



Visiting the Auditor’s Office at City Hall

The business hours for the Auditor's Office are Monday through Friday from 9:00 a.m. to 5:00 p.m. The office is open to visitors Tuesday through Thursday in City Hall. View our [division webpages](#) for more information about how to connect with us in-person or remotely.



City action on Americans with Disabilities Act coordination among bureaus is lagging

News Article



This is a two-year follow-up to our 2016 report, "Americans with Disabilities Act: Coordinator gaps complicate City response."

Published: March 26, 2019 9:00 am

The Americans with Disabilities Act’s purpose is to ensure that individuals with disabilities have the same access and opportunities as those without disabilities.

Our 2016 audit found the City’s practices make Americans with Disabilities Act accommodation requests difficult for individuals with disabilities and the process varies by bureau. More consistent data collection and analysis would help the City be more responsive to requests and complaints submitted by individuals with disabilities.

In the two years since our audit, Office of Equity and Human Rights has made little progress implementing two audit recommendations. The Commissioner-in-Charge attributes the slow progress to changes in the

Contact

Kristine Adams Wannberg
Performance Auditor II

Kari Guy
Audit Services Director

Related

[View our follow-up dashboard](#)

Topics

[Access and ADA accommodations](#)

director and Commissioner, and a lack of agreement among Council and members of the disability community on how best to proceed. We will follow up again in one year to gauge progress.

Recommendation Status: Little Progress

2016 Recommendations

With input from the Portland Commission on Disability, the disability community, and City bureaus, the Office of Equity and Human Rights should identify and document roles, responsibilities, and processes. The updated roles should be approved by City Council, and any budget and staffing adjustments should go through the City's annual budget process.

2019 Auditor's Status Update

A little progress was made by adding a position in Fiscal Year 2018, but many actions to implement the audit recommendations are lagging.

The office is updating its roles and processes by drafting new administrative rules. This process is behind schedule. Strategic planning in the Office has also been delayed because of leadership changes.

Recommendation Status: Little Progress

2016 Recommendations

The Office of Equity and Human Rights should improve the *ADA Coordinator Program Guide* to ensure consistency and continuity in bureau policies and practices and identify documentation and data needs. The Office should also improve its website, so it is more useful to individuals with disabilities.

2019 Auditor's Status Update

The office is preparing a "meaningful access" packet for City managers, but it is still in a draft stage. The packet will include resources and process information for City managers. The office's website still needs improvement, but it plans to address this through the City's website replacement project.

View the [original 2016 audit report](#).

Visit our [online dashboard](#) to track the status of recommendations from other reports