



6 Steps to Help Achieve Successful ADA Compliance



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Introduction

Since it became law in the United States in 1990, the Americans with Disabilities Act (ADA) has been a game-changer for the physically challenged, who have since been able to integrate themselves more fully into all aspects of American society, as well as for public and private sector organizations which must reduce/eliminate such barriers. This has been due thanks to increased, easier access to facilities and transportation via ramps, leaning buses, audible crosswalk signs, and other accommodations that help the disabled negotiate their way through public and private spaces and services.

Requirements are always subject to change, of course, and ADA compliance requirements are no different: Compliance with the ADA's newest Standards for Accessible Design was mandated by March, 15, 2012.

The new ADA requirements encompass policy changes and new standards that affect both public and private entities and include updates to the old standards as well new standards. To comply with this civil rights law, modifications to existing, renovated, and planned buildings were required by that date.

This briefing will explain how an Integrated Workplace Management System (IWMS) such as ARCHIBUS can help real estate and facilities managers plan for, carry out, and report on ADA compliance.



ADA Compliance Methodology

The revised ADA requirements are the first major upgrade to the law since 1991, which means that these new standards will apply to any new construction or renovation work going forward covered under ADA provisions. These requirements apply to public and private venues that must accommodate the public (places of public gathering, lodging, places of exhibition/entertainment, service establishments, places of education, state and local government facilities, etc.).

Integrated real estate, infrastructure, facilities management software will assist facilities professionals in establishing a sound compliance methodology, and provide supporting tools to identify opportunities, prioritize changes, and track project progress. In addition, a software solution of this kind needs to:

- Establish a baseline for compliance
- Easily identify discrepancies between the existing infrastructure and the new, updated mandates
- Cost-effectively choose areas for modification

The bulk of the changes to the law are related to design and construction issues that address such scenarios as service provision—where individuals have to form a queue to be served in a particular order. For example, accommodating the disabled in queues may now mean having take-a-ticket machines built to the right height at a Department of Motor Vehicles venue. That and other service accommodations will now be covered by new compliance regulations.

Facilities managers will also have to accommodate an extended range of service animals, observe allowed distances from a counter, follow allowed clearances, and deal with ground obstructions for those in wheelchairs. In addition, provisions will have to be made for auxiliary communications aids for such purposes as making reservations at places of public lodging and other venues.



Step 1: Identify and Close Existing Space Management Compliance Gaps

One important tool for ADA compliance is a software application that can help ensure concurrence with the law for space-related issues. These issues may include considerations such as:

- Are the dimensions of a restroom or a stall within a restroom in ADA compliance?
- Are there hand rails at the appropriate location and height in that restroom for anybody operating a wheelchair?
- What is the slope and distance of the handicap ramp?
- How many of the building entrances are ADA-compliant. Is that number within the acceptable range?

Another common concern may revolve around parking spaces for the disabled.

A space management application would allow one to see a breakdown of parking spaces at a particular location. In the accompanying slide (Figure 1), we see that 162 spaces, or over 96%, are standard parking spaces with an additional 4 handicap spaces for cars and 2 spaces specifically for vans.

Looking at the new ADA Compliance number for a lot of this size, which is currently configured for 168 spaces, it is apparent that this parking lot fails in this category and must be reconfigured to create at least 5 standard handicap spaces and one van space.

Two things need to happen. The facility manager/owner needs to change one of those van spaces into a standard handicap space, or take one of those standard spaces and turn it into a 5th handicap space. So, within a single report, users can identify very quickly that this site is out of compliance and understand what the options are to become compliant.

Obviously, a study can be conducted employing a quick site visit to make sure the most efficient option for meeting parking space or other compliance standards is being pursued. With the parking space information centralized in a space management data repository, a compliance team would have the baseline information needed to defend the project and point it in the right direction.

