



Agenda

Accessibility Advisory Committee

Monday, April 19, 2021

4:00 PM

2nd Floor, City Hall

1. ZOOM VIRTUAL MEETING NOTIFICATION

NOTICE IS HEREBY GIVEN, in accordance with RCW Chapter 42.30, that the Accessibility Advisory Committee of the City of Longview, Washington, will conduct a virtual Zoom meeting on Monday, April 19th, at 4:00 p.m. This meeting agenda is the same agenda that was scheduled for Monday, March 15th, 2021 when the Accessibility Advisory Committee failed to reach quorum for business to be conducted. The meeting was subsequently postponed to Monday, April 19th at 4:00pm. For information about Zoom accessibility, please contact the City Clerk's Office at 360-442-5041.

You are invited to a Zoom webinar.

City of Longview, WA

Human Resources is inviting you to a scheduled Zoom meeting regarding the City of Longview Accessibility Advisory Committee (CLAAC) - Regular Meeting .

Join Zoom Meeting

<https://us02web.zoom.us/j/3604425021>

Meeting ID: 360 442 5021

One tap mobile

+12532158782,,3604425021# US (Tacoma)

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Dial by your location

+1 253 215 8782 US (Tacoma)

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+1 312 626 6799 US (Chicago)

+1 646 876 9923 US (New York)

Meeting ID: 360 442 5021

City of Longview

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2. ROLL CALL

Meeting brought to order at x:xxpm, by committee chair, Bill Josh.

Account for committee members, council liaisons, city staff and others present.

Accountability will be taken by Bill Josh and logged by Brian Loos since the meeting is being conducted virtually.

3. APPROVAL OF MINUTES

21-000634 Seek approval of the special meeting minutes from the City of Longview Accessibility Advisory Committee from Tuesday, January 18th, 2021.

4. PUBLIC COMMENTS

Bill Josh, committee chair to seek public comments.

5. COMMITTEE MEMBER COMMENTS & REPORTS

Bill Josh, committee chair to seek committee member comments and reports

6. STAFF COMMENTS & REPORTS

Staff reports and committee update:

Kris Swanson

Transition Plan - Section 1

City Programming, Services and Activities

Top of List - Transition Plan Projects

Providing a copy of the "What Citizens Want" Report/Survey, see agenda packet.

Keith Walling

Transition Plan - Section 2

City Buildings & Facilities

Top of List - Transition Plan Projects

Ken Hash & Karl Enyeart

Transition Plan - Section 3

Sidewalks, Curb Ramps, Pedestrian Crossings, Signals & Pushbuttons

Top of List - Transition Plan Projects

Jennifer Wills, Justin Brown & Joanna Martin

Transition Plan - Section 4

City Parks, Recreational Infrastructure and Programming

Top of List - Transition Plan Projects

Amy Asher & Tabitha Hayden

Transition Plan - Section 5

Transit Services

Top of List - Transition Plan Projects

Brian Loos

City ADA Coordinator

CLAAC Liaison

Other Staff Reports

21-000639 Providing a copy of the "What Citizens Want" report that excerpts were discussed at the last AAC meeting. See agenda packet for full report.

7. OLD BUSINESS

21-000635 Cowlitz County Accessibility Communities Advisory Committee update

21-000636 Facilities & Parks subcommittee update

21-000637 Staff policy recommendation in consideration of On Street Parking - ADA Signing and Pavement Marking. The policy will take into consideration and discussion will be regarding public streets where on street public parking is unstriped for convenience parking in residential neighborhoods.

21-000638 Potential ADA barrier elimination projects at the Community Garden located off 32nd between Louisiana and Williams (west boundary) and the LDS church back parking lot off 30th Avenue between Louisiana and Lilac (east boundary). Staff update.

21-000640 2021-2022 ADA Capital Budget Carryover and Additional Funding for 2021 & 2022 Budget Discussion

21-000643 Any other old business items for consideration?

8. NEW BUSINESS

21-000641 City of Longview Transition Plan - Section Projects List Enhancement & Development

21-000642 Any project recommendations from the AAC for staff to take forward to City Council for consideration? AAC discussion.

21-000644 Any other new business items for consideration?

9. ADJOURNMENT & NEXT MEETING DATE/TIME/LOCATION

21-000645 Discuss next meeting date, time and meeting format and publishing of this information. The next regular meeting is scheduled for May 17th, 2021 starting at 4:00pm. Location and/or virtual, to be determined.



Minutes

Accessibility Advisory Committee

Tuesday, January 19,
2021

4:00 PM

2nd Floor, City Hall

1. ZOOM MEETING NOTIFICATION

The City of Longview Accessibility Advisory Committee special meeting on Tuesday, January 19th, 2021 was held virtually via Zoom. Due to the Martin Luther King Jr holiday, the regular meeting which would have been on Monday, January 18th, 2021 was moved to Tuesday, January 19th, 2021.

2. ROLL CALL

Bill Josh, Committee Chair called the meeting to order at approximately 4:05pm. Roll call was virtually conducted and 6 committee members were virtually present, quorum was met. Due to an appointment, Jennifer Merry was just a few minutes delayed. 7 committee members were present upon Jennifer's arrival.

Committee members present: Bill Josh (Video Zoom), Lawrence Lanning (Video Zoom), Sarah McCoy (Video Zoom), Scott Carson (Video Zoom), Jerry Bakken (Audio via Phone & Video via Zoom), Jeanne Daggett (via telephone), Jennifer Merry (Video Zoom)

Committee members absent: Allan Rudberg (excused), Colleen Holten (excused)

Council liaisons present (via Zoom): Mayor MaryAlice Wallis, Christine Schott

Staff members present (via Zoom): Brian Loos, City ADA Coordinator; Keith Walling, Fleet & Facilities Manager; Tabitha Hayden, RiverCities Transit Mobility Coordinator; Kris Swanson, Administrative Services Director, Karl Enyeart PW Engineering, Chris Smith, Human Resources Director.

Committee member appointment update: Committee members Bill Josh (Local Business Community Position), Scott Carson (Parks & Recreation Position) and Sarah McCoy (Disability At Large Position) were all recently appointed to a 3 year term to the City of Longview Accessibility Advisory Committee. Their new terms started on January 1st, 2021 and will extend through December 31st, 2023. These appointments are made by Mayor Wallis with City Council concurrence.

21-00028 Election of AAC chair; seek nominations and vote 2021 AAC chair

Committee chair Bill Josh called nominations for the position of committee chair of the Accessibility Advisory Committee for 2021. Committee member Scott Carson nominated Bill Josh for the position of committee chair of the AAC, Lawrence Lanning made a second for that motion. Bill Josh proceeded a first call, second call and a third and final call for nominations for the position of AAC committee chair. No other nominations were presented. Bill Josh called for the vote to elect Bill Josh as the AAC committee chair for 2021. The vote was taken and passed unanimously. Bill Josh was elected committee chair of the AAC for calendar year 2021.

21-00029 Election of AAC vice chair; seek nominations and vote 2021 AAC vice chair

Committee chair Bill Josh called nominations for the position of committee vice chair of the Accessibility Advisory Committee for 2021. Committee member Scott Carson nominated Lawrence Lanning for the position of committee vice chair of the AAC, Bill Josh made a second for that motion. Bill Josh proceeded a first call, second call and a third and final call for nominations for the position of AAC committee vice chair. No other nominations were presented. Bill Josh called for the vote to elect Lawrence Lanning as the AAC committee vice chair for 2021. The vote was taken and passed unanimously. Lawrence Lanning was elected committee vice chair of the AAC for calendar year 2021.

3. APPROVAL OF MINUTES**21-00021 Seeking approval to the regular meeting minutes from the City of Longview Accessibility Advisory Committee on the Monday, September 21st, 2020 virtual Zoom meeting.**

Bill Josh did seek a motion to approve the meeting minutes from September 21st, 2021. and was made by committee vice chair Larry Lanning and a 2nd was made by Scott Carson. Call for discussion, no further discussion. Bill Josh called for the vote, passed unanimously.

4. PUBLIC COMMENTS

Bill Josh, committee chair reached out to seek public comment. No public comments were provided.

5. COMMITTEE MEMBER COMMENTS & REPORTS

Bill Josh called for any committee member comments and reports. No committee member reports were provided.

The committee was pleased to have the chance to meet remotely via Zoom, as COVID 19 has postponed numerous regularly scheduled committee meetings in 2020.

6. **STAFF COMMENTS & REPORTS**

Kris Swanson, Administrative Services Director provided a report touching on Transition Plan, Section 1 on City Programming, Services and Activities. She briefed a handful of details about 'What Citizens Want' out of local government report.

The focus of the report was as follows: How do U.S. citizens feel about the accessibility of local government services? We're living in the midst of a boom of options for connectivity. So Engaging Local Government Leaders (ELGL), Government Technology's Center for Digital Government, and Rock Solid Technologies came together to conduct a survey to discover how citizens' accessibility expectations are being met by Local Government. The report is very informational and will be provided to all committee members as an attachment in the next meeting agenda, so it can be made available to both committee members and the public.

Additional key points of her update to the committee relating to transition plan projects. Website updates and accessibility is a continuous improvement process and the city is constantly reviewing its webpages for this purpose. Providing better accessibility to public documents is a priority to the city and there is constant review for improving this process. Adding assisted listening devices for city council public meetings at the city hall council chamber location.

Keith Walling, Fleet & Facilities Manager provided a report on Transition Plan, Section 2 on City Buildings & Facilities.

Keith updated the committee of the progress on the 3 ADA doors located on the first floor of city hall. The 3rd door was added with consideration for traffic flow due to COVID 19 impacts. These doors have been completed and are operational. When city hall reopens to the public, these entryways will be available for use with the ADA barrier elimination in place.

Due to COVID 19, the subcommittee that was formed to start evaluating potential barrier elimination projects in the high utilization and volume buildings was put on hold. The hope is that this committee can begin its work sometime in 2021, when COVID 19 restrictions are lifted, the committee will reconvene.

Karl Enyeart, PW Engineering provided a report on Transition Plan, Section 3 on Sidewalks, Curb Ramps, Pedestrian Crossings, Signals & Pushbuttons.

The curb ramp projects at the intersection of 10th & New York (All 4 corners) and 11th & Vandercook (2 corners) were completed. The signal project at 15th and Washington Way timing plans were completed. The committee was provided updates on SR4 signal and cabinets project, Pacific Way - 38th and 42nd pedestrian crosswalks at the dike trail and the 28th & Washington Way intersection project.

