

2024

# Annual Report

## ADA Title II Public Right-of-Way Transition Plan Update



**PBOT**  
PORTLAND BUREAU OF TRANSPORTATION

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# INTRODUCTION + OVERVIEW

## INTRODUCTION

In July 2021, the Portland City Council adopted PBOT's ADA Title II Public Right of Way Transition Plan Update by Resolution 37543. The resolution required that the Portland Bureau of Transportation (PBOT) prepare and post an annual report by the end of March each year. This is the fourth annual report. It is for the 2024 calendar year. The report provides information on our progress to make the transportation system more accessible, our outreach efforts, and policies, practices, and procedures updates to make the way we do our work more accessible. We want to only report what we can confidently identify. Because these various types of information are not all tracked or identified in the same way, it is likely that we have made more progress than is represented in this report.



# **ABOUT PBOT**

## **Mission Statement**

The Portland Bureau of Transportation (PBOT) is a community partner in shaping a livable city. We plan, build, manage, and maintain an effective and safe transportation system that provides people and businesses access and mobility. We keep Portland moving.

## **Core Goals**

1. Safety: Make Portland streets safe for everyone.
2. Moving people and goods: Provide transportation options for a growing city.
3. Asset management: Deliver smart investments to maintain our transportation system.

## **Transportation Justice**

As we work towards these goals, we also want to make sure that our efforts contribute to a Portland that is more equitable and that has a smaller carbon footprint. This is why we will ask ourselves these two fundamental questions as we pursue each goal:

- Will it advance equity and address structural racism?
- Will it reduce carbon emissions?





# TRANSPORTATION SYSTEM ELEMENTS

## SIDEWALKS

There are over 3,200 miles of sidewalk in the City of Portland. The maintenance of sidewalks in the City is the responsibility of the adjacent property owner according to [Portland Code 17.28.020](#). Our [Sidewalk Reporting Form](#) can be used to identify locations that need to be evaluated for hazards. PBOT inspectors review submitted locations and notify property owners of needed repairs.

We received 1,157 sidewalk reports in 2024. We closed 888 of those through inspections, identifying duplicates, or re-assigning them because they didn't fall into this program.

In 2024 PBOT inspected 1,318 properties. From those inspections, 519 sidewalk repair notices were issued. Over the year 879 locations were cleared or repaired. These repaired locations may be from 2024 or from notices issued in previous years.



*SE Brooklyn Street near SE 29th Avenue before (above) and after (below) sidewalk repair work.*




The ADA doesn't require sidewalks to be installed on streets where they don't exist, but sidewalks do provide better accessibility for all users. PedPDX: Portland's Citywide Pedestrian Plan, recognizes walking as a fundamental human right and the most fundamental means of transportation. One of its goals is to "Provide a comfortable, inviting, connected pedestrian network..." Adding sidewalks where they currently don't exist supports that goal.

Some PBOT projects build sidewalks either as part of an entire street redevelopment or as infill of missing segments.

An example of this is where sidewalks were built across from and around Whitman Elementary schools through a Safe Routes to Schools project. Whitman has students who use mobility devices and 23% of its students identify as having a disability. This compares to the state average of 16%.

You can report a sidewalk issue over the phone or online.

 (503) 823-1711



[Sidewalk Reporting Form](#)

*Across from Whitman Elementary school before looking east (left) and after looking west (right).*