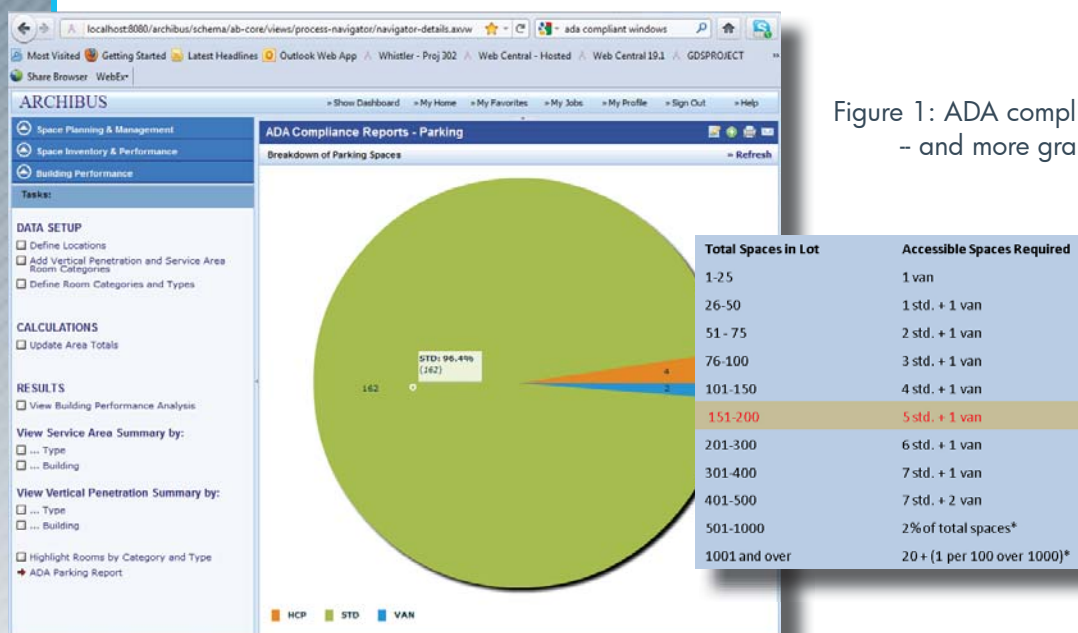


Figure 1: ADA compliance reporting is made easier – and more graphical – with ARCHIBUS.

Step 2: Assess Facilities Conditions and Meet New Guidelines

To meet ADA compliance, a Condition Assessment application can help the organization understand which rooms are currently out of compliance and allow managers to track them and estimate the financial impact of remedies to any and all condition issues. Such software supports assessors as they perform on-site walk-throughs to identify issues, assign condition values, prescribe recommended actions, and provide budget estimates for corrective measures.

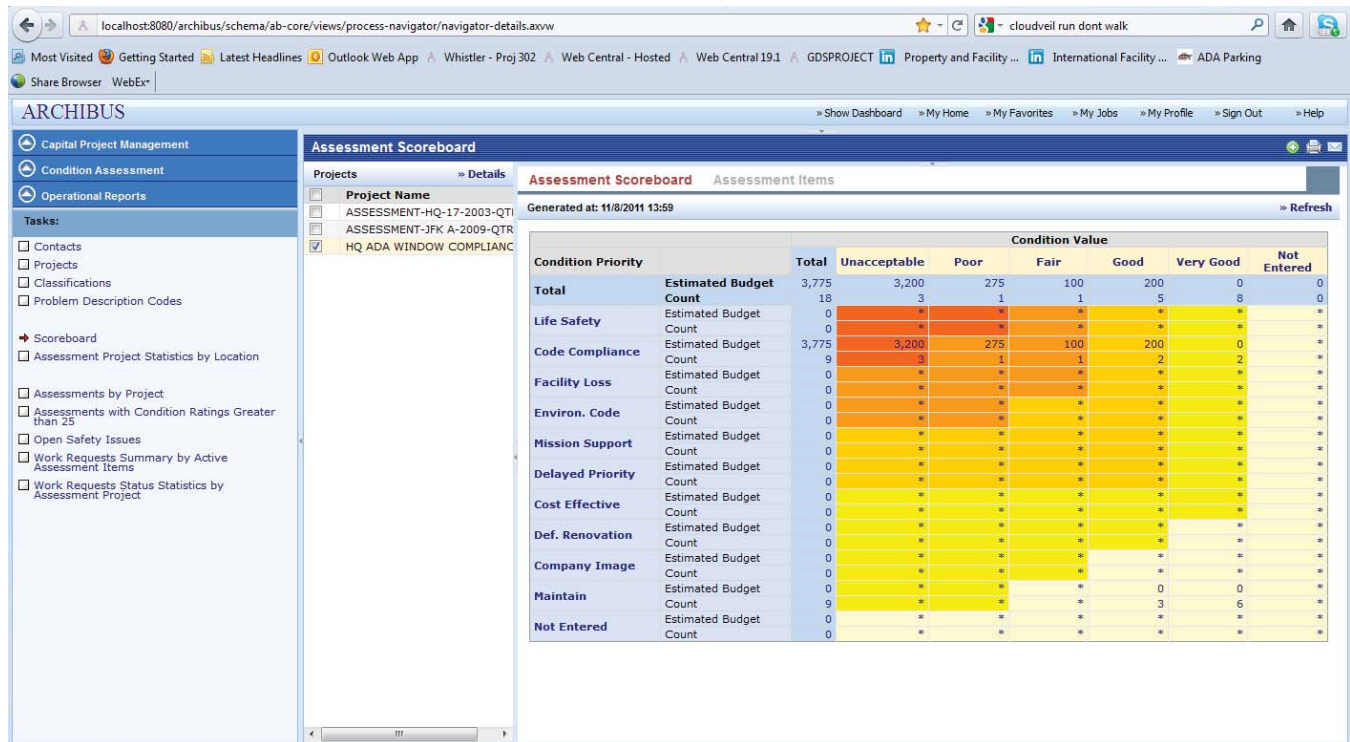


Figure 2: The Condition Assessment Scoreboard provides comprehensive assessment tools to help meet ADA requirements by identifying compliance shortfalls and cost to mitigate at a glance.