The 30th Avenue (East side of street), 6 curb ramps project is underway. This will complete an unobstructed walkway between Ocean Beach Highway and Washington Way on 30th Avenue.

Jennifer Wills, Parks & Recreation Director was not present and was unable to provide a report on Transition Plan, Section 4 on City Parks, Recreational Infrastructure and Programming

Jennifer was not available at this meeting to provide an update. The committee asked for more information about the Martins Dock project, Hemlock Plaza, the recent bathroom ask for Lake Sacajawea and ADA accessibility and lastly more detailed information and cost associated with ADA improvements at the Community Garden. Brian was unable to provide any updates on her behalf.

7. OLD BUSINESS**21-00022 Cowlitz County Accessibility Communities Advisory Committee update**

The Cowlitz County Accessibilities Communities Advisory Committee met on February 2nd, 2021. Brian provided the committee about a 10 minute update on the work of the committee and projects that were being completed in 2020 by the City of Longview by approval of city council.

Brian explained that the AAC had only met a few times in 2020 due to COVID 19. Meetings were being conducted fully via Zoom and would like continued through at least part of 2021. Mayor MaryAlice Wallis and committee member Alan Rudberg was also in attendance and provided additional information to the members in attendance.

21-00023 Facilities & Parks subcommittee update

Due to COVID 19, this committee has not met and is on paused until city buildings reopen to the public and COVID 19 restrictions are lifted.

21-00024 Staff policy recommendation in consideration of On Street Parking - ADA Signing and Pavement Marking. The policy will take into consideration and discussion will be regarding public streets where on street public parking is unstriped for convenience parking in residential neighborhoods.

Karl provided additional background, supplementing the items provided in the agenda packet. No further comments were made by the committee members. The committee wanted to take some time to review the material before a recommendation was considered. This topic will likely be taken up at a future meeting.

21-00027 Potential ADA barrier elimination projects at the Community Garden located off 32nd between Louisiana and Williams (west boundary) and the LDS church back parking lot off 30th Avenue between Louisiana and Lilac (east boundary). Staff update.

Jennifer Wills was unable to be in attendance for this meeting. This agenda item will be carried over to the March 2021 regular meeting.

21-00030 Any additional or missed old business?

No additional old business items were brought up for discussion by all in attendance.

8. NEW BUSINESS

21-00025 2021-2022 ADA Capital Budget Carryover and Additional Funding for 2021 & 2022 Budget Discussion

Brian stated that after conversation with City Manager Kurt Sacha, he affirmed that any additional funding that was not spend or allocated in the 2019-2020 ADA Capital Budget will carry over to the 2021-2022 budget. At this time, there is approximately \$33,034 of unallocated project funds remaining from the 2019-2020 budget cycle. As projects are completed, and if they come in under budget, those unspent funds will remain in the ADA capital budget.

The proposed and approved allocation for the 2021-2022 ADA Capital budget by city council in late 2020 sets aside \$50,000 for the 2021 and \$50,000 for the 2022 calendar years. The ADA Capital budget stands at a balance of approximately \$133,000 for the 2021-2022 biennial budget.

21-00026 City of Longview Transition Plan - Section Projects List Enhancement & Development

The Accessibility Advisory Committee reaffirmed its interest in seeing additional top of list project recommendations from city staff. City staff will continue to enhance the project lists for the AAC to review and pass on project recommendations to city council.

21-00031 Any additional new business?

There was no additional new business items brought up by all that were present at the meeting.

9. ADJOURNMENT & NEXT MEETING DATE/TIME/LOCATION**21-00032 Discuss next meeting date, time and meeting format and publishing of this information.**

The next AAC regular meeting is tentatively scheduled for Monday, March 15th, 2021 and will be conducted virtually via Zoom. Due to COVID 19 restrictions, and if the decision is made that there are not enough agenda items, this meeting may be postponed. If postponed, the next meeting will take place on Monday, May 17th, 2021 and will likely take place virtually via Zoom. If conducted virtually, a Zoom invite link will be provided at the top of the next meeting agenda. The public is always welcome to attend and participate.

WHAT CITIZENS WANT

How do U.S. citizens feel about the accessibility of local government services? We're living in the midst of a boom of options for connectivity. So Engaging Local Government Leaders (ELGL), Government Technology's Center for Digital Government, and Rock Solid Technologies came together to conduct a survey to discover how citizens' accessibility expectations are being met by Local Government.



CENTER FOR
DIGITAL
GOVERNMENT



ROCK SOLID

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METHODOLOGY AND DEMOGRAPHICS

This survey of 2,042 U.S. adults was conducted by Government Technology's Center for Digital Government, Engaging Local Government Leaders (ELGL), and Rock Solid Technologies to understand preferences for and opinions of the accessibility of Local Government services. This research was conducted in October of 2020.

SERVICES INCLUDED IN THE SURVEY



LIBRARY



**PARKS
AND FACILITIES**



**RECREATION
PROGRAMS**



**PLANNING
AND ZONING**



**POTHOLE & STREET
REPAIR REQUESTS**



**CITY OR COUNTY
GOVERNMENT MEETINGS**



**WATER/SEWER
EMERGENCIES**



POLICE



FIRE/EMS



UTILITY BILLING



JOB TRAINING



PUBLIC HEALTH



**BUILDING
PERMITS**

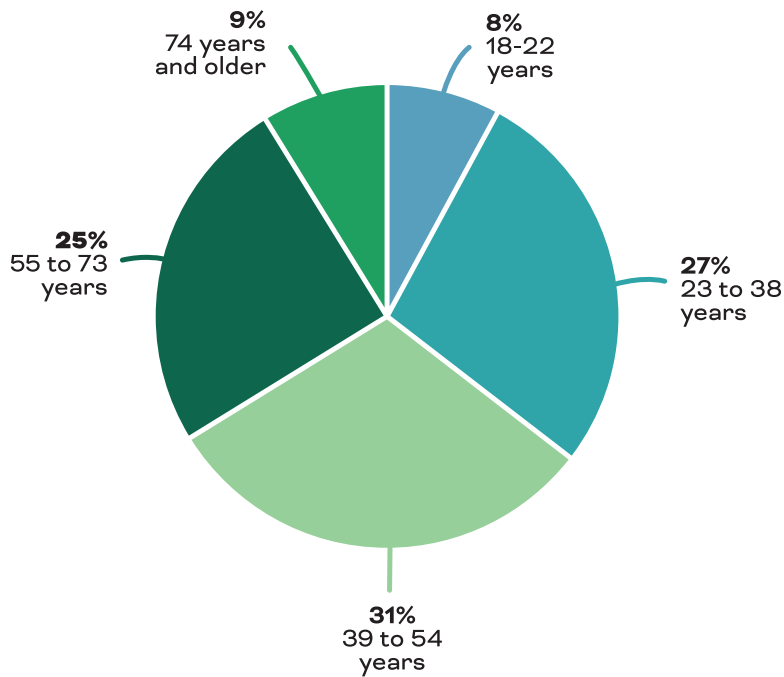


COURTS

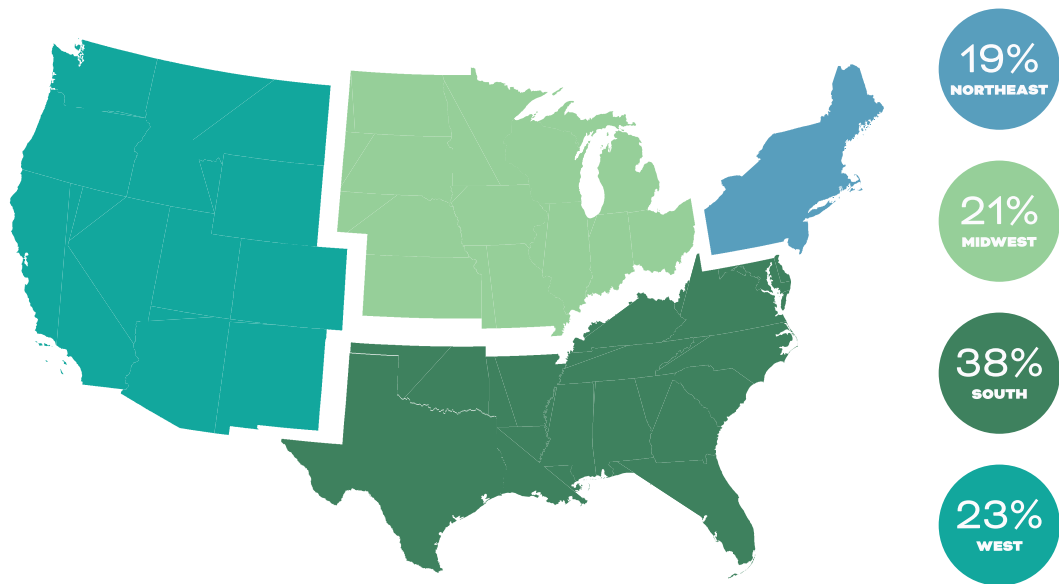
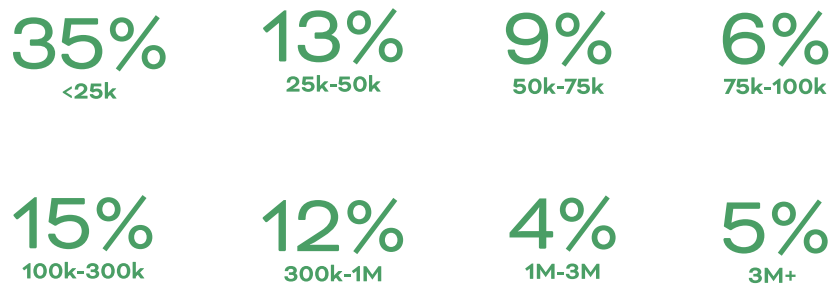


**311 (SERVICE REQUEST
AND INFORMATION)**

AGE



POPULATION

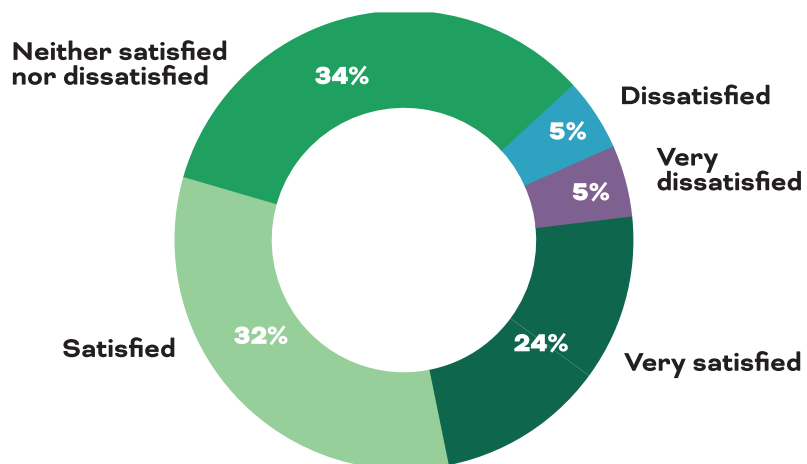


LOCAL GOVERNMENT IS ACCESSIBLE, BUT THERE'S ROOM FOR IMPROVEMENT

Let's start with good news: **more than half of people surveyed (56%)** are satisfied with their ability to access Local Government services.

