Private received a</i> |        |
| <b>Community Access</b>     |                                                                       |        |
| Mobility                    | Project within a community of concern Tier 1                          | 1      |
|                             | Project within a community of concern Tier 2                          | .5     |
| Disability Community        | Points if within ¼ mile of input                                      | 1      |
|                             | Points if within ½ mile Points if within 1 mile                       | .5     |
| Engagement Input            |                                                                       | .25    |
| <b>Network Connectivity</b> |                                                                       |        |
| Places of interest          | Project connects to one (1) place of interest (within 500 feet)       | 1      |
|                             | Project corridor within ¼ mile of place of interest                   | .75    |
|                             | Project connects within ½ mile of place of interest Project           | .5     |
|                             | connects within 1 mile of place of interest                           | .25    |

|                                                                                         |                                                                                                            |     |
|-----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|-----|
| Schools                                                                                 | Project connects directly to school (within 500 feet)                                                      | 1   |
|                                                                                         | Project corridor within ¼ mile of school                                                                   | .75 |
|                                                                                         | Project connects within ½ mile of school                                                                   | .5  |
|                                                                                         | Project connects within 1 mile of school                                                                   | .25 |
| Existing Facilities                                                                     |                                                                                                            |     |
| Sidewalks to be Repaired                                                                | Within ¼ mile of sidewalk identified by MAF to be repaired                                                 | 1   |
|                                                                                         | Within ½ mile of sidewalk identified by MAF to be repaired                                                 | .5  |
| Sidewalk Conditions<br><i>After removing all sidewalks identified for repair by MAF</i> | 2024 Sidewalk Inventory Condition - Poor                                                                   | 1   |
|                                                                                         | 2024 Sidewalk Inventory Condition - Fair                                                                   | .5  |
|                                                                                         | 2024 Sidewalk Inventory Condition - No Sidewalk                                                            | .25 |
| Sidewalk Obstructions                                                                   | If any obstruction exists on the project                                                                   | 1   |
|                                                                                         | If any obstruction exists within 250 feet of a project                                                     | .5  |
| Ramp Installations                                                                      | Within 250 feet of ramp identified by MAF to be installed                                                  | 1   |
|                                                                                         | Within ¼ mile of ramp identified by MAF to be installed                                                    | .5  |
| Ramp Conditions<br><i>After removing all ramps identified for installation by MAF</i>   | Points given for the following conditions along any sidewalk project (within 50 feet)                      |     |
|                                                                                         | Ramp Condition - Very Poor                                                                                 | 1   |
|                                                                                         | Ramp Condition - Poor                                                                                      | .75 |
|                                                                                         | Ramp Condition - Not Existing                                                                              | .5  |
|                                                                                         | Ramp Condition - Fair/Marginal                                                                             | .25 |
| ATL311                                                                                  | A request has been made to repair, replace, or add a sidewalk at a given project location (within 50 feet) | 1   |
| Multimodal Connectivity                                                                 |                                                                                                            |     |
| Transit Ridership                                                                       | Project within ¼ mile of a top 20 route                                                                    | 1   |
|                                                                                         | Project within ½ mile of a top 20 route                                                                    | .5  |
| Bus or Train Stops                                                                      | Project connects to one (1) designated stop/station                                                        |     |
|                                                                                         | Within 250 feet                                                                                            | 1   |
|                                                                                         | Within 500 feet                                                                                            | .75 |
|                                                                                         | Within ¼ mile Within ½ mile                                                                                | .5  |
| Bus or Train                                                                            | Project within ¼ mile of a bus route                                                                       | .25 |
|                                                                                         |                                                                                                            | 1   |

|        |                                      |    |
|--------|--------------------------------------|----|
| Routes | Project within ½ mile of a bus route | .5 |
|--------|--------------------------------------|----|

### Data Weighting

The baseline weighting to use for the prioritization criteria is identified in Column A of Exhibit 6. The criteria were further analyzed and reclassified, and subsequently, the weighting was adjusted, as shown in Column B. It should be noted that no weighting is applied to the initial grouping within census tracts.

