Minneapolis
City of Lakes

City of Minneapolis ADA Action Plan

2025 update

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Executive summary

The Americans with Disabilities (ADA) Action Plan (the Plan) shares how the City of Minneapolis (the City) meets Title II of the ADA. The Plan also shares how the City will improve the accessibility of its programs and services. This Plan is the responsibility of the City's ADA Title II coordinator or their designee.

The City is improving its policies, procedures, programs and services for those with disabilities. An inclusive government helps all residents, visitors and workers, regardless of abilities. This includes the City's digital content. The Department of Justice rule on digital accessibility means the City is making its digital content more accessible.

In 2016, the City approved its first ADA Action Plan. This update shares what has happened since.

The City is required to have a Public Works ADA Transition Plan. This plan is updated every two years. The City also has a Property Services ADA Transition Plan. This is a list of City owned and leased facilities and current ADA barriers. That plan was updated at the same time as this Plan.

The City met with staff and community members to learn how the City can be more accessible. That work is documented in the ADA Action Plan Engagement Summary and Recommendations Report. Future updates to this Plan are expected.

The following are documented in the ADA Action Plan:

- ADA Title II requirements
- ADA complaint process
- Involvement of the Minneapolis Advisory Committee on People with Disabilities
- Community and Staff engagement summary
- Requirements and recommendations for each department

Contact

Contact Neighborhood and Community Relations (NCR) at (612) 673-3737 or email ncr@minneapolismn.gov with any questions or comments you have about the City's ADA Action Plan.

Summary of requirements and recommendations by department

Department	Recommendations/Requirements
311 Service Center	**Requirement:** WCAG 2.1 AA compliant by Q4 2027 when new CRM and online app is implemented. **Recommendations:** **1.** Annually report to MACOPD on accessibility cases **2.** Increase availability of disability-related data on public dashboard. **3.** Review communication options to 311 for those who are D/deaf/deaf/late deafened
911	**Requirements:** WCAG 2.1 AA compliant by April 24, 2026. **Recommendations:** **1.** Track ASL interpreter use and monitor for quality control
Arts & Cultural Affairs (ACA)	**Requirements:** WCAG 2.1 AA compliant by April 24, 2026. **Recommendations:** **1.** Establish a disability community-specific residency. **2.** Ensure greater disability community representation on City's Arts Commission
Assessing	**Requirements:** WCAG 2.1 AA compliant by April 24, 2026.
City Attorney	**Requirements:** WCAG 2.1 AA compliant by April 24, 2026. **Recommendations:** **1.** Work with NCR to establish a public request for accommodations and modifications process **2.** Assign a representative to the WCAG Working Group **3.** Revise City's public reasonable accommodations process. **4.** Review and provide clarity on City meeting obligations under the Minnesota Open Meeting Law.
City Auditor	**Requirements:** WCAG 2.1 AA compliant by April 24, 2026. **Recommendations:** **1.** Assess City digital assets against WCAG 2.1 AA requirements
City Clerk	**Requirements:**

Department	Recommendations/Requirements
	1. WCAG 2.1 AA compliant by April 24, 2026. **2.** Monitor Council/committee closed-captioning improvement process. **3.** Work with City Attorney's Office (CAO) to update and promote a public reasonable accommodations process for Council and ABC engagement. **Recommendations:** **1.** Collaborate with NCR and City Clerk to conduct a review of City ordinances for discriminatory or outdated language.
Civil Rights	**Requirements:** WCAG 2.1 AA compliant by April 24, 2026. **Recommendations:** **1.** Annually report to MACOPD on disability-related cases **2.** Coordinate an annual check-in with the City's ADA Title II coordinator or their designee to review disability and ADA-related cases. **3.** Work with NCR to update the ADA grievance process.
Communications	**Requirements:** **1.** WCAG 2.1 AA compliant by April 24, 2026. **2.** Help monitor Council/committee closed captioning improvement process. **3.** Collaborate with NCR and IT on annual digital accessibility trainings. **4.** Assign a representative to the WCAG Working Group
Community Planning & Economic Development (CPED)	**Requirements:** WCAG 2.1 AA compliant by April 24, 2026. **Recommendations:** **1.** CPED Economic Policy and Development: Implement small business accessibility grant program. **2.** CPED Economic Policy and Development: Enhance permit review process to improve accessibility and promote accommodations process. **3.** CPED Development Services: Collaborate with MACOPD to conduct accessible plan reviews.
Convention Center	**Requirements:** WCAG 2.1 AA compliant by April 24, 2026.
Elections and Voter Services	**Requirements:**