This lines up with similar research on the public's sentiment towards government. A study featured in Bloomberg CityLab revealed that most Americans feel positively about the value of local public services, even across genders, races, income groups, and locations. Pew Research Center found that 63% of people held a favorable view of their Local Government, leading over views of State and Federal Government.

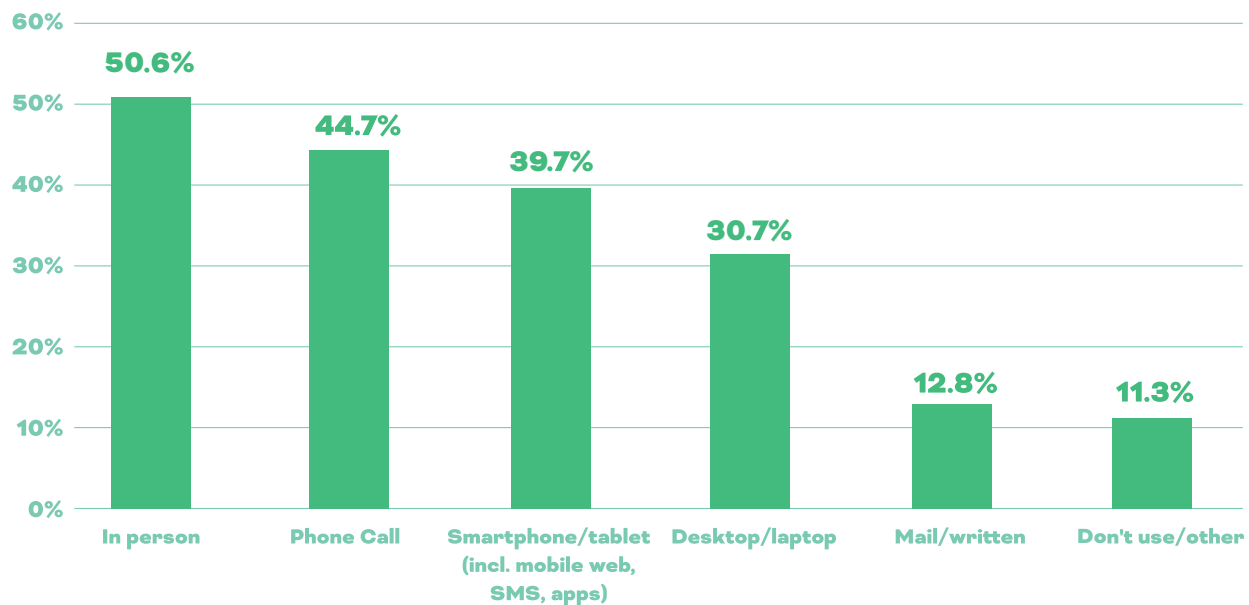
How satisfied are you with your access to local government services?



However, there are two sides to every coin. **44% of people surveyed did not feel positively about their ability to access Local Government services.** That means there's work to be done. Keep reading--we'll cover who this group is and what can be done to increase accessibility throughout this report.

HOW DO YOUR CITIZENS WANT TO ACCESS SERVICES?

What are your preferred methods for accessing local government services?



Omnichannel is the word of the day. Three out of five respondents who use local government services (60%) selected multiple mediums as their preferred method of access. While traditional methods of in-person and phone engagement top the charts, 62% of people like to reach for a smartphone, tablet, or computer to connect with Local Government.

People today want to engage in multiple and varied ways. Local Government should be ready to serve.

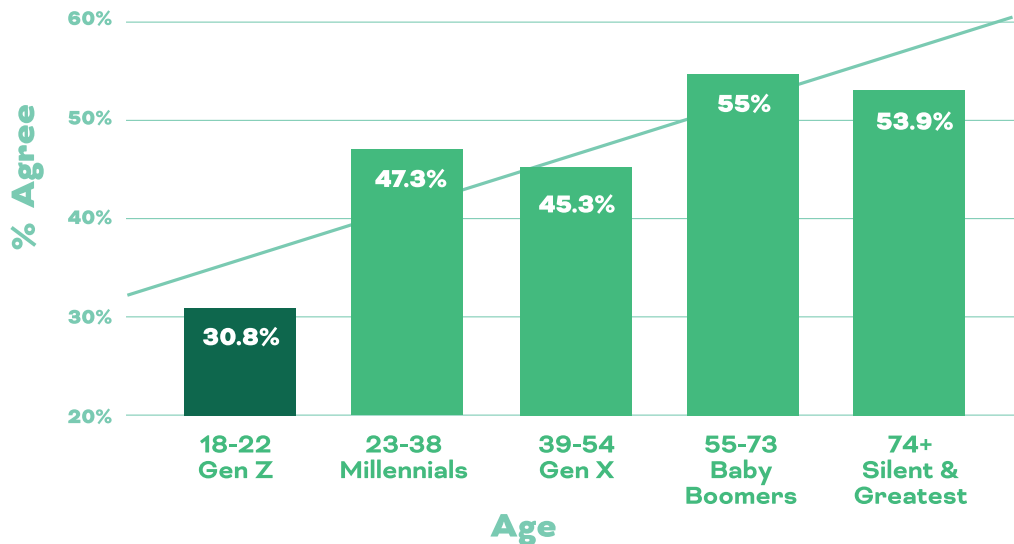


of citizens use multiple mediums to access Local Government services

THE AGE EQUATION: SERVING CITIZENS UNDER 55

Here's where the first hurdles begin - why are some people dissatisfied? Segmenting by age revealed interesting insights. The younger you look, the more omnichannel preferences emerge.

**Percent of citizens who agree with the following statement:
"I can communicate with my Local Government easily"**



Over half people 55 and older, which includes Baby Boomers (ages 55-74), the Silent Generation (74-91), and the Greatest Generation (92+), agree that Local Government is easy to communicate with. That number drops below 50% for Generation X (39-54) and Millennials (23-38). For Generation Z (18-22), that number plummets to less than 1 in 3.

Local Government caters well towards Baby Boomers and Seniors. We've had more than fifty years to adjust to their preferences, after all. But younger generations are more digital-savvy, and even digital-native. This won't be a surprise to many people, but many of the challenges in Local Government access relate to this disconnect.

GENERATIONS AND LOCAL GOVERNMENT: INTERESTING FACTS

Millennials top the list for daily, weekly, and multiple monthly access, and are least likely to never access services.



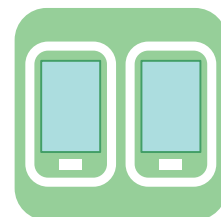
Generation Z and Millennials are over 4x as likely to access Local Government services via **text message** than Baby Boomers and older generations.



Even Baby Boomers are web-savvy. This generation is more likely than others (22% vs 12%) to use a **computer to access 311 services**.



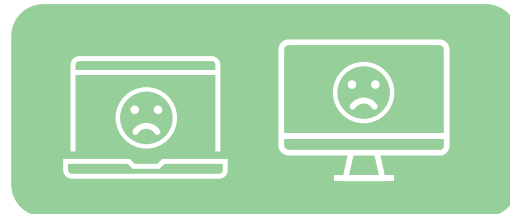
People 54 and younger are more than **2x as likely to use mobile apps for utility billing** than people 55 and older.



GEN Z: THE FUTURE OF CIVIC ENGAGEMENT

Gen Z is the most likely to be **very unsatisfied with access to local government**. How can we make government accessible for people of the future?

Gen Z is nearly **2x as likely** to feel that their Local Government is **not tech savvy**.

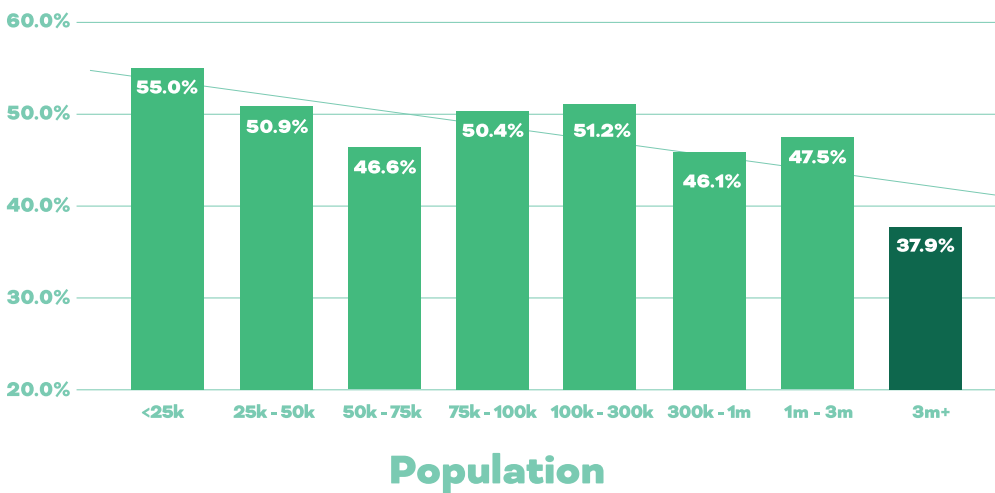


1 in 4 Gen Z'ers does not feel that they can communicate with their Local Government in the way they'd prefer.