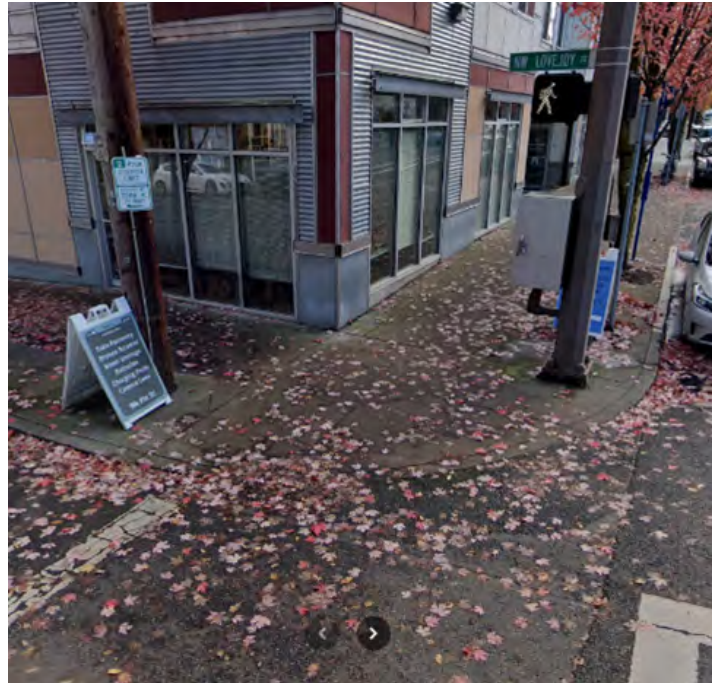
## PEDESTRIAN SIGNALS

Pedestrian signals provide guidance to users on when to cross the street. PBOT modifies or adds pedestrian signals through its capital construction projects and in response to requests from community members with disabilities. In 2024 PBOT provided over 320 new or retrofit audible pedestrian signal buttons at over 50 unique intersections. Of the total, 11 intersections with 88 pedestrian signals were added in response to community members who requested them to make the intersection accessible to them.

When we receive requests, our Signal and Street Lighting Team meet with users and sometimes advocates at the site to understand the issues and needs. Staff then work with PBOT Maintenance Operations to add audible pedestrian signals and update the curb ramps to be compliant with the ADA. This increases the accessibility for both blind & low vision users and mobility device users.

Also based on requests from community members, we adjusted signal timing at some intersections. This provides a longer walk interval, giving people more time to safely cross the street.

All new pedestrian signals are audible and meet the reach, height, landing requirements of the ADA. When existing pedestrian signals are modified as part



*The SE corner of NW Lovejoy Street & NW 18th Avenue before (top) and after (bottom) the pedestrian signal was updated and new curb ramps were installed.*

## CURB RAMPS

of a project or through a request, audibility is added and where possible and pedestrian signal locations are adjusted to provide compliant accessibility.

Other signal work we do in some locations includes adding a leading pedestrian interval (LPI). These give a walk signal to pedestrians before it gives a green light to vehicles. This benefits all users but can be particularly helpful to mobility device users or seniors who might move slower than other pedestrians.

Curb ramps are an accessibility element for mobility device and white cane users. They provide access to sidewalks from the street. The yellow textured panel at the bottom, truncated domes, identify to white cane users when they are leaving the pedestrian space of the sidewalk and entering the vehicle space of the road. Curb ramps also benefit parents pushing strollers or pulling wagons, delivery carts and hand trucks, and someone pulling luggage. Under a legal agreement that PBOT came to with the Civil Rights Education and Enforcement Center (CREEC) on behalf of community members who use mobility devices, PBOT coordinates the building or remediating, adjusting to make compliant with ADA, 1500 curb ramps each year.

Curb ramps are modified for compliance or built through several different efforts. In 2024, PBOT work and work done by developers, utilities, and other city bureaus, built or remediated 1721 curb ramps. The CREEC agreement recognized that completing exactly 1500 curb ramps each year would be challenging. It allows for “banking” excess curb ramps in the years where PBOT exceeds 1500 to compensate for potentially underrunning the 1500 target in other years. For 2024, PBOT will be banking 221 curb ramps for years when



construction through all methods undercuts 1500.

An annual report on the curb ramp effort is a requirement of the agreement. Annual reports since 2018, the start of the agreement, can be found at [CREEC Annual Reports 2018 - 2024](#). The reports are released in June each year for the previous calendar year. The detailed report for curb ramp work completed in 2024 will be released in June 2025. This is a summary of the curb ramps built or remediated in 2024.