Web-based ARCHIBUS Condition Assessment would also allow assessors to leverage mobile technology in the field to update the database in real-time. They can track assessments and determine if all issues of code compliance should be addressed or whether to focus on only one or a few condition categories that bring the organization into compliance with the new ADA requirements.

An accurate, real-time Condition Assessment software application and regimen can also provide greater transparency into whether condition issues are few in number and type, isolated in a specific location, or whether they are more widespread throughout a facility or even the entire enterprise.

The immediacy of an online system that provides a dynamic repository for consolidating condition assessment data means that organizations can more easily evaluate the true state of regulatory compliance at any given time. This is especially true when such a system is complemented by the use of mobile devices for real-time condition reporting from the field to the centralized database. In either case, these online capabilities provide a major improvement over static reports, by outside consultants and others, that are often out of date as soon as the report is presented in binders.

Step 3: Implement Centralized Capital Budgeting Practices for Compliance Projects

A capable Capital Budgeting application is also an essential ingredient in ADA compliance that is both cost-efficient and ensures confidence in project financing that supports the efforts.

Access to defensible Capital Budgeting information reduces the risk of undertaking expensive, time-consuming projects that ultimately fail due to inadequate resources. A Capital Budgeting application provides a method for tracking the capital budget cycle from request and evaluation, through approval and funding.