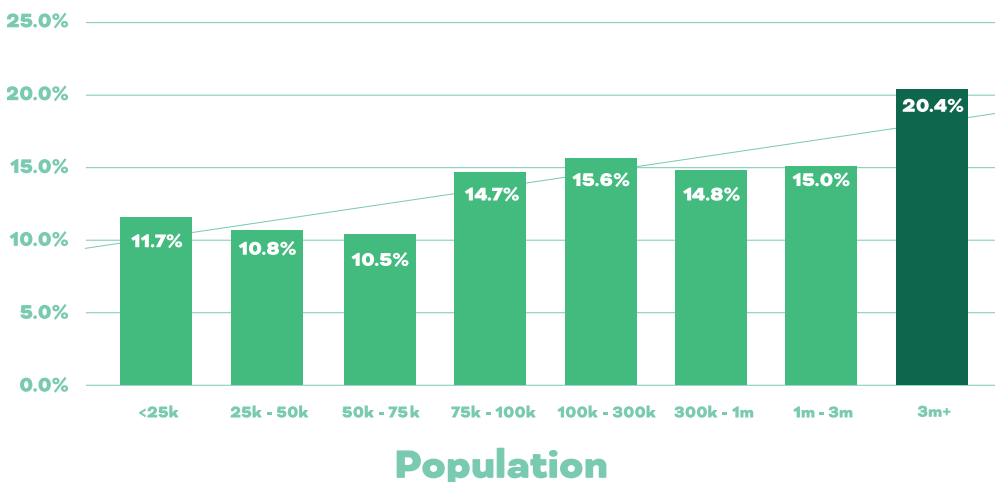
POPULATION: AVOIDING IN-PERSON IN BIG CITIES

As population increases, accessing Local Government services in person is less and less likely to be the preferred method. Only **38%** of people in cities larger than 3 million like to access services in person, versus 55% of people in cities under 25,000. More people accessing similar services means longer wait times, which is more likely to occur in areas with larger populations.



% of respondents who prefer in-person access to Local Government services

So what do residents of large cities prefer instead? **Text messages**. This method sees sharp growth dependent upon population. While SMS is a preferred method of just over 10% of people in towns with fewer than 75,000, **over 20%** of residents in cities over 3 million prefer a text.

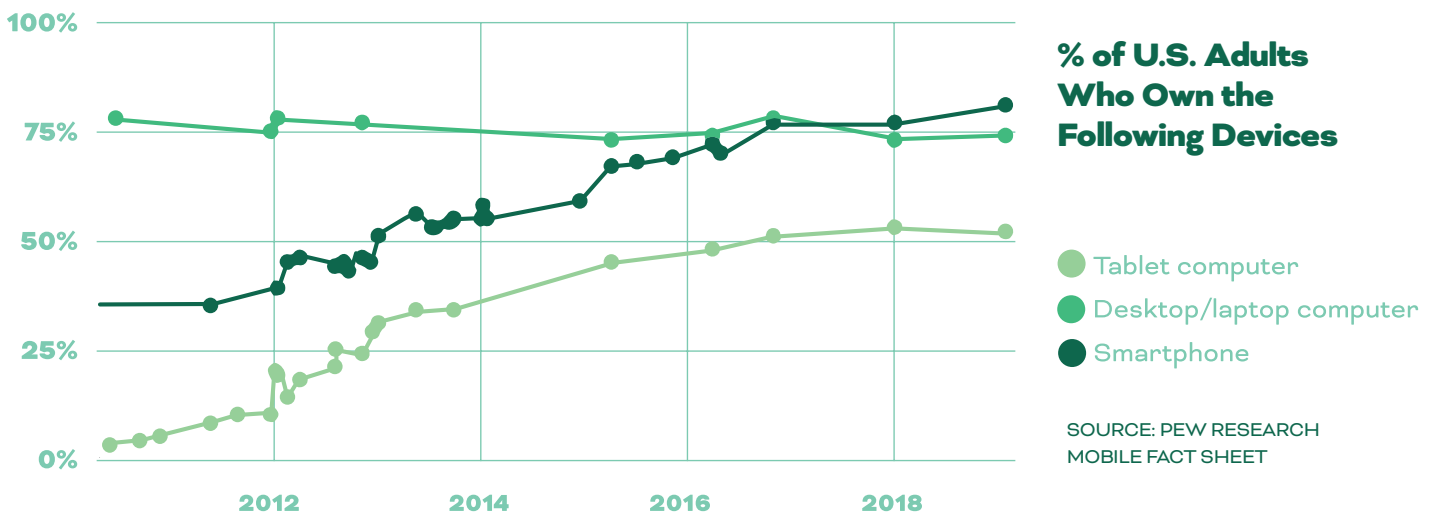


% of respondents who prefer text message (SMS) access to Local Government services

DIGITAL ACCESS PREFERENCES

What services do people want to access most on their computers or smartphones? All of them! There is significant interest across a range of services in digital and mobile accessibility. For most services, over half of citizens across all demographics are interested in both digital and mobile access.

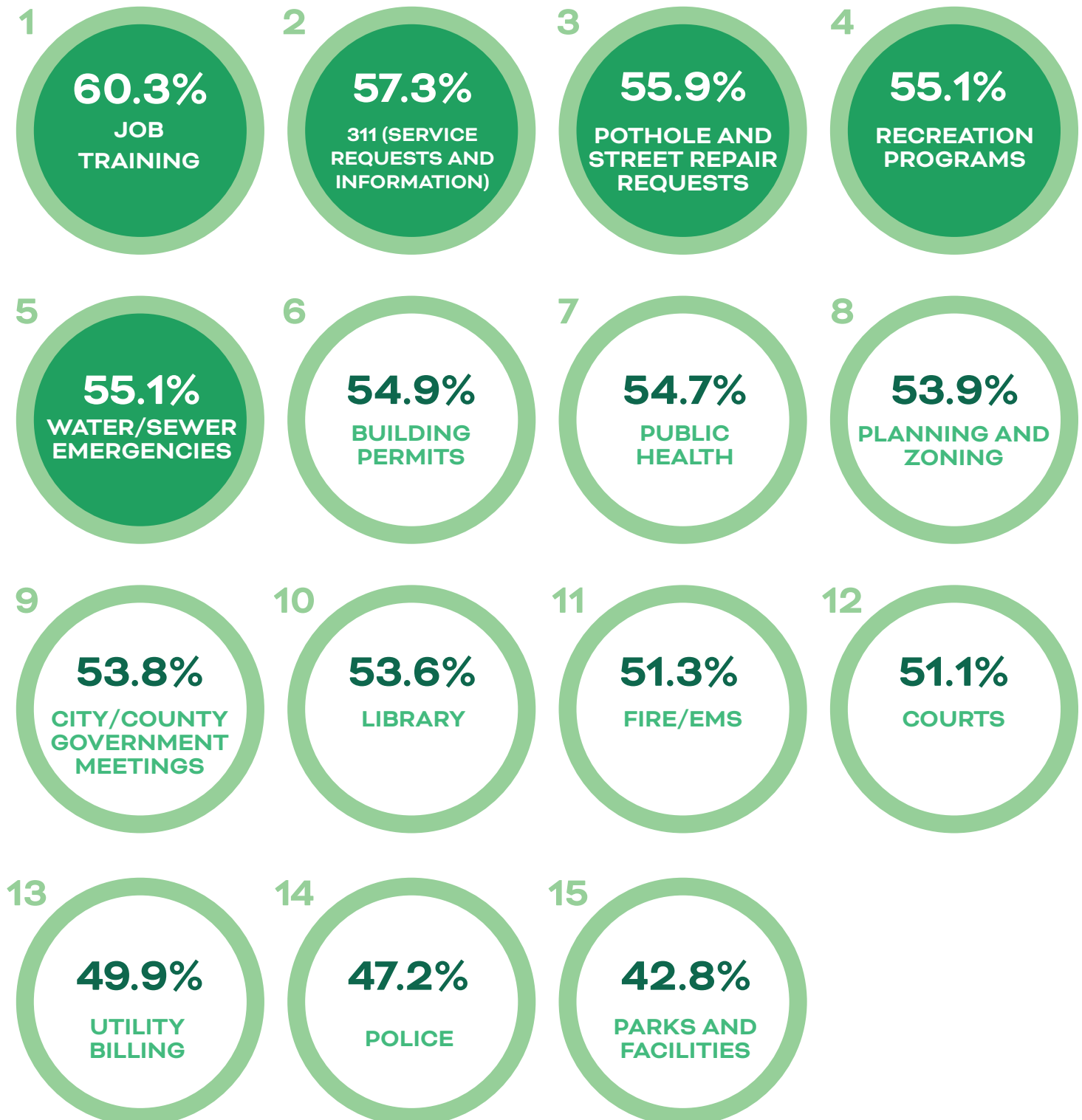
This is reflective of greater trends in device ownership. According to Pew Research, nine out of ten U.S. adults use the internet. To access the web, 81% own a smartphone, 74% own a desktop or laptop, and 52% own a tablet.



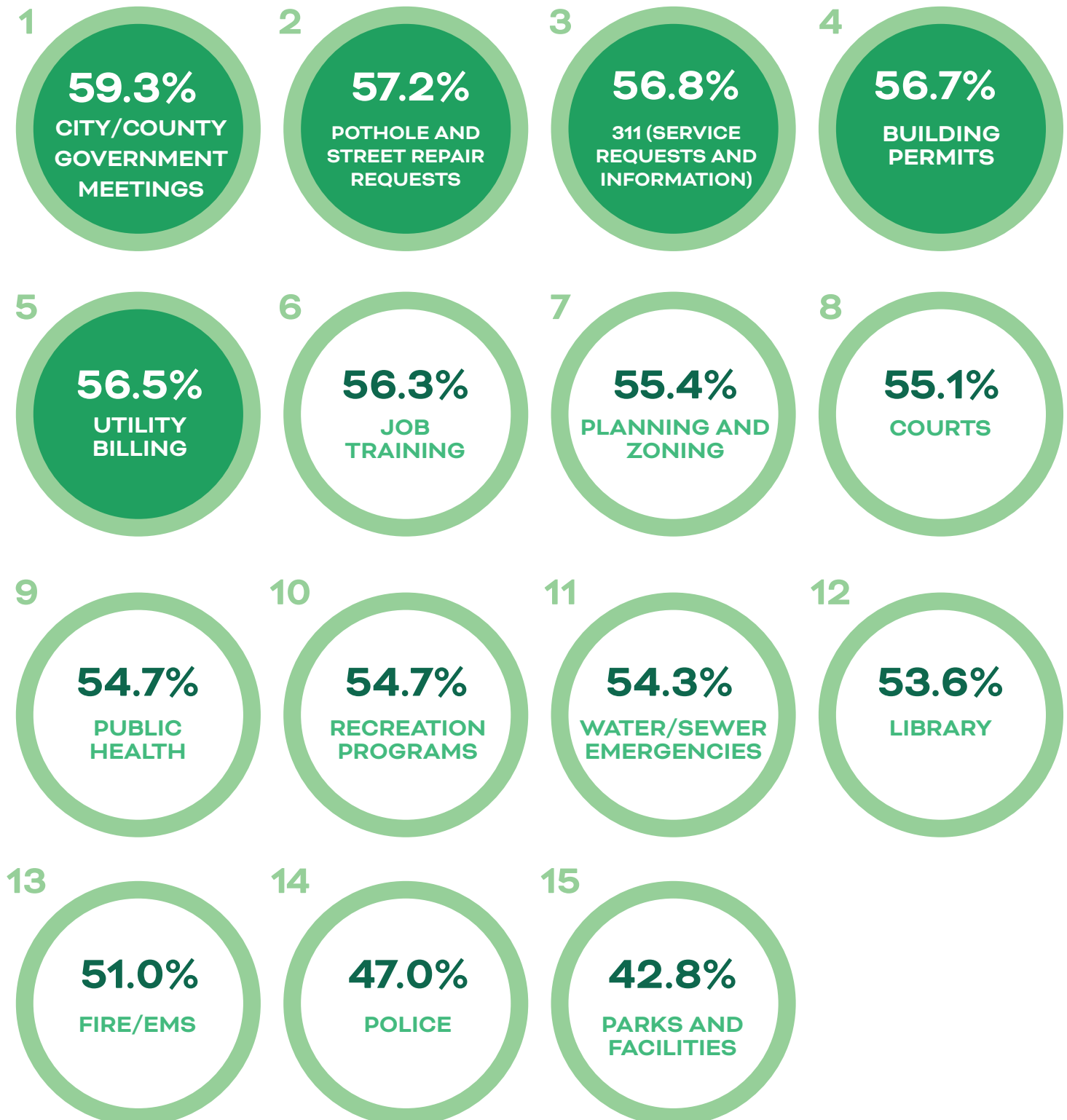
While computer ownership has remained relatively flat since 2010, smartphone and tablet ownership have grown. Though it does appear that tablet ownership may be plateauing, smartphones still appear to trend upward. Also notable is that approximately one in five Americans are “smartphone only” internet users.