**Exhibit 6: Data and Weighting**

| Column A                               |                  |
|----------------------------------------|------------------|
| Initial Criteria                       | Initial Criteria |
| Census Tracts and Demographics         | 20%              |
| Transit Corridors and Ridership        | 15%              |
| School Locations                       | 10%              |
| High-Use Public Areas/Activity Centers | 15%              |
| Vision Zero HIN                        | 15%              |
| ATL311 Requests                        | 10%              |
| Disability Community Engagement Input  | 15%              |
| Total                                  | 100%             |

**Exhibit 6: Data and Weighting**

| Column B                    |                                       |                    |
|-----------------------------|---------------------------------------|--------------------|
| Proposed Categories         | Proposed Criteria                     | Proposed Weighting |
| Safety<br>25%               | Vision Zero HIN Corridors             | 20%                |
|                             | Street (Function) Classification      | 5%                 |
| Community Access<br>20%     | Communities of Concern                | 15%                |
|                             | Disability Community Engagement Input | 5%                 |
| Network Connectivity<br>20% | Points of Interest                    | 10%                |
|                             | Schools                               | 10%                |
| Facility Conditions<br>20%  | Sidewalks to be Repaired              | 3%                 |
|                             | Sidewalk Conditions                   | 3%                 |
|                             | Sidewalk Obstructions                 | 3%                 |
|                             | Ramps to be Installed                 | 3%                 |
|                             | Ramp Conditions                       | 3%                 |
|                             | ATL311                                | 5%                 |
| Multimodal Connectivity     | Transit Ridership                     | 5%                 |
|                             | Bus/Train Stops                       | 5%                 |

|      |                  |      |
|------|------------------|------|
| 15%  | Bus/Train Routes | 5%   |
| 100% | Total            | 100% |

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# Appendix F: ATL311

## Prioritization Model

**Table related to complaints from ATL311 to ATLDOT** and how they are prioritized through a structured and objective evaluation process. Factors considered include proximity to schools, recreation centers, essential facilities, transit, roadway classification, population density, documented pedestrian incidents, and Neighborhood designation. The maximum possible prioritization score is 85 points.

Example: Sidewalk Prioritization Model Inputs

- Schools (1mi walking) - 10 pts
- Recreation Centers (.5mi walking) - 10 pts
- Facilities (grocery, hospital, senior centers) (.5mi walking) - 10 pts
- Transit Proximity (1mi from train, 500ft from bus) - 10 pts
- Roadway Classification (150ft buffer) - 5, 7, or 10 pts
  - Arterial 10 pts
  - Collector 7 pts
  - Local 5 pts
- Population Density - 5 or 10 pts
  - > 4000 10 pts
  - <= 4000 5 pts
- Pedestrian Incidents (150ft buffer from accident) - 15 pts
- Neighborhoods (10 neighborhoods identified, 9 factors considered: school- age children, poverty, vehicle access, seniors in home, etc.) - 10 pts

Total possible points = 85

# Appendix G: ADA Advisory Committee Recommendations

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**ADA Advisory Committee  
Formal Recommendation to the City of Atlanta**

## **Barriers**

The ADA Advisory Committee respectfully submits the following recommendations to support the City of Atlanta's ongoing efforts to improve accessibility, equity, and compliance with the Americans with Disabilities Act (ADA).

The Committee identified structural and non-structural barriers that prevent individuals with disabilities from fully accessing the City of Atlanta's programs, services, and spaces; reviewed and evaluated the City's policies, operational procedures, and outreach strategies to promote meaningful access for all individuals, regardless of ability.

The Committee recommends adopting the following ten (10) recommendations to improve access for all users.

1. Add annual sidewalk funding as a line item in the Atlanta Department of Transportation (ATLDOT) budget that is sufficient to match the requirements of the ADA Pedestrian Public Right(s)-of-Way (Lawson) consent decree and ongoing maintenance.
2. Remove the responsibility for sidewalk maintenance from property owners. Reassign the responsibility to the City of Atlanta. Establish a legislated funding source for sidewalks through a dedicated millage rate.
3. Update ADA self-assessment, a mandatory review process to identify and correct barriers to programs, services, and facilities for people with disabilities, on 5-year cycles and adjust annual funding accordingly.



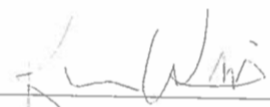
4. Provide annual ADA education, including design and construction best practices for all relevant parties, including but not limited to ATLDOT engineers, designers, inspectors, consultants, and contractors.
5. Update the Bureau of Buildings workflow to include an independent ADA-specific inspection for work completed in the right-of-way before issuing a Certificate of Occupancy.
6. Increase the inspection of closed sidewalks for ADA compliance and enforcement of City and federal requirements and increase the cost of sidewalk closure permits accordingly.
7. Ensure that transportation access to all City of Atlanta-sponsored meetings, special events, and festivals is in accordance with the Accessibility Laws and Accessibility Standards.
8. Update zoning such that within Historic Preservation Overlay Zones and similar contexts, ADA standards will supersede the municipal code requiring certain street improvements or preservation. Example: The hexagonal paver requirement in the historic district could be mitigated by using an etched design that is more ADA-compatible.
9. Add a section to the City of Atlanta Tree Protection Ordinance for ATLDOT, like Sec. 158-71 (Atlanta Department of Watershed Management). The section will reference specific provisions for public and private tree replacement and recompense for ATLDOT work related to complying with the federal ADA Pedestrian Public Right(s)-of-Way (Lawson) consent decree.
10. Add an independent ADA inspection of construction sites to identify mitigation(s) for the maintenance of pedestrian access during construction. Example: Resurfacing project where one lane is milled, creating a 2-inch height difference through the curb cut crosswalk, making the pathway ADA non-compliant.