Department	Recommendations/Requirements
	WCAG 2.1 AA compliant by April 24, 2026. **Recommendations:** **1.** Expand review of polling places for accessibility **2.** Annual voter accessibility staff training. **3.** Enhance Election Judge recruitment efforts to increase participation from those with disabilities.
Emergency Management	**Requirements:** WCAG 2.1 AA compliant by April 24, 2026. **Recommendations:** **1.** Engage MACOPD during next updating to the Emergency Operations Plan (EOP).
Finance & Property Services (FPS)	**Requirements:** **1.** WCAG 2.1 AA compliant by April 24, 2026. **2.** Support MBC in making City Hall renovations ADA and MN Accessibility Code compliant. **3.** Address additional barriers identified in the Property Services ADA Transition Plan. **Recommendations:** **1.** Increase participation among those with disabilities in the City's budgeting process.
Fire	**Requirements:** WCAG 2.1 AA compliant by April 24, 2026. **Recommendations:** **1.** Offer annual disability-related staff training in collaboration with NCR **2.** Review City facility evacuation protocols with MACOPD.
Health	**Requirements:** WCAG 2.1 AA compliant by April 24, 2026. **Recommendations:** **1.** Increase participation among community members with disabilities on Homegrown Minneapolis Food Council and the Public Health Advisory Committee **2.** Create disability-specific engagement plans for each Health Department division: Environmental Health, Policy and Healthy Communities, Public Health Initiatives and Operations and Sustainability, Healthy Homes and Environment
Human Resources	**Requirements:**

Department	Recommendations/Requirements
	WCAG 2.1 AA compliant by April 24, 2026. **Recommendations:** **1.** Train department staff on employee reasonable accommodations process **2.** Create a dedicated reasonable accommodations policy and procedure. **3.** Conduct an annual National Disability Employment Awareness Month campaign. **4.** Conduct a campaign to recruit, hire, retain and advance staff with disabilities.
Information Technology (IT)	**Requirements:** WCAG 2.1 AA compliant by April 24, 2026. **Recommendations:** **1.** Assign a representative to the WCAG Working Group **2.** Collaborate with NCR and Communications on annual digital accessibility trainings. **3.** Research creation of a Digital Accessibility Coordinator role.
Intergovernmental Relations	**Requirements:** WCAG 2.1 AA compliant by April 24, 2026. **Recommendations:** **1.** Create a process of engaging ABCs in the bonding funding request process.
Neighborhood and Community Relations (NCR)	**Requirements:** **1.** WCAG 2.1 AA compliant by April 24, 2026. **2.** Work with the CAO to establish a public request for accommodations and modifications process. **Recommendations:** **1.** Support with the creation a WCAG Working Group. **2.** Create a Title II ADA webpage on the City website. **3.** Establish an ADA Title II policy. **4.** Conduct annual ADA and accessibility staff meetings. **5.** Collaborate with Communications and IT on an annual digital accessibility training. **6.** Provide annual updates to CityTalk accessibility page. **7.** Survey neighborhood associations for digital accessibility support. **8.** Coordinate ADA Action Plan updates with Public Works' ADA Transition Plan updates