Internet device ownership is prevalent, which is in line with the high interest in accessing Local Government services via smartphone, tablet, desktop, or laptop.

SERVICES BY INTEREST IN ACCESS VIA SMARTPHONE OR TABLET



SERVICES BY INTEREST IN ACCESS VIA DESKTOP OR LAPTOP



WHAT SERVICES SHOULD YOUR LOCAL GOVERNMENT PRIORITIZE?

There is a lot of opportunity to improve Local Government customer service by increasing accessibility. Between the boom of the internet and smartphones, the changing preferences of younger citizens, and the desire to engage, digital accessibility is a must. But with budgetary and time limitations, tackling everything at once is just not possible. What should you prioritize?

Based on the results of this survey, we created a matrix to determine which services will have the most impact on communities through digital accessibility. By ranking services from highest to lowest in:

1. Total usage,
2. Interest in smartphone or tablet access by anyone who accesses the service,
3. Interest in desktop or laptop access by anyone who accesses the service,
4. Interest in smartphone or tablet access among citizens who access specific services most frequently (at least once every three months),
5. Interest in desktop or laptop access among citizens who access specific services most frequently (at least once every three months),
6. Greatest dissatisfaction with specific services,
7. Greatest dissatisfaction with specific services among citizens who access those services most frequently (at least once every three months).

HERE ARE THE TOP FIVE SERVICES TO PRIORITIZE ACCESSIBILITY:

- | | | | | |
|---|---|---|-------------------------------|----------------------------------|
| 1.
Pothole and street repair requests | 2.
311 (service requests and information) | 3.
City or county government meetings | 4.
Building permits | 5.
Recreation programs |
|---|---|---|-------------------------------|----------------------------------|

FULL RANKING OF SERVICES TO PRIORITIZE

RANK	TOTAL SCORE BY SUM OF RANKS (EX. RANK 1 = 1 POINT) ACROSS ALL CATEGORIES	SCORE
1	Pothole and street repair requests	33
2	311 (service requests and information)	37
3	City/county government meetings	39
4	Building permits	41
5	Recreation programs	50
6	Job training	52
7	Water/sewer emergencies	58
8	Planning and zoning	59
8	Library	59
10	Public health	61
11	Utility Billing	62
11	Courts	62
13	Police	65
14	Fire/EMS	72
15	Parks and facilities	90

ANALYSIS: INPUT DATA FOR RANKING OF SERVICES TO PRIORITIZE

RANK	PERCENT OF PEOPLE WHO USE EACH SERVICE		PERCENT OF PEOPLE INTERESTED IN FOR SMARTPHONE OR TABLET ACCESS SERVICES THEY USE		PERCENT OF PEOPLE INTERESTED IN DESKTOP OR LAPTOP ACCESS FOR SERVICES THEY USE	
1	Parks and facilities	80.2%	Job training	60.3%	City/county government meetings	59.3%
2	Library	70.4%	311	57.3%	Pothole and street repair requests	57.2%
3	Utility billing	64.7%	Pothole and street repair requests	55.9%	311	56.8%
4	Recreation programs	47.1%	Recreation programs	55.1%	Building permits	56.7%
5	Police	40.6%	Water/sewer emergencies	55.1%	Utility billing	56.5%
6	Public health	40.0%	Building permits	54.9%	Job training	56.3%
7	Pothole and street repair requests	32.3%	Public health	54.7%	Planning and zoning	55.4%
8	Fire/EMS	32.0%	Planning and zoning	53.9%	Courts	55.1%
9	City/county government meetings	31.9%	City/county government meetings	53.8%	Public Health	54.7%
10	Water/sewer emergencies	31.8%	Library	53.6%	Recreation programs	54.7%
11	311	31.6%	Fire/EMS	51.3%	Water/sewer emergencies	54.3%
12	Building permits	28.4%	Courts	51.1%	Library	53.6%
13	Courts	27.9%	Utility billing	49.9%	Fire/EMS	51.0%
14	Job training	26.8%	Police	47.2%	Police	47.0%
15	Planning and zoning	25.1%	Parks and facilities	42.8%	Parks and facilities	42.8%

WHAT CITIZENS WANT

RANK	PERCENT OF FREQUENT USERS (AT LEAST ONCE EVERY THREE MONTHS) WHO ARE INTERESTED IN SMARTPHONE OR TABLET ACCESS		PERCENT OF FREQUENT USERS (AT LEAST ONCE EVERY THREE MONTHS) WHO ARE INTERESTED IN DESKTOP OR LAPTOP ACCESS		PERCENT OF PEOPLE WHO ARE DISSATISFIED WITH INDIVIDUAL SERVICES THEY USE	PERCENT OF FREQUENT USERS (AT LEAST ONCE EVERY THREE MONTHS) WHO ARE DISSATISFIED WITH INDIVIDUAL SERVICES THEY USE		
1	Job training	61.1%	City/county government meetings	61.2%	Courts	21.3%	Courts	19.1%
2	Recreation programs	59.8%	311	60.0%	Building permits	17.7% ¹	Pothole and street repair requests	8.5%
3	311	59.7%	Recreation programs	58.6%	Planning and zoning	17.2% ¹	Planning and zoning	3.9%
4	Building permits	58.1%	Utility billing	57.1%	Police	15.8% ¹	City/county government meetings	3.5%
5	Pothole and street repair	56.4%	Pothole and street repair	57.0%	City/county government meetings	15.7% ¹	Building permits	3.3%
6	Public health	56.2%	Library	56.1%	Water/sewer emergencies	15.3%	Water/sewer emergencies	12.0%
7	Library	56.1%	Water/sewer emergencies	55.9%	Fire/EMS	15.0%	Police	11.7%
8	Police	54.4%	Building permits	55.8%	311	14.3%	311	10.9%
9	Fire/EMS	52.6%	Planning and zoning	55.6%	Pothole and street repair requests	14.0%	Job training	10.1%
10	City/county government meetings	50.9%	Job training	53.8%	Public health	11.2%	Library	9.0%
11	Utility billing	50.5%	Fire/EMS	53.2%	Job training	11.1%	Public health	8.7%
12	Courts	49.8%	Public health	53.2%	Library	10.8% ⁸	Utility billing	.0%
13	Water/sewer emergencies	48.5%	Police	52.0%	Recreation programs	9.4%	Fire/EMS	7.6%
14	Planning and zoning	48.1%	Parks and facilities	47.5%	Utility billing	8.4%	Recreation programs	7.0%
15	Parks and facilities	47.5%	Courts	46.7%	Parks and facilities	7.4%	Parks and facilities	6.5%

DEEP DIVE: TOP 5 SERVICES

Pothole and street repair requests

Taking the top spot in this analysis are pothole and street repair requests. Though it rests in the middle of the pack for overall usage, there is very high interest among all users to be able to access this Local Government service on digital devices. Also notable is the high rate of dissatisfaction among those who notice the need for repairs most frequently.

The transactional nature of pothole and street repair requests lends itself well to digital access. Instead of taking time to visit a public works office or wait on hold, citizens could report issues with just a few inputs via website, app, or even text message. Ease of use and time saved make this service an attractive prospect for digital access.

311 (service requests and information)

By name, 311 is tied to a phone call. According to Governing.com, nearly 300 cities and counties in the U.S. have a 311 system in place. But the people in these communities have spoken, and they are ready for an upgrade to digital 311 access.

Across every device and usage category, 311 stayed in the top three of the most wanted services for smartphone, tablet, desktop, and laptop access. When compared to the above pothole and street repair requests category, 311 services saw similar placements but with fewer frequent users dissatisfied with their access. If your community has or is considering 311, modernizing this service will satisfy significant amounts of users and be a worthwhile endeavor.

City or County government meetings

Local Governments around the country made a frantic switch to online public meetings as a result of the COVID-19 pandemic. But perhaps this transition was a long time coming. Government meetings are the #1 most desired service type for accessibility on computers by both frequent and infrequent attendees. And right now, community members are dissatisfied with their ability to access these meetings.

If you haven't already, ensure that meetings involving community input are accessible via the web.

Building permits

Though building permits are not used by a large number of people, dissatisfaction with this service is quite high. For the general population, dissatisfaction with the accessibility of building permits falls behind only that of Courts. Perhaps the process is confusing or difficult for infrequent users.

Interest in both mobile and web access to building permits is relatively high, in the top half of rankings across all categories. Interestingly, frequent users, likely in construction, contracting, or property management, are more interested in smartphone and tablet access while the general population leans towards desktop and laptops. As you consider improving accessibility of your Local Government's permitting process, keep these differing use cases in mind.

Recreation programs

Widely-used and widely-loved, recreation programs are a great area for an accessibility upgrade. Smartphone and tablet access are especially high on survey respondents' wishlists.