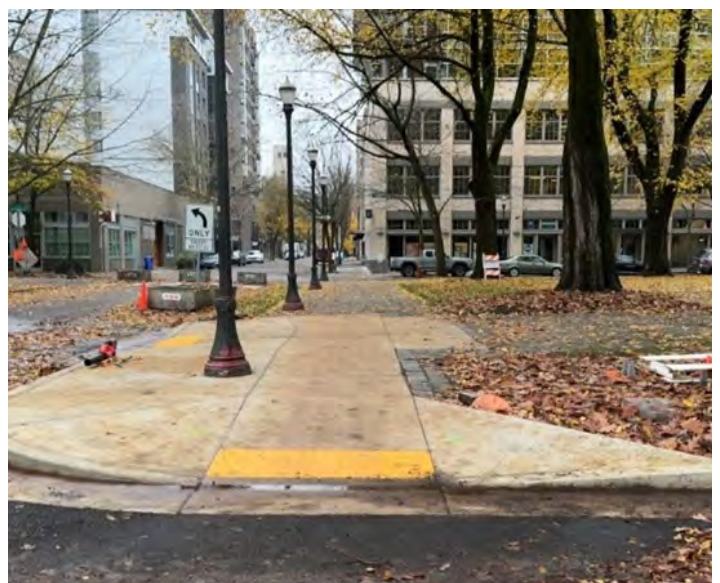
- 634 curb ramps built by PBOT Maintenance Operations.
- 624 curb ramps built by utility, private developer, other city bureau permits.
- 281 curb ramps built by PBOT capital improvement projects.
- 182 curb ramps built by the ADA Ramps Program including the 100 required from the Ramps by Request Program.

In the CREEC agreement, the Ramps by Request Program is responsible for 100

of the 1500 curb ramps each year. The program prioritizes requests by and for specific people with disabilities to make getting around their neighborhood or to their workplace, for instance, accessible.



*Corner of NW 8th Avenue & NW Flanders Street before (above) and after (below) curb ramps were added.*



To request a curb ramp for someone with a disability, please complete this form.



[Curb Ramp Request Form](#)

# ACCESSIBLE PARKING SPACES

Accessible parking spaces are designated spots for someone with an Accessible Parking Permit to park.

In 2024, PBOT added at least 49 new accessible parking spaces through requests of community members with accessible parking permits. These spaces allow community members with those permits to park closer to their home or place of work. They aren't assigned spaces but make it more likely that someone who needs an accessible parking space will be able to find one.

PBOT continues to add accessible spaces in commercial areas to provide community members with disabilities better access to businesses. We added at least 4 accessible parking spaces as part of project work. We continue to develop better methods to track these and other

accessibility features for future reporting.

If you know of a location in the city where an accessible parking space is needed, please take our [On-Street Accessible Parking Survey](#).



*New accessible parking spaces around Laurelhurst Park added in 2024.*

If you are a disability parking permit holder and need an accessible parking space near your home or workplace, please call or email PBOT with your request.

 (503) 823-2777

 [PBOTParkingControl@portlandoregon.gov](mailto:PBOTParkingControl@portlandoregon.gov)

## TRANSIT STOPS

PBOT has full responsibility for street-car transit stops on the right of way we manage. Buses and MAX light rail are operated by TriMet. In many locations, we each have some responsibility for those transit stop. The two agencies regularly work together to ensure transit stop accessibility. Evaluating which bus stops in the City of Portland lack consistent access to the curb is one of the collaborative efforts.

The ability for a bus to pull up next to a curb provides direct access for riders to board or exit the bus. The effort will also identify how to prioritize locations for modifications. At bus stops where parking volumes are low (i.e., the available parking spaces are only lightly used) transitioning to a no parking zone will be relatively simple. Areas with more commercial activity may require more

complex adjustments and may take longer to modify. We continue to evaluate locations and develop our prioritization strategy but have removed parking at transit stops where a bus driver or community member has told us there is interference.

Along N Willamette PBOT provided access to the curb in at six bus stops. At these locations we installed concrete pads in the furnishing zone, the area between the sidewalk and the street. These provide a stable, firm, and slip resistant accessible bus stop landing



*Bus stops along N Willamette Boulevard before (left) and after (above) a bus pad was installed.*

where there was formerly a planted area.

These were installed at bus stops on the following streets.