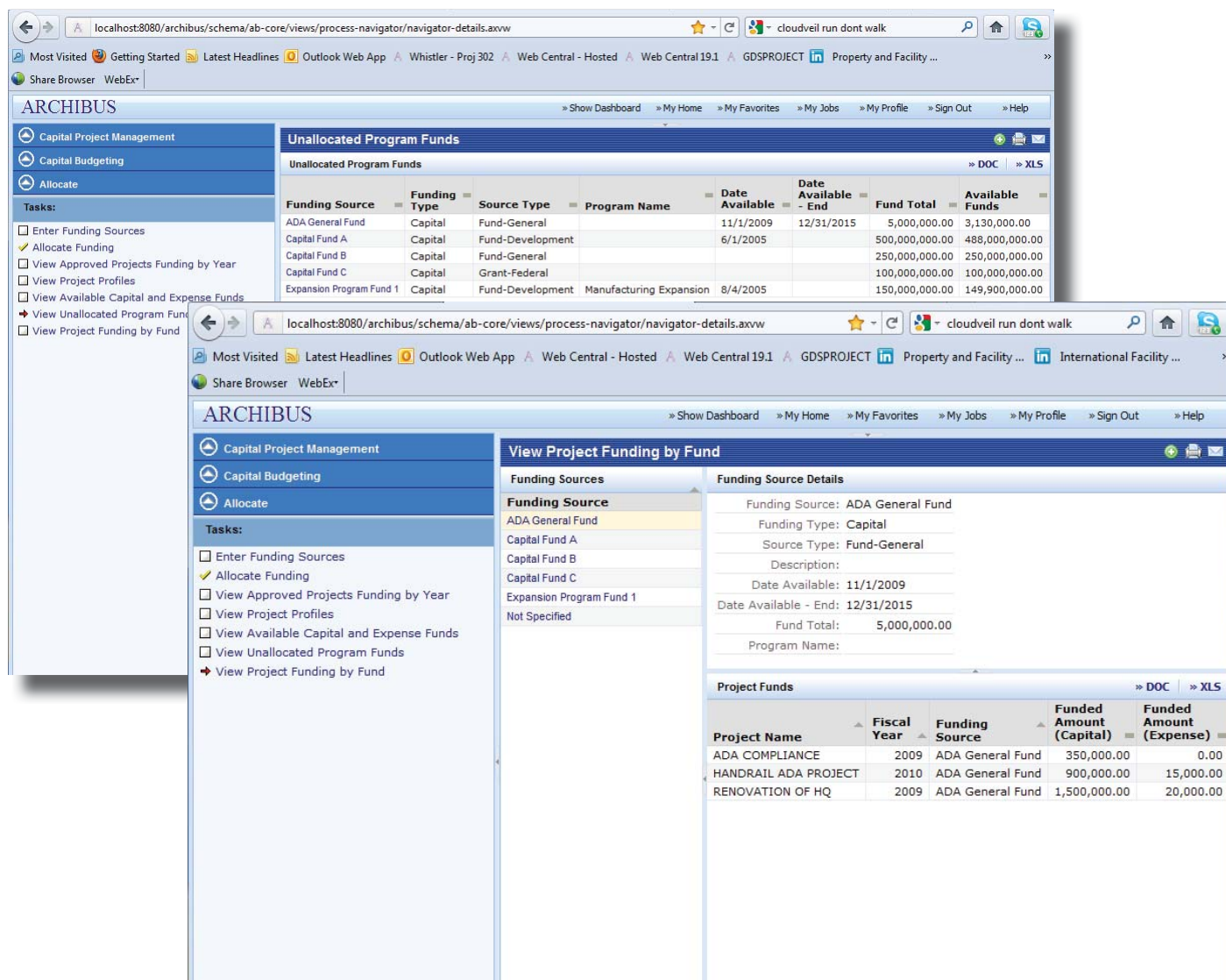


Figure 3: ARCHIBUS budgeting tools help maintain control over ADA project costs across the organization

With this information in a single, centralized location, users are better able to carry out ADA-related projects, as well as easily monitor master planning, expansions, modernizations, and consolidations in an organized, cost-effective manner across the enterprise.

Step 4: Practice Effective Project Management for ADA Compliance

Efficiently handling projects associated with ADA compliance means making sure you are providing transparency to stakeholders of these projects' performance. Are they currently on schedule? Are they currently on budget? Do they have the correct sign-offs and documentation? Why have there been so many change orders?

A sophisticated Project Management application allows managers to efficiently handle projects, keeping them on time and budget, as well as provide transparency to stakeholders. Such an application allows one to see charts, open communication logs, view change order submissions, establish an overall approval process and, ultimately, supply the project manager with all the details and tools needed to shepherd a project to completion, on time and on budget.

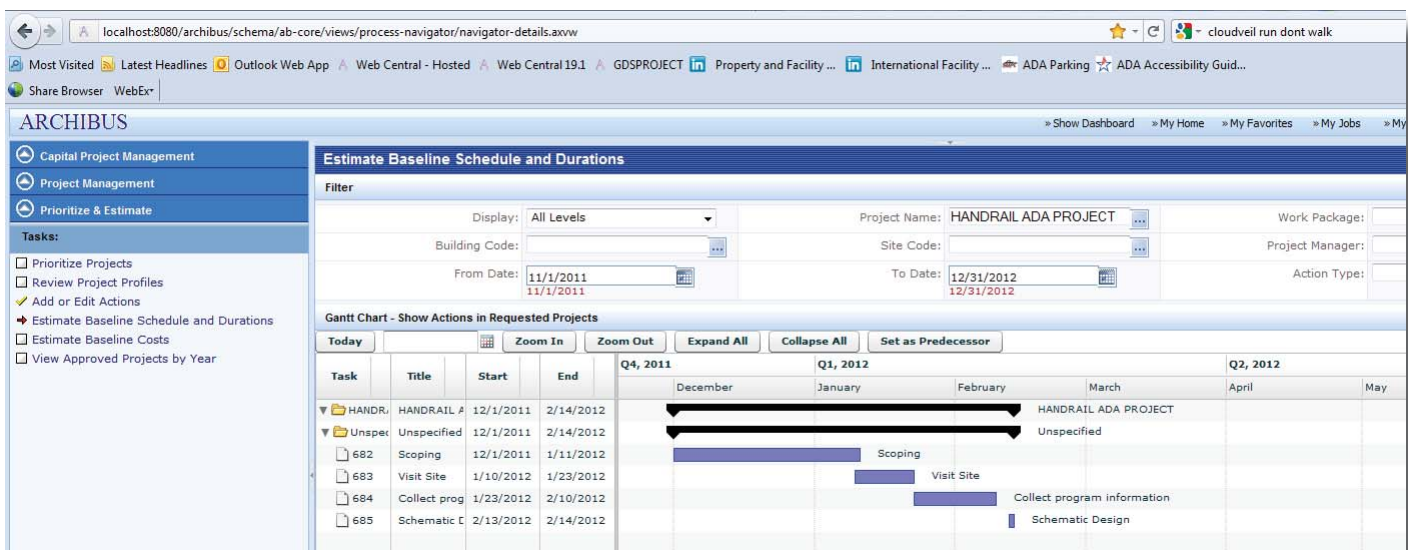


Figure 4: Estimate baseline schedules and durations with greater accuracy by employing ARCHIBUS Project Management capabilities.