How could recreation programs be digitized for mobile access? From booking a room at the recreation center to registering a child for youth soccer, always-on smartphones and tablets can make accessing beloved recreation programs easy to do at any time of day. Plus, not having to take information or process registrations over the phone can save time for your staff.

MEETING YOUR CITY'S NEEDS

When determining which services to prioritize, you should consider the needs of your community first. Analyzing the makeup of your population, citizens' feedback, and current infrastructure may reveal a clear starting point.

CONCLUSION

People have more devices than ever before, and Local Government needs to keep up. But traditional methods of accessing Local Government services aren't going to disappear. Though younger generations are more interested in digital access, in-person visits and phone calls are here to stay.

Different people have different preferences, and the number of options has increased. The more omnichannel your agencies can be, the better you can meet the needs of not just older citizens, but younger generations as well. Prioritize omnichannel service delivery to match the needs of your citizens.

CONNECT WITH US

We hope you enjoyed this report! If you have any questions, feedback, or just want to keep the conversation going, get in touch with us.

ENGAGING LOCAL GOVERNMENT LEADERS

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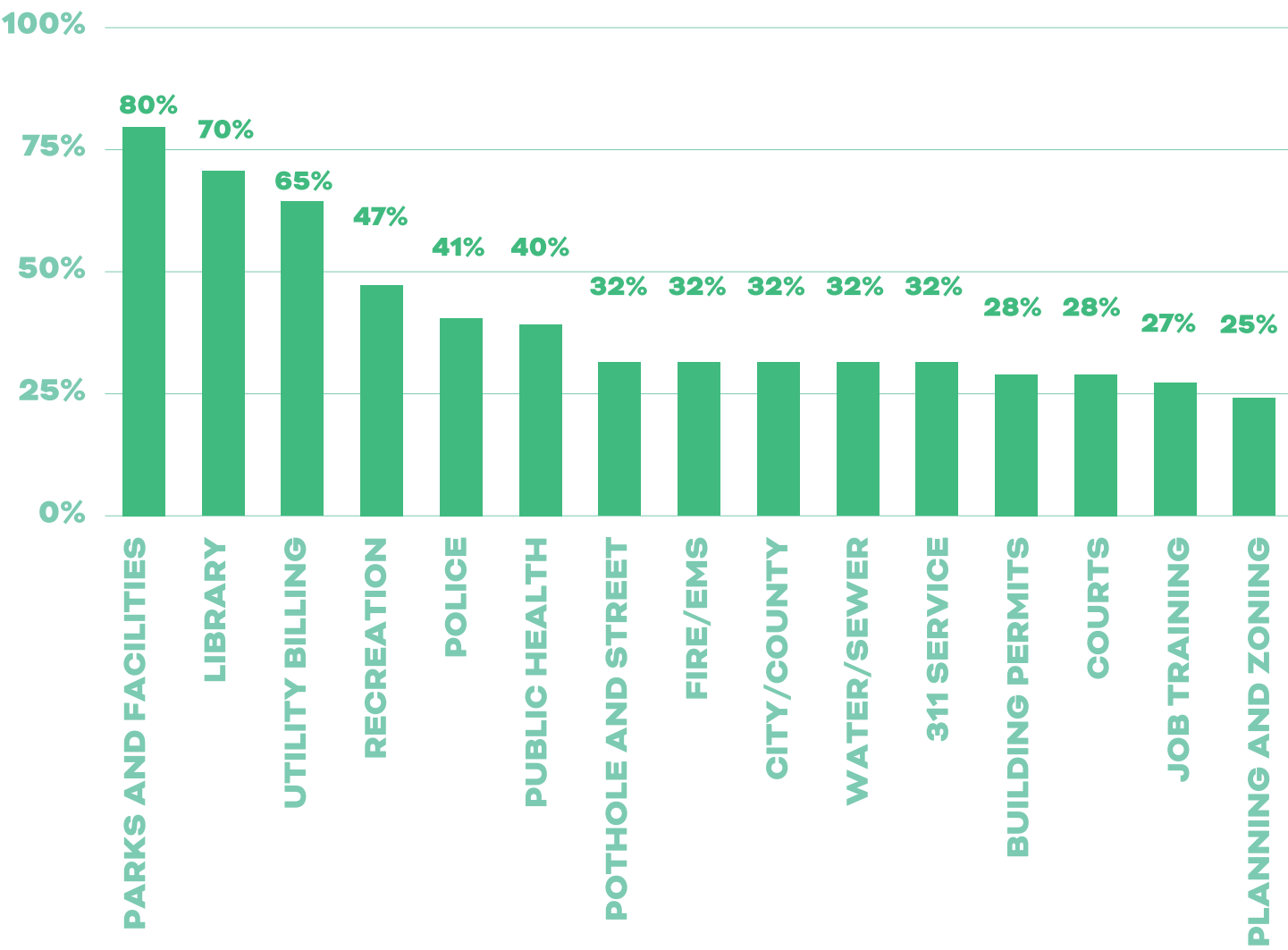
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APPENDIX

Percentage of respondents who use each Local Government service



CITY OF LONGVIEW

On-Street Parking

ADA signing & Pavement Marking

GOAL: The goal of this policy is to provide uniformity in determining the applicability and usage of on-street parking that is signed and marked as ADA parking within the City of Longview.

POLICY: The policy applies to public streets where on-street public parking is unstriped convenience parking in residential neighborhoods.

Concerning accessible parking in residential neighborhoods, where on-street parking may be permitted but not designated. Following the guidance in the Proposed Accessibility Guidelines for Pedestrian Facilities in the Public Right of Way, X02.6.1.1 For on-street parking, accessible parking spaces for individual residents will not be designated as reserved.

X02.6 Vehicular Ways and Facilities

X02.6.1 On-street parking.

X02.6.1.1 Minimum number required.

(A) Accessible spaces. Where on-street public convenience parking is provided in commercial districts and at civic facilities, accessible on-street parking spaces shall be included in the total provided in the project or project area in accordance with proposed ADAAG Section 208.2 and shall be dispersed within the project area.

Discussion: The committee deferred consideration of scoping for the provision of accessible parking in residential neighborhoods, where on-street parking may be permitted but not designated. Accessible parking spaces for individual residents may be designated as reserved upon request to the appropriate jurisdiction in order to ensure that convenient accessible curbside parking is available.

(B) Van accessible spaces. Where perpendicular or angled parking is provided, one in every eight accessible parking spaces within the project area, but not less than one, shall be a van parking space with an access aisle that is not less than 96 inches (2440 mm) wide.

Discussion: A vast amount of public parking in urban areas is located along public streets and within the public right-of-way. A portion of this parking needs to be accessible. For consistency, the committee agreed to use the same ratios as are already in use for parking lots.

X02.6.1.2 Location. Accessible spaces and van accessible spaces shall be dispersed within the project area and shall be provided at locations with minimum street and sidewalk slope to the extent this is consistent with reasonable dispersion within the area.

EXCEPTIONS:

1. Accessible on-street spaces shall be permitted to be clustered if equivalent or greater access is provided, with respect to distance from an accessible entrance, user cost, and convenience.
2. Accessible on-street parking shall be permitted to be combined with off-street parking under the same jurisdiction serving the same project area if equal or greater access is provided in terms of distance from an accessible entrance, user cost, and convenience.

Advisory: The placement of accessible on-street parking spaces should take into account the type and composition of buildings and facilities located within the project area that is served by the on-street parking. Typically, no single site is served and therefore, parking should be dispersed throughout the project area. When accessible parking is dispersed within the project area, the spaces should be located in close proximity to the entrances of buildings or facilities located within the project area. In select circumstances, a project area may contain only one or two buildings within a project area (example: a municipal library that encompasses an entire city block, with only one public entrance), in which case the accessible parking spaces are permitted to be clustered together at the single entrance in order to provide equal or greater access. Also, if off-street parking is provided serving the same project area (example: a municipal park has both on-street parking as well as a lot serving the park), the total number of accessible parking spaces may be provided in the lot in lieu of the on-street parking spaces in order to provide equal or greater access to the park.

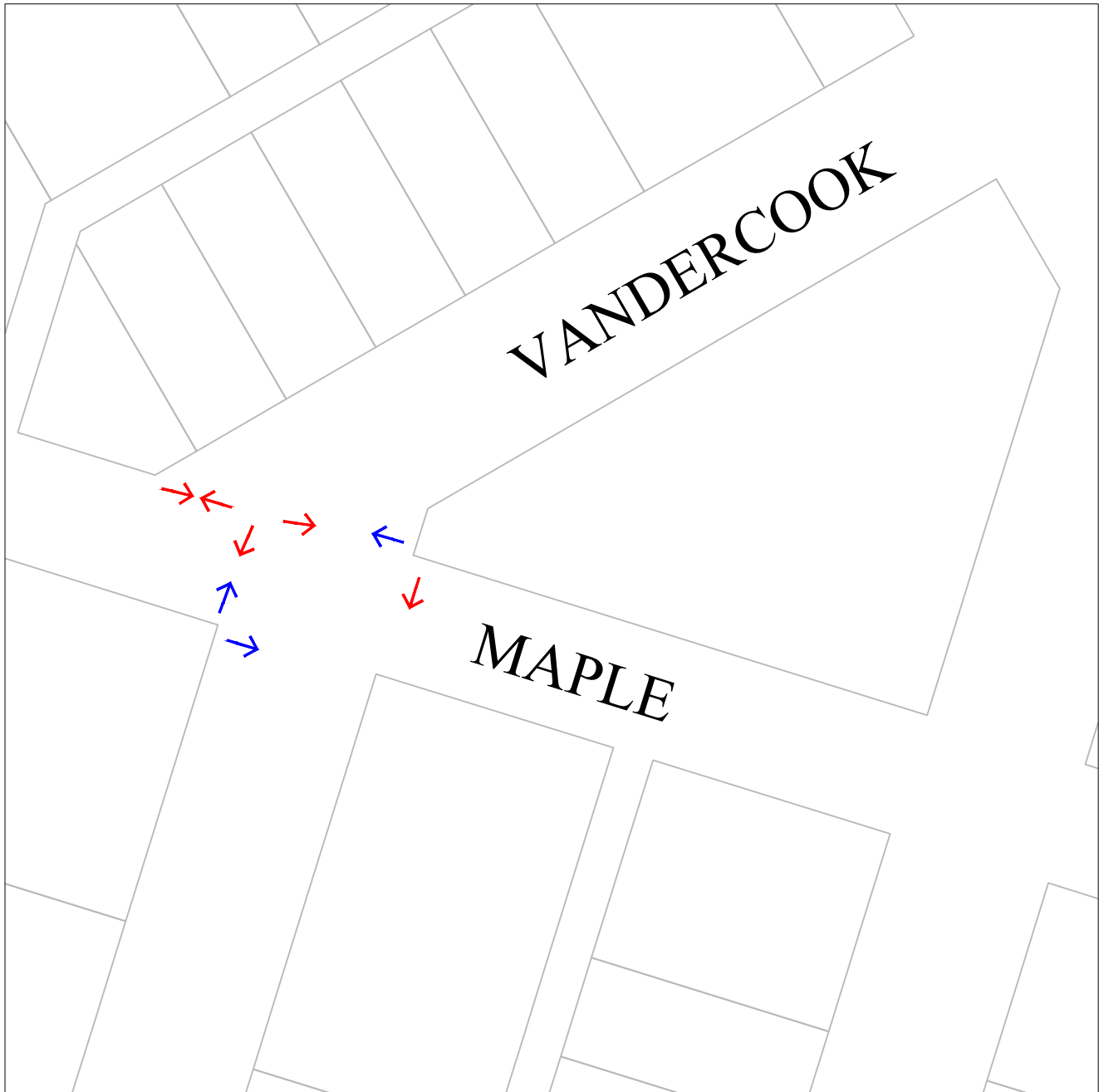
X02.6.1.3 Minimum width and length. Accessible spaces shall not be smaller in width or length than that specified by the local jurisdictions for other spaces and in no case less than 8 feet (2449 mm) wide and 18 feet (5490 mm) long.