- N Macrum Ave (both directions, two pads total)
- N Wall Ave (both directions, two pads total)
- N Portsmouth Ave (WB only; a pad already exists to serve EB buses)
- N Harvard St (WB only; a pad already exists to serve EB buses)

TriMet also made an access to the curb update at its NE 42nd & Halsey west-bound stop by adding a concrete pad where there was once a planted furnishing zone.

Many PBOT projects add or update accessible transportation elements. PBOT capital improvement projects updated transit stops in these locations in 2024.

No Parking Zones were established at 18 bus stops as part of the Brentwood/Darlington Safe Routes to School Project. The project provided sidewalk infill adjacent to eight stops.

The Mill Park Transit Extension project added a transit curb extension. The N Willis Sidewalk project improved access at two transit stops. At one stop sidewalk infill was included.



*SW Corner of N Willis Boulevard & N Chautauqua Boulevard before (top) and after (bottom) stop improvements with sidewalk infill and new curb ramps.*



# ACCESS + SAFETY IMPROVEMENTS

## CROSSWALKS

The ADA doesn't define guidance for crosswalks but visible crossing locations are a safety element that benefits all users. Fresh, bright crosswalk markings are more visible to drivers which should mean anyone in the crosswalk is also more visible to drivers. Every year PBOT maintenance staff update paint on hundreds of crosswalks. This year they up-

dated over 1200 crosswalks. PBOT capital improvement projects also added or enhanced crosswalks as part of their work.

*PBOT Maintenance workers install a new high visibility crosswalk at SE 103rd Drive and SE Washington Street.*



## **RAISED CENTER MEDIANS OR REFUGE ISLANDS**

This median serves as pedestrian refuge in the middle of a crossing. The design includes at-grade cut-out that is aligned with the legal crossing. The cut-out includes detectable warnings on each end. In many cases, these medians also include higher visibility crosswalks. This is an example of a median island built by PBOT in 2024.



*The crossing of NE Glisan Street at NE 80th Avenue before (left) and after (below). A marked crosswalk was added, along with a center pedestrian refuge island and curb extensions.*





# OPERATIONAL UPDATES

The bureau updates policies, practices, procedures, standards, and plans on both scheduled or planned basis and as needed. Some of the operational updates we made in 2024 that specifically pertain to accessibility are listed below.

**[ST 003-02 ADA Ramp Locations Relative to the Legal Crosswalk](#)** became effective on March 26, 2024. It provides guidance to engineers for locating ADA compliant curb ramps (ADA ramps) at intersections relative to the legal crosswalk.

**[WC-006 ADA Curb Ramp Construction and Accessible Pedestrian Signal \(APS\) at Signalized Intersections](#)** This summarizes PBOT's plan to formally adopt the 11th edition of the Manual on Uniform Traffic Control Devices (MUTCD) and how the changes to existing practices will be incorporated into the design, construction, and inspection of curb ramps and push buttons at signalized intersections.





# OUTREACH + ENGAGEMENT

## TARGETED OUTREACH

PBOT routinely includes outreach in its project planning and implementation to inform and receive input from community members about our work. We hold open houses. We attend community events. We canvas neighborhoods. We leave doorhangers. We hold focus groups and listening sessions. We issue surveys. We present at conferences. We lead public right of way tours.

PBOT activities and events are held in accessible locations and are open to all community members. Requests for accommodations are clearly identified as available to community members. Closed captioning is provided for online meetings.

Aside from typical outreach, we know that outreach and engagement of specific communities, like community members with disabilities, can provide better connections and be more effective. Here is a summary of 2024 connections and targeted outreach.

### April

PBOT's ADA Coordinator & Equity Manager attended a Disability Resource Fair at DPI Group, a social enterprise that identifies and creates job opportunities for people with employment barriers. Information about PBOT projects, ways to engage with us, and job opportunities were shared.



*PBOT staff and community members with white canes cross SE 82nd Avenue heading east on SE Washington Street.*

## May

PBOT staff met blind and low-vision students from Portland area schools and school staff on SE 82nd Avenue to discuss intersection design.