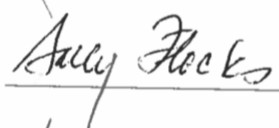
These recommendations remove financial, operational, and physical barriers to ADA compliance and improve the City's ability to meet the obligations of the Consent decree.

The ADA Advisory Committee appreciates the opportunity to provide these recommendations and looks forward to continued collaboration with the City of Atlanta to advance accessibility for all users.

Respectfully submitted on behalf of the City of Atlanta ADA Advisory Committee.

Submitted by

Chairperson:  Kimberly Wright

Vice Chairperson:  Sally Flocks

Date: 4/21/2020



**City of Atlanta**  
**Department of Transportation**  
**Americans with Disabilities Act -Advisory Committee**

**Objective:** Help identify structural and non-structural barriers that prevent individuals with disabilities from fully accessing City programs, services, and spaces; review and evaluate the City's policies, operational procedures, and outreach strategies to promote meaningful program access for all individuals, regardless of ability.

**Draft recommendations**

1. Add annual sidewalk funding as a line item in the ATLDOT budget that is sufficient to match the requirements of the ADA Pedestrian Public Right(s)-of-Way (Lawson) consent decree and ongoing maintenance.
2. Update ADA self-assessment, a mandatory review process for public entities to identify and correct barriers to programs, services, and facilities for people with disabilities, on 5-year cycles and adjust annual funding accordingly.
3. Provide annual ADA education, including design and construction best practices for all relevant parties, including but not limited to ATLDOT engineers, designers, inspectors, consultants and contractors.
4. Ensure that the right-of-way work is completed and ADA-compliant before issuing a Certificate of Occupancy for building permit projects. Add an ADA inspection before signing off. (update ATLDOT workflow to include ADA inspection)
5. Increase the cost of sidewalk closure permits based on increased inspection for ADA compliance and enforcement of City and federal requirements.
6. Ensure that transportation access to all City of Atlanta-sponsored meetings, special events and festivals is ADA-compliant.
7. Remove the responsibility for sidewalk maintenance from property owners and reassign it to the City of Atlanta. Establish a dedicated funding source for sidewalks through a dedicated millage rate.

8. Update zoning such that within Historic Preservation Overlay Zones and similar contexts, ADA accessibility standards precede the municipal code requiring certain street-improvements or preservation.
9. Amend Sec. 158-71 (of the City of Atlanta tree protection ordinance), Atlanta Department of Watershed Management provisions, and ATLDOT specific provisions for public and private tree replacement to include ATLDOT work related to complying with the federal ADA Pedestrian Public Right(s)-of-Way (Lawson) consent decree. Recompense for Atlanta Department of Watershed Management work related to complying with the federal CSO Consent decrees can be found in section 158-8.
10. Adjust ATLDOT workflows to require ADA inspection and mitigation for maintenance of pedestrian access during construction. Example: Resurfacing project where one lane is milled, creating a 2-inch height difference through the crosswalk, making it not ADA compliant.

Submitted by:

Chairperson: 

Vice Chairperson: 

Date: 04/30/2026



The ADA Advisory Committee respectfully submits the following recommendations to support the development and refinement of the City of ADA Transition Plan.

The Committee recognizes that the ADA Transition Plan should reflect community input, legal standards, and best practices. It also recognizes that the ADA Transition Plan must meet obligations stated in the consent decree, but that these obligations do not override the federally defined priority hierarchy or other ADA requirements. It also recognizes that the ADA prohibits the Transition Plan from relying on complaints as a primary mode of selecting locations needing repair. The Committee also recognizes that the City must provide a dedicated funding source that will enable ATL DOT to fulfill its obligations.

Respectfully submitted on behalf of the City of Atlanta ADA Advisory Committee,

Submitted by:

Chairperson:

Vice Chairperson:

Date:

*K. W. [Signature]*  
*Dally Flocks*  
*4/21/2026*

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**Recommendations:**

1. **The ADA Transition Plan must meet obligations stated in the consent decree, but these obligations do not override the federally defined priority hierarchy.** Sidewalk improvements must be scheduled in accordance with the federally defined priority hierarchy, as required by Title II of the ADA. Under Title II, a transition plan must schedule barrier removal in a specific order of importance:  
Tier 1: Government & civic access  
Tier 2: Transportation access  
Tier 3: Essential daily services  
Tier 4: General pedestrian network  
  