X02.6.1.4 Parallel parking spaces. Where accessible parallel parking is provided, a parallel access aisle at least 60 inches (1525 mm) wide shall be provided at street level the full length of the accessible parking space. The parallel access aisle shall connect at the head or foot of the parking space to a 60-inch wide minimum perpendicular access aisle that shall extend the full width of the parking space. Two parallel parking spaces may share a perpendicular access aisle. The vehicular travel lane shall not encroach on any required access aisle. The area between any curb and the pedestrian access route shall comply with Section X02.1.5 in order to allow the deployment of a side lift from a wheelchair accessible space and shall be connected to the pedestrian access route.

EXCEPTION: Where the width of the public pedestrian right-of-way between the extension of the normal curb and boundary of the public right-of-way is less than 12 feet (3660 mm), a parallel access aisle is not required at parallel parking

Project list 2021-2025								
2021								
VANDERCOOK WAY & MAPLE ST								
Category	Ranking #	RampID	Curb Ramp Present	Compliant	Detectible Warning	Landing	Priority Value	TOTAL \$
NC	1	467	Yes	No	No	Yes	185	\$ 6,250
NC	1	467	Yes	No	No	Yes	185	\$ 6,250
NC	2	511	Yes	No	No	Yes	185	\$ 6,250
NR	1	512	No	No	NA	NA	185	\$ 6,250
NR	2	513	No	No	NA	NA	185	\$ 6,250
NR	3	514	No	No	NA	NA	185	\$ 6,250
NR	4	515	No	No	NA	NA	185	\$ 6,250
NR	5	516	No	No	NA	NA	185	\$ 6,250
TOTAL							185	\$ 50,000
2022								
18TH AVE & LOUISIANA ST								
NC	13	44	Yes	No	No	Yes	160	\$ 6,250
NC	13	44	Yes	No	No	Yes	160	\$ 6,250
NC	14	45	Yes	No	No	Yes	160	\$ 6,250
NC	14	45	Yes	No	No	Yes	160	\$ 6,250
NR	6	40	No	No	NA	NA	160	\$ 6,250
NR	6	40	No	No	NA	NA	160	\$ 6,250
NR	7	41	No	No	NA	NA	160	\$ 6,250
NR	7	41	No	No	NA	NA	160	\$ 6,250
TOTAL							160	\$ 50,000
2023								
15TH AVE & HEMLOCK ST								
NC	23	290	Yes	No	No	No	155	\$ 17,000
NC	24	335	Yes	No	No	No	155	\$ 17,000
NR	8	291	No	No	NA	NA	155	\$ 17,000
TOTAL							155	\$ 51,000
2024								
14TH AVE & HUDSON ST								
NC	25	520	Yes	No	No	Yes	155	\$ 17,000
NC	26	521	Yes	No	No	Yes	155	\$ 17,000
NR	9	606	No	No	NA	NA	155	\$ 17,000
TOTAL							155	\$ 51,000
2025								
9TH AVE & DELAWARE ST								
NC	35	703	Yes	No	No	No	150	\$ 8,000
NC	109	711	Yes	No	No	No	130	\$ 8,000
NC	144	736	Yes	No	No	No	125	\$ 8,000
NR	15	702	No	No	NA	NA	150	\$ 8,000
NR	30	710	No	No	NA	NA	140	\$ 8,000
TOTAL							139	\$ 40,000