Among other capabilities, Project Management software allows managers to start documenting that process to confirm the work *being* done matches the work that *needs* to be done – whether for the overall project itself, for a specific work package within that project, or for storing a document associated with individual action items, among other requirements.

To cite one example, a manager may be implementing a project, per ADA guidelines, to install handrails that meet new compliance requirements in handicap accessible restrooms. Project Management software should not only include documentation giving measurements and locations of where those handrails need to be placed, but also enable the manager to go through the project, room-by-room, to check off completed items. Such software would, ideally, also support the inclusion of photographs from the renovation site displaying those handrails in place, and verifying that they are in the right position, are of the correct size, and installed at the recommended height. All of this documentation helps provide defensible data for audits, demonstrating that the project was not only completed but that it was completed correctly.

All of these goals would be difficult, if not impossible, to achieve without a single repository of information that consolidates an organization's building, room, floor plan and other data to reduce information errors related to data entry problems and other causes.

Step 5: Implement Work Order Management Software

Finally, Work Order Management software aids in carrying out corrective actions when problems arise. It is especially helpful in providing managers and workers with the tools to identify the proverbial “low-hanging fruit” of easily mitigated compliance shortfalls, and to remedy those situations utilizing existing resources within the organization.

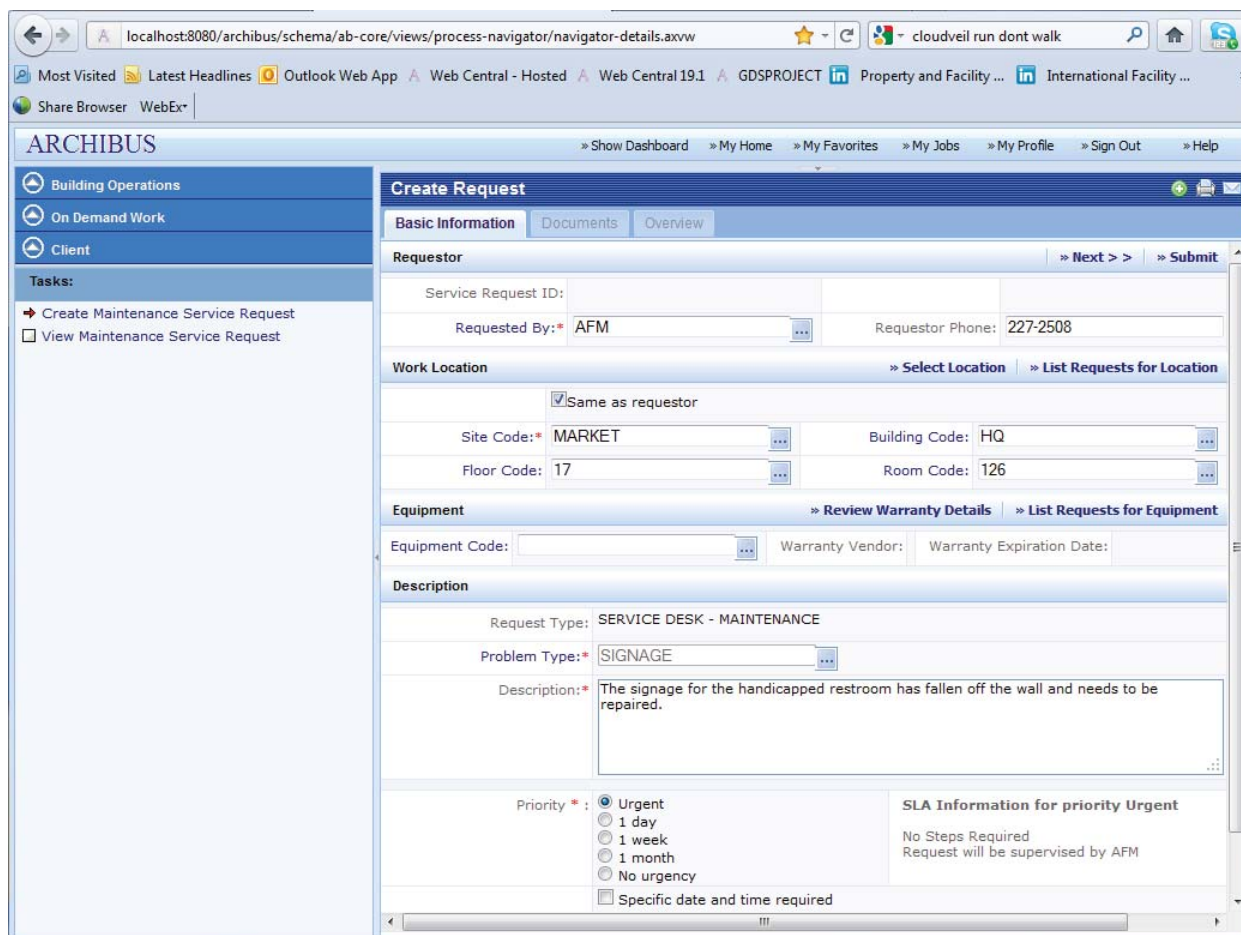


Figure 5: Easily generate work orders and metrics that improve efficiency and achieve compliance goals quickly with the ARCHIBUS On Demand Work application.