The Transition Plan is explicitly required to structure milestones so accessible routes first serve civic, transit, and public accommodation uses before residential areas. Example pedestrian programs repeat this nearly verbatim. ADA compliance programs are fundamentally “trip purpose-driven.” They prioritize where a disabled pedestrian needs to go, not where the city politically wants improvements.
2. **The ADA Transition Plan must not state or assume that all violations other than those in locations specified in the consent decree will be resolved only in response to complaints.** Complaints must act as accelerators, tiebreakers, and spot fixes. They do not replace the federal hierarchy.
3. **Include cost estimates, how these estimates have been determined, and realistic budget sources** from which the ATL DOT will acquire the estimated funds in the ADA Transition Plan. The City's current sidewalk maintenance policy, which holds abutting property owners financially responsible for repairs, has been a long-term failure and should not be relied upon as a funding source. Instead, **the City Council should increase the millage rate so that a defined funding source is available for sidewalks.**
4. **The ADA Transition Plan is a living document and must include updates on funds** budgeted to meet the cost estimates during each reporting period.
5. **Include a prioritization schedule for audible and vibrotactile signals,** in addition to a schedule for curb ramps and sidewalk repairs, in the ADA Transition Plan. PROWAG defines crosswalks as part of the pedestrian right-of-way and requires signals that provide a Leading Pedestrian Interval to also provide audible and vibrotactile signals.

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6. **Provide a clear way for people to flag disability-related complaints** on each page of the ATL 311 website. Avoid using PPROW or other acronyms or jargon. For tickets initiated by phone, 311 representatives must actively inquire and, if appropriate, flag requests as disability related.

# Appendix H: Frequently Used Terms and Acronyms

## Frequently Used Terms

**ADA (Americans with Disabilities Act)** – A federal civil rights law enacted in 1990 that prohibits discrimination against individuals with disabilities in all areas of public life.

**ADAAG (ADA Accessibility Guidelines)** – The design standards published by the U.S. Access Board that form the basis of the enforceable ADA Standards for Accessible Design.

**ADA Coordinator** – The designated official responsible for overseeing ADA compliance and coordinating efforts to ensure equal access within a public entity.

**Architectural Barrier** – A physical element of a facility that limits access for individuals with disabilities, such as stairs without ramps, narrow doorways, or a lack of curb ramps.

**Auxiliary Aids and Services** – Devices or services that ensure effective communication for individuals with disabilities (e.g., interpreters, captioning, Braille materials).

**Barrier Removal** – The process of eliminating physical or programmatic obstacles that limit accessibility.

**Disability** – Defined by the ADA as a physical or mental impairment that substantially limits one or more major life activities.

**Effective Communication** – Communication with people with disabilities that is as effective as communication with others, using appropriate aids and formats.

**Facility** – All or any portion of buildings, structures, sites, complexes, equipment, roads, sidewalks, passageways, parking lots, or other real or personal property.

**Grievance Procedure** – A process established to handle complaints related to ADA violations, required for entities with 50 or more employees.

**Program Access** – A requirement that services, programs, and activities, when viewed in their entirety, must be accessible to individuals with disabilities.

**Pedestrian Public Right-of-Way (PPROW)** – Public land typically used for transportation purposes, such as sidewalks, streets, curb ramps, and crossings.

**PROWAG (Public Right-of-Way Accessibility Guidelines)** – Proposed guidelines developed by the U.S. Access Board to provide technical standards for accessible design in the public right-of-way.

**Reasonable Modification** – A change or exception to a policy, practice, or procedure that allows individuals with disabilities equal opportunity to participate.

**Self-Evaluation** – A review by a public entity of its current policies, practices, and procedures to determine whether they meet the requirements of Title II of the ADA.

**Structural Barrier** – A physical obstacle in a facility or public space that limits access or usability by individuals with disabilities.

**Transition Plan** – A document required by the ADA that identifies physical barriers in public facilities and outlines a schedule and method for their removal to achieve compliance.

**Undue Burden** – A significant difficulty or expense incurred by a public entity in making an accommodation, considering all resources available.

### **Acronyms**

**ADA** – Americans with Disabilities Act

**ATLDOT** – Atlanta Department of Transportation

**CIP** – Capital Improvement Program

**CDC** – Centers for Disease Control and Prevention

**PPROW** – Pedestrian Public Right-of-Way

**ATL PPROW** – Atlanta Pedestrian Public Right-of-Way (?)

**PROW** – Public Right-of-Way

**ROW** – Right-of-Way

**APS** – Accessible Pedestrian Signal

**MUTCD** – Manual on Uniform Traffic Control Devices

**USDOJ** – United States Department of Justice

**FHWA** – Federal Highway Administration

**WCAG** – Web Content Accessibility Guidelines

DRAFT