## June

PBOT's ADA Coordinator joined Multnomah County at several outreach events related to an accessible connection between the Earthquake Ready Burnside Bridge (currently in design) and the Eastbank Esplanade. Groups included Parks Accessibility Advisory Committee, Aging & Seniors Advisory Committee, and two scheduled focus groups open to the general public.

## July

PBOT sponsored BikeFirst!, an annual event through NW Disability Support. The program works with children, youth, and adults to learn to ride conventional two-wheel bikes.

*The White Cane Safety booth at Portland Sunday Parkways.*



## September

Blind and low vision community members staffed a white cane safety booth at Portland Sunday Parkways. Event attendees could try a white cane, try on glasses that demonstrated various types of vision loss, and talk to community members experiencing sight loss about how important it is to recognize them when they are moving around the transportation system. The community members lead two walks around Gabriel Park. Sunday Parkway attendees joined to learn about and witness how white cane users navigate.

PBOT staff met members of TriMet's Committee on Accessible Transportation on 122nd to review constructed and in use floating transit platforms.



*Adaptive BIKE-TOWN users. Right: A group from the See and Be Seen Ride. On the left and a BIKETOWN user tries an adaptive bike at Kerr Bikes.*

## October

PBOT co-hosts bike rides with Adaptive BIKETOWN a few times a year. An example was the See and Be Seen Ride in recognition of shorter days and darker skies.

PBOT joined white cane users at Portland City Council to request that October 15 be declared White Cane Safety Day.

## PBOT ORGANIZATIONAL ENGAGEMENT

PBOT's ADA Coordinator routinely attends meetings or activities of organizations lead by or that support and serve community members with disabilities. Attending gives PBOT information about issues community members with disabilities have and provides attendees at these meetings a transportation system resource for any issues they have. These

are the meetings that are regularly attended.

- TriMet Committee for Accessible Transportation (CAT)
- Multnomah County's Disability Services Advisory Committee (DSAC)
- Parks Accessibility Advisory Committee (PAAC)
- State Independent Living Council (SILC)
- Portland Community College (PCC) Disability Townhall

Engaging community members with disabilities is the most important way PBOT learns how to do our work to best serve their needs. PBOT staff also attend trainings to build understanding and knowledge.

PBOT shares its accessibility and accessible infrastructure experiences with other colleagues. The following are some of those efforts.

## Calendar Year 2024

PBOT's ADA Coordinator continues to work with Transportation for All, Federal Highway Administration (FHWA), and accessibility staff from cities in other parts of the country writing an Accessible Streetscape Design Guide. It was in final editing at the end of the year.

After its August 2023 release from the US Access Board, PBOT staff is reviewing the Public Right of Way Accessibility Guidelines (PROWAG) to determine how PBOT standards and practices align. PROWAG has not been fully adopted at the federal level and therefore, doesn't yet apply to PBOT work. In December 2024, US Department of Transportation adopted PROWAG related to new and altered public transportation stops. PBOT has responsibility for those on the Streetcar and overlapping responsibility at some stops for TriMet buses and light rail.

In conjunction with the Office of Equity and Human Rights, PBOT prepared for a bureau-wide ADA Title II Self-Evaluation. There were trainings and a survey in December.

PBOT's ADA Coordinator is a member of the city's Emergency Management Steering Committee and is regularly the accessibility resource for emergency weather events.

## March - October

PBOT ADA Coordinator is staff to the Pedestrian Safety Advisory Council, an organization of blind and low-vision community members primarily from the Portland area but with members from other areas of the state. The group's focus is to raise awareness for the safety of white cane and guide dog users every day, not just on White Cane Safety Day which is October 15.

## April

Separate training opportunities for PBOT staff included accessible presentations, effective communication, and curb ramp requirements. Also in April, PBOT's ADA Coordinator attended a city evacuation planning discussion for community members with functional access needs.

## May

PBOT's ADA Coordinator presented ADA Title II requirements and the perspective of transportation system users with disabilities to PBOT's Engineering Equity Committee.

## October

PBOT's ADA Coordinator participated in a panel at the Infraday Conference in Seattle, Washington. Infraday brings industry professionals together to focus on efficient project delivery. PBOT comments related to involvement of community members with disabilities before, during, and after projects.