An example might be a public or private facility that is faced with the task of surveying its facilities to ensure that 60% of its public entrances meet ADA accessibility standards. Or perhaps a private facility being re-purposed as public must now adhere to ADA standards in all its restrooms; whereas, before it may only have had to be in compliance in a few. Or maybe the only issue is that signage has fallen off the wall of a handicap restroom and needs to be repaired.

In any or all of these situations, Work Order Management software gives facilities managers and their craftspeople or service providers the means to report these conditions online as they find them, and to receive work order authorization that accelerates remediation. This will put facilities in ADA compliance faster and more fully than was possible previously, while also archiving the documentation needed to demonstrate compliance history.

Step 6: Establish a Master Control Console for Compliance Management

Consolidating oversight of the many discrete tasks and tracking of overall program progress is needed to help ensure ADA compliance without requirements “falling through the cracks.” Such a capability is, in fact, an invaluable aid not only for ADA compliance but also for every other type of regulatory compliance that real estate and facilities managers face. Those other wide-ranging compliance obligations include observance of building codes, worker safety requirements, environmental regulations, and many other requirements issued by organizations such as OSHA and the EPA, on the federal level, and by state-level equivalent agencies.

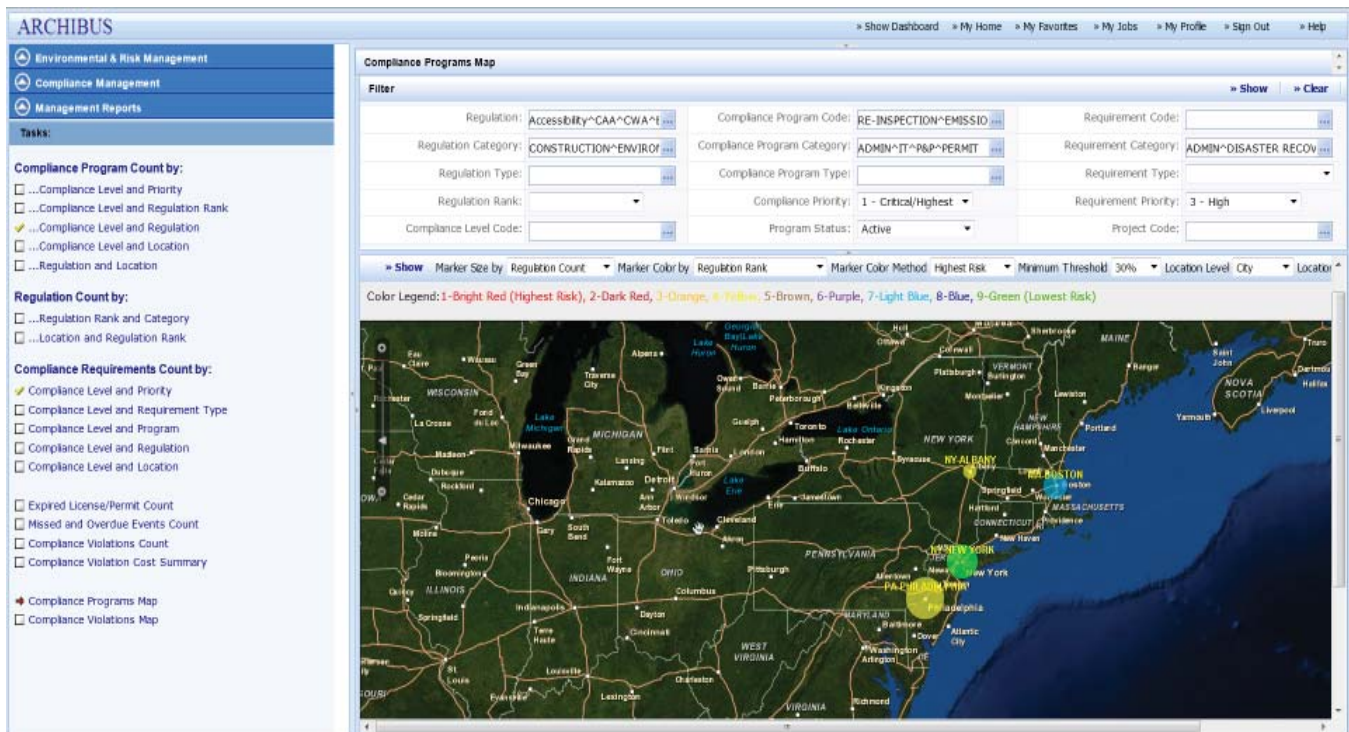


Figure 6: The Compliance Programs Map provided in the ARCHIBUS Compliance Management application enables managers to quickly visualize where their highest risk projects are located as well as their regulatory status and priorities.