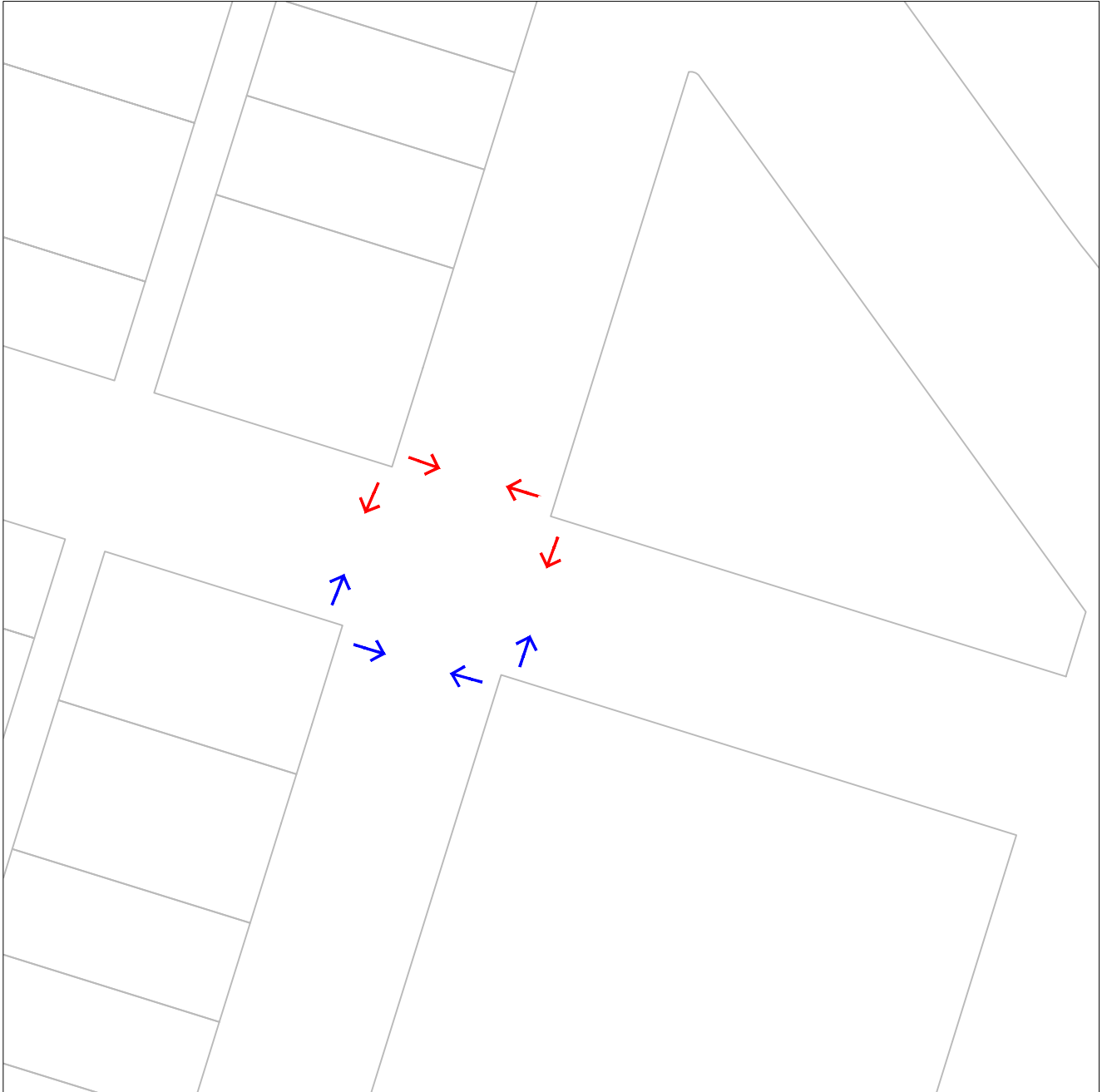
2021 MAPLE/VANDERCOOK



8 RAMPS
AVERAGE SCORE 185

→ NON COMPLIANT RAMP
→ NO RAMP

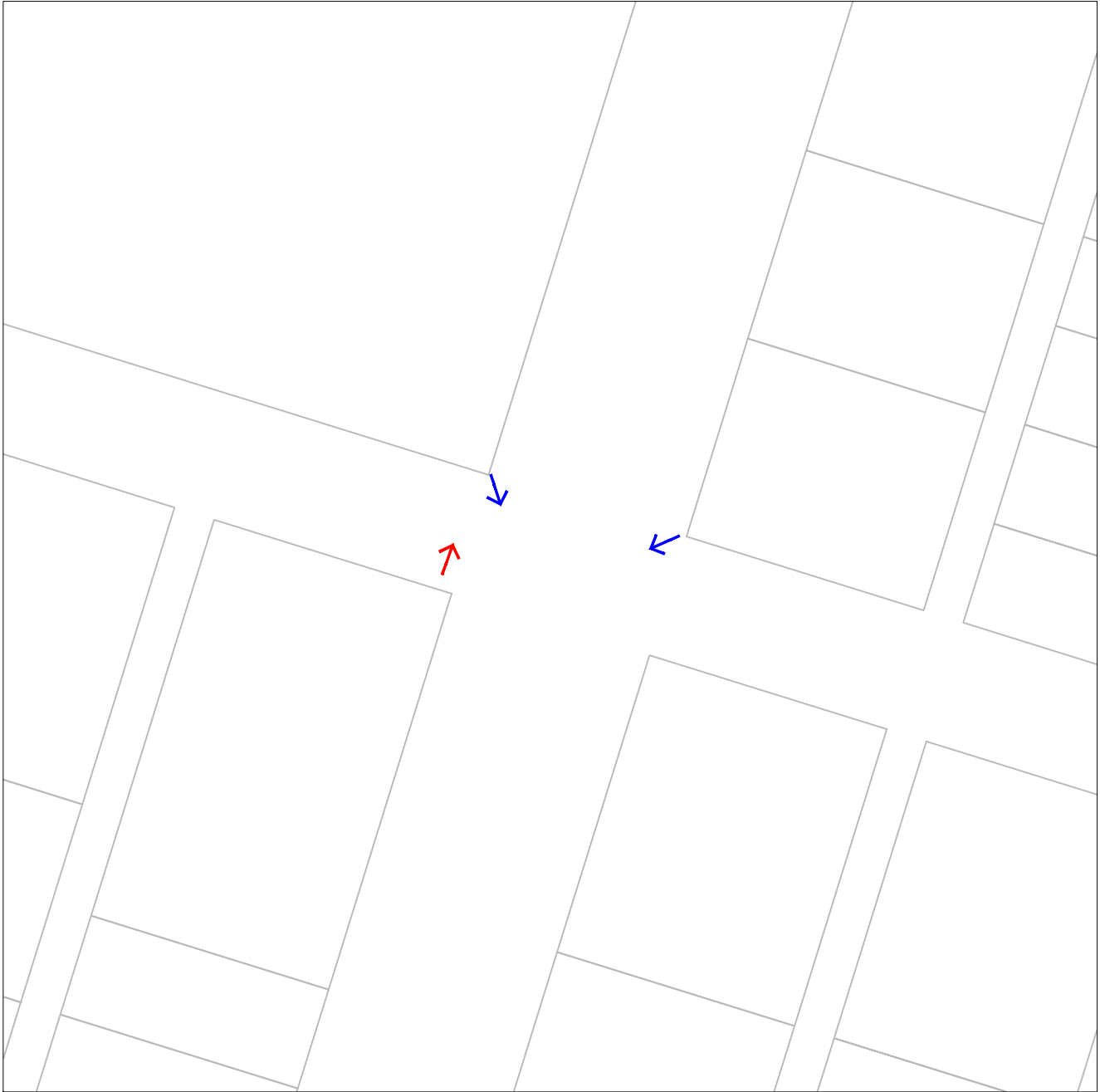
2022 18TH/LOUISIANA



8 RAMPS
AVERAGE SCORE 160

→ NON COMPLIANT RAMP
→ NO RAMP

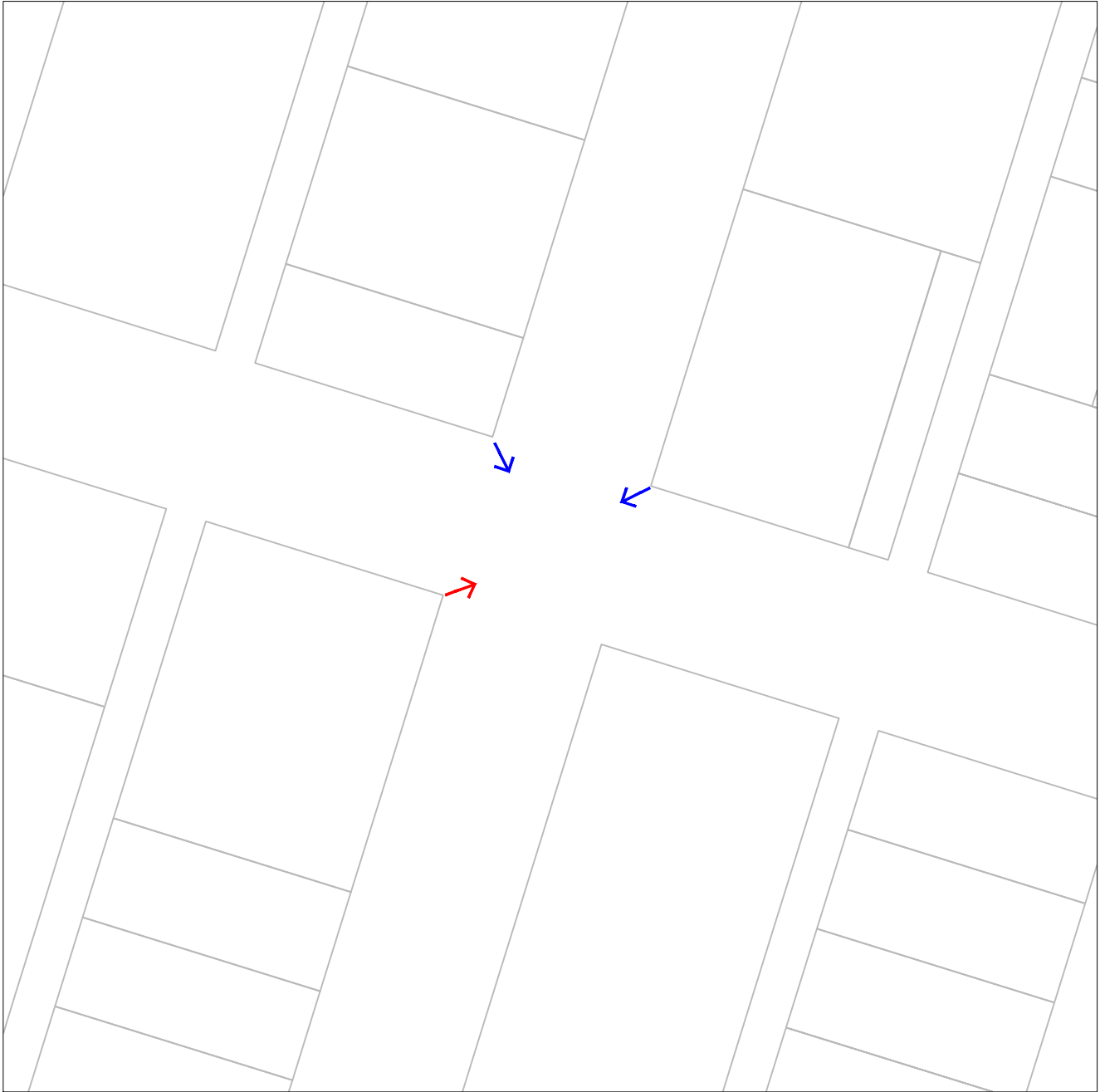
2023 15TH/HEMLOCK



3 RAMPS
AVERAGE SCORE 155

- NON COMPLIANT RAMP
- NO RAMP

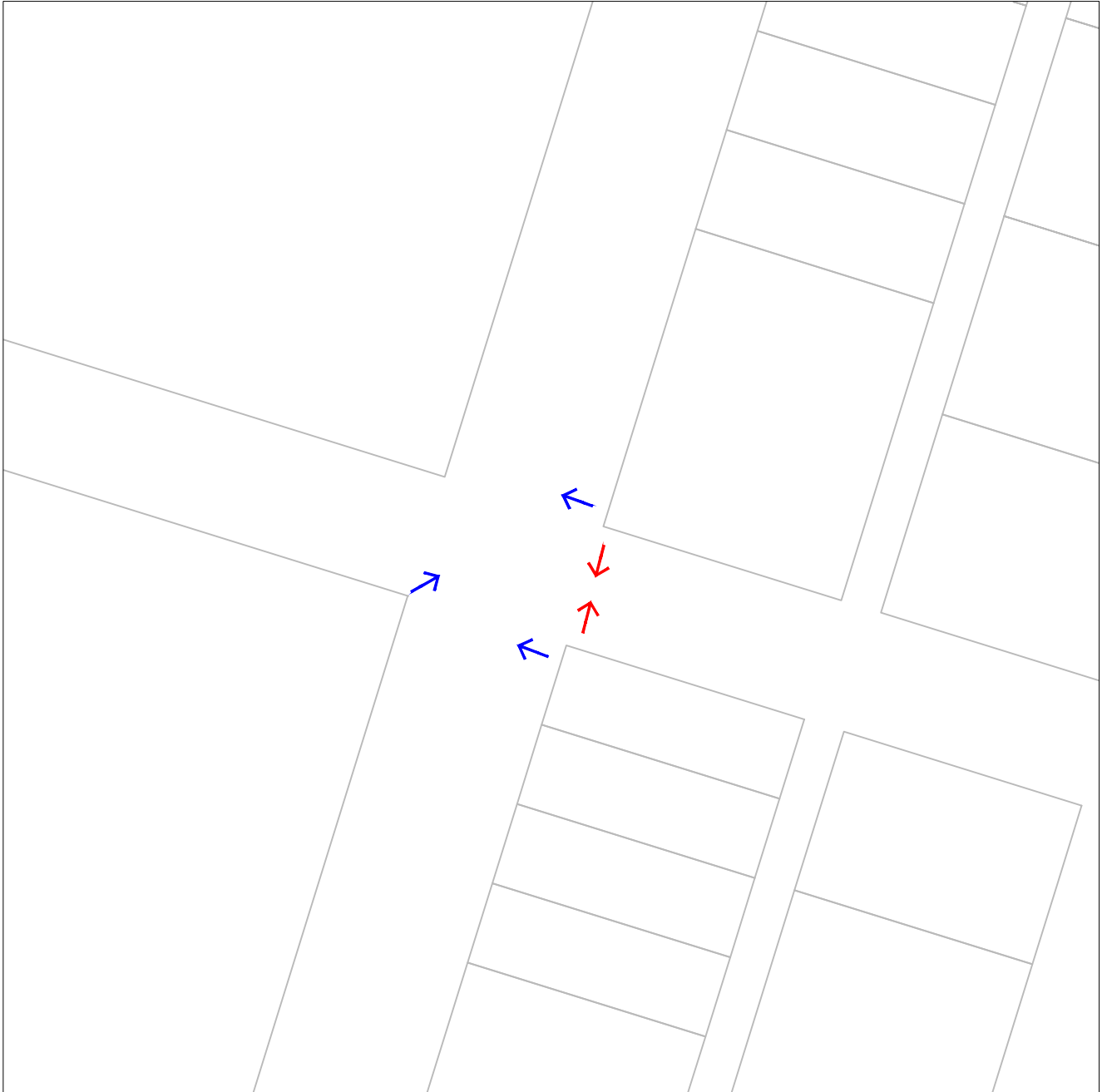
2024 14TH/HUDSON



3 RAMPS
AVERAGE SCORE 155

- NON COMPLIANT RAMP
- NO RAMP

2025 9TH/DELAWARE



5 RAMPS
AVERAGE SCORE 139

→ NON COMPLIANT RAMP
→ NO RAMP