## November

PBOT Communications staff convened a group to work through ADA Title II Accessibility of Web Information and Services of State and Local Government Entities rule adopted in April 2024 and effective in April 2026. The group meets quarterly.

PBOT's ADA Coordinator presented ADA Title II transportation system requirements to the Regional Traffic & Transportation Class.






# CONCERNS + COMPLAINTS

As required by the ADA, PBOT provides information for community members to [File a Discrimination Complaint](#). In 2024, PBOT received four Title II complaints. Each was submitted on our [Complaint Form](#) and followed a specific process for investigation and resolution. The complaints were related to towing, accessible parking, and temporary street use permits. Two were resolved by the end of the year. Two were received in December. Their resolution will continue into 2025.

PBOT is contacted many times during the year by community members who have concerns about sidewalks, safety, temporary street use permits, curb ramps, and pedestrian signals. Filing a formal complaint is always available to community members but if we are aware of an issue, we do our best to resolve it before a formal complaint is filed.

Submit accessibility questions or concerns to PBOT's ADA Coordinator

 503-823-5703



[PBOTADACoordinator@PortlandOregon.Gov](mailto:PBOTADACoordinator@PortlandOregon.Gov)

Community members can [Request an ADA Accommodation](#). Any requests submitted that are related to transportation or urban camping on sidewalks are forwarded to PBOT's ADA Coordinator.

In May 2023, Portland City Council approved a [Settlement Agreement](#) with a group of plaintiffs who alleged violations of the ADA related to campsites that block sidewalks. The Settlement Agreement includes requirements on the City related to maintaining a campsite reporting system, assessing campsites that obstruct sidewalks, and prioritizing removal of campsites that obstruct sidewalks. Community members can [Report a Campsite](#), including requesting an accommodation under the ADA, if they or someone they legally represent, have a disability covered under the ADA. PBOT's ADA Coordinator receives all campsite accommodation requests. PBOT's Maintenance Operations group installs signs required under the Settlement when specific conditions are met.






# MOVING FORWARD

## CONTACT US

If you have questions about PBOT's ADA Title II Public Right of Way Transition Plan or this report of the third year of implementation, please contact Lisa Strader, PBOT's ADA Coordinator.

 [Lisa.Strader@PortlandOregon.gov](mailto:Lisa.Strader@PortlandOregon.gov)

 503-823-5703

## SCHEDULE

The report provides details and examples PBOT's progress on 2024 ADA compliance improvements to the public right-of-way in all areas identified in the schedule. The schedule graphic shows previous years and projected yearly progress as percentages of all required work.

Note to NVDA and JAWS users: you can use Alt + Control + arrow keys to navigate the table.



**Table 1: Transition Plan 20-Year Target for Barrier Removal**

		First Five Years					2026 - 2030	2031 - 2035	2036 - 2041
		2021	2022	2023	2024	2025			
Curb ramps	Inventory	10%	20%	20%	20%	20%	10%		
	Remediation & installation	1500	1500	1500	1500	1500	7500	750/*	*
Pedestrian signal	Condition collection				10%	25%	50%	15%	
	Remediation		5%	5%	5%	10%	25%	25%	25%
On-system accessible parking	Inventory		20%	25%	30%	25%			
	Remediation/addition		5%	5%	5%	10%	35%	40%	
Policies	Identify those needing modification	10%	10%	10%	25%	25%	20%		
	Modifications		10%	10%	10%	20%	25%	25%	
Transit stops	Inventory					20%	30%	50%	
	Remediation		5%	5%	5%	10%	30%	30%	15%
Sidewalks	Inventory (along PBOT-owned frontage)		65%	35%					
	Remediation (along PBOT-owned frontage)			100%					
	Enforcement & remediation				5%	5%	20%	30%	40%

*\*Through 2030, curb ramps are being remediated or installed according to the schedule in a legal agreement. After 2030, PBOT will remediate or install remaining non-compliant curb ramp locations under this transition plan. The exact number of those isn't known at this time.*

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