Ideally, a Web-based compliance management system provides a highly scalable and flexible means to easily view, analyze, share and link regulatory compliance data with other enterprise systems through centralized information and incorporation of dashboard and other technologies. This greatly decreases the likelihood of errors/omissions and helps avoid costly penalties or possible litigation.

A compliance management application significantly reduces the heavy administrative and operational costs associated with regulatory compliance programs by streamlining and documenting the processes involved. Such a system ultimately helps protect an organization’s reputation, prevents disruptions such as production shutdowns, and helps avoid occupational injuries and property damage.

The ARCHIBUS Solution Set for ADA Compliance

As the leading developer of real estate, infrastructure, and facilities management solutions, ARCHIBUS has, for over 30 years, acquired a deep understanding of organizations' compliance challenges and needs. That is why a subset of the Web-based ARCHIBUS software suite is uniquely qualified to help meet and exceed compliance requirements in government, healthcare, education, corporate and all other settings subject to ADA legal statutes, with:

Step 1-Space Inventory & Performance: This application helps evaluate and plan space usage to maximize compliance and efficiency, and to decrease total occupancy costs—expediting self-service access to space inventory, room contents and usage reports for decision support. ARCHIBUS Space Inventory & Performance provides an integrated Web-based solution for viewing and managing an organization's different types of space to ensure optimal space allocation for ADA compliance as well as for other space management needs.

Step 2-Condition Assessment: ARCHIBUS Condition Assessment provides an objective, dynamic process for evaluating physical assets to help substantiate corrective action, based on risk mitigation and operational priorities. Using Condition Assessment's accurate, timely data can help increase asset service life, minimize costly downtime, reduce administrative expense, and streamline capital planning and budgeting processes. Successful deployment can deliver improved Facility Condition Indices at a lower total cost of occupancy.

Step 3-Capital Budgeting: This application provides access to defensible Capital Budgeting information for ADA-related and other projects to reduce the risk of undertaking expensive, time-consuming projects that ultimately fail due to inadequate resources. The ARCHIBUS Capital Budgeting application provides a method for tracking the capital budget cycle from request and evaluation, through approval and funding. With this information in a single, centralized location, users can execute master planning, expansion, modernization, and consolidation projects in an organized, cost-effective manner.

Step 4-Project Management: Ushering a successful ADA project to its completion—whether it is a renovation or construction project—requires a well-organized repository of project data and workflow practices. ARCHIBUS Project Management gives project team members workflow access to a central storehouse of information that keeps all participants aligned with master planning goals. This helps ensure that projects remain on-schedule and within budget, while providing valuable benchmarking data for future projects.

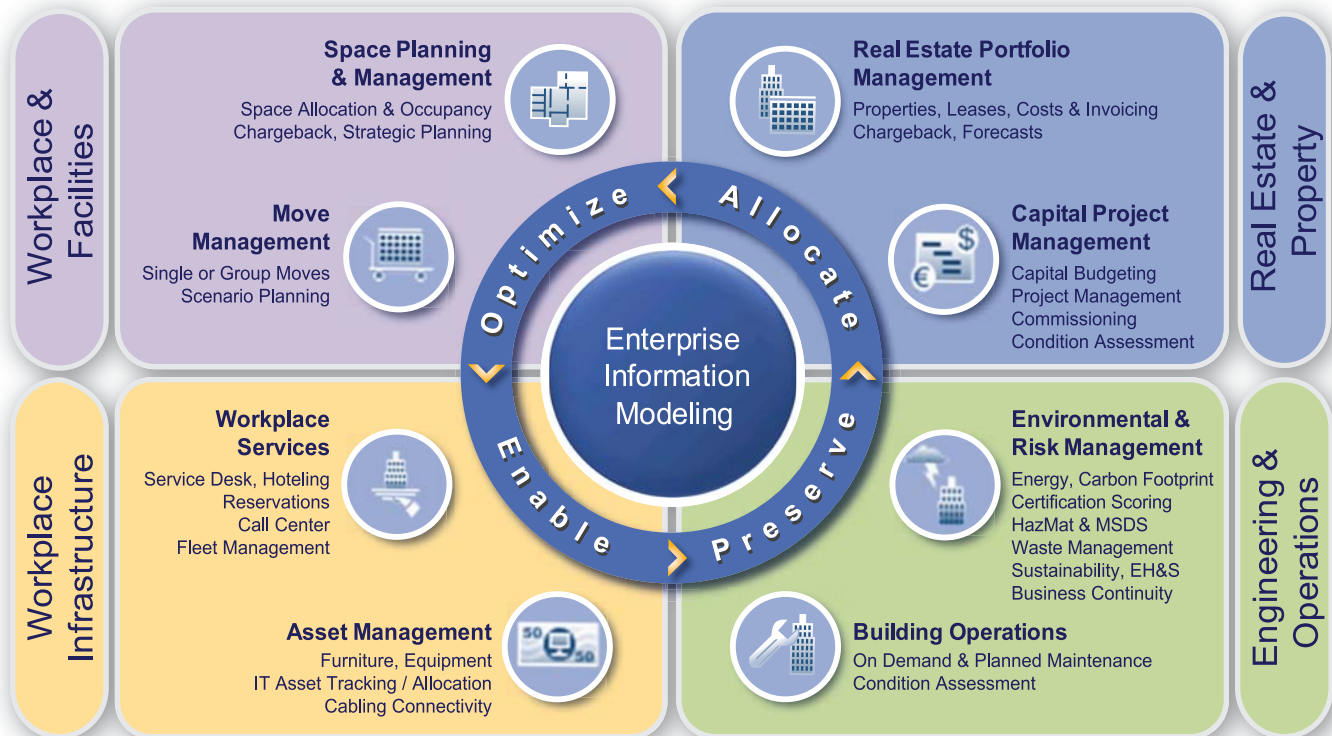
Step 5-On Demand Work: Efficiently managing maintenance tasks in order to achieve ADA compliance is vital to keep an organization's infrastructure and facilities running smoothly for individuals of all physical abilities. ARCHIBUS On Demand Work is a Web-based application that makes ADA compliance easier by automating all the steps of the on-demand maintenance process, from requests, to approvals, to scheduling and work order issuance, to completion and feedback. On Demand Work's self-service functionality helps lower operating costs by enforcing process control and keeping information current, accessible, and actionable.

Step 6-Compliance Management: This powerful application enables property and facility management professionals to easily and efficiently stay in complete command of the substantial data and record-keeping involved with executing regulatory compliance programs and permitting processes. In addition to reducing administrative costs, Web-based Compliance Management capabilities help prevent potentially crippling fines and litigation, costly occupational injuries that impede productivity, avoidable property damage, and shutdowns that may result from inadequate compliance practices. ARCHIBUS Compliance Management helps mitigate risks of all types to protect an organization's reputation and enhance stakeholder value.

ARCHIBUS applications are fully integrated with each other and can, therefore, share and reuse data from the centralized ARCHIBUS database without loss or error. The ARCHIBUS open platform design makes application personalization and integration with ERP systems from other vendors, a value-added benefit of ARCHIBUS software design.

Achieving ADA compliance is a statutory obligation. But, more importantly, it is a societal goal that needs to be pursued in order to accommodate those with physical limitations so that they can be fully integrated members of that society, participating more fully through unimpeded access to public and private facilities and organizations that serve their needs.

The ARCHIBUS software solutions for ADA compliance make that task easier, faster, and more cost-effective.



A comprehensive solution like ARCHIBUS addresses the broad array of real estate, infrastructure, and facilities management functions with a fully integrated approach – to reduce costs, mitigate risk, and optimize service levels

About ARCHIBUS, Inc.

ARCHIBUS is the #1 global provider of real estate, infrastructure, and facilities management solutions and services with the total annual expenditures for ARCHIBUS-related products and services exceeding \$2.1 billion (USD). Through effective innovation and business transformation, ARCHIBUS users save their organizations over \$100 billion (USD) annually. With ARCHIBUS, organizations can use a single, comprehensive, integrated solution to make informed strategic decisions that optimize return-on-investment, lower asset lifecycle costs, and increase enterprise-wide productivity and profitability. ARCHIBUS is the world-wide proponent for the creation of ubiquitous environmental sustainability.

More than 4,000,000 ARCHIBUS enterprise and Web users collectively manage over 15,000,000 buildings and properties, with organizations reporting facilities-related cost savings as high as 34%. With over 1,600 ARCHIBUS Business Partners, local and regional support worldwide is available in over 190 countries and more than thirty languages. Headquartered in Boston, Massachusetts, ARCHIBUS, Inc. has pioneered computer-aided infrastructure and facilities management technologies since 1982. For more information, visit archibus.com.



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