Department	Recommendations/Requirements
	9. Support REIB with department trainings on disability-related topics. **10.** Collaborate with REIB to conduct a review of City ordinances for discriminatory or outdated language. **11.** Support MPD with disability-related trainings. **12.** Work with Civil Rights Department to update the ADA Grievance process.
Neighborhood Safety	**Requirements:** WCAG 2.1 AA compliant by April 24, 2026. **Recommendations:** **1.** Consult with the Minnesota Disability Law Center's Policing and Disabilities Committee **2.** Increase data transparency on the number of interactions between Behavioral Crisis Response and community members experiencing mental health emergencies. **3.** Provide disability-specific trainings **to** support residents who are D/deaf/deafblind/hard of hearing, blind, or who have physical and/or cognitive disabilities.
Performance Management and Innovation (PMI)	**Requirements:** WCAG 2.1 AA compliant by April 24, 2026. **Recommendations:** **1.** Increase disability-related data collected for City services and programs, post publicly
Police	**Requirements:** WCAG 2.1 AA compliant by April 24, 2026. **Recommendations:** **1.** Annually review and update the MPD Policy and Procedure Manual to improve language use and policies and procedures involving people with disabilities. **2.** Conduct disability-related trainings.
Public Works	**Requirements:** WCAG 2.1 AA compliant by April 24, 2026. **Recommendations:** **1.** Coordinate biannual staff training on Public Works' requirements under the ADA and the ADA Transition Plan. **2.** Coordinate biannual ADA Transition Plan updates with the ADA Title II coordinator or their designee.

Department	Recommendations/Requirements
Racial Equity, Inclusion and Belonging	**Requirements:** WCAG 2.1 AA compliant by April 24, 2026. **Recommendations:** **1.** Offer annual staff trainings on disability-related topics. **2.** Collaborate with NCR and City Clerk to conduct a review of City ordinances for discriminatory or outdated language.
Regulatory Services	**Requirements:** WCAG 2.1 AA compliant by April 24, 2026. **Recommendations:** **1.** Provide staff trainings on the ADA and Fair Housing Act Accessibility Requirements for Housing and Fire Inspectors/Liaisons. **2.** Conduct quarterly meetings with the ADA Title II coordinator or their designee to review disability-related housing and fire inspection cases. **3.** Engage the community around disability parking issues.

ADA Action Plan overview

The ADA requires the City to offer accessible programs, services and buildings. They must not discriminate against persons with disabilities. The City also has requirements under Section 504 of the Rehabilitation Act of 1973, and a 2024 Department of Justice rule requires digital services meet Web Content Accessibility Guidelines 2.1 AA by late April 2026. Given this, it's important that the City of Minneapolis update its ADA Action Plan (Plan).

This Plan impacts every City department. It offers accessibility recommendations that support an inclusive City government.

The City met with staff and community during the spring, summer and fall of 2024 for their input. Review the ADA Action Plan Engagement Summary and Recommendations Report to learn more.

City vision, mission and values

Vision

Minneapolis is an intentionally compassionate city where each of us can reach our full potential while caring for one another, eliminating racial disparities, improving our environment and promoting social well-being. We lead in innovative and creative ways, focused not only on our present needs, but also the success of future generations.

Mission

Our City government takes strategic action to address climate change, dismantle institutional injustice and close disparities in health, housing, public safety and economic opportunities. In partnership with residents, City leaders help to ensure all communities thrive in a safe and healthy city.

Values

Equity: City government works side-by-side with community members to engage all voices, creatively problem solve and build trust, particularly with those who have been most impacted by inequities. This helps to ensure that opportunities are accessible to everyone.

Safety: People have a strong sense of security and can live peacefully in safe neighborhoods, knowing that City government is accountable for responsive and proactive public safety services.

Excellence: To achieve the best outcomes and the highest quality service, we are forward-thinking and exhibit competence, professionalism, integrity and strive for personal growth.

Welcoming: All individuals are welcome, regardless of race, ethnicity or place of origin, gender identity or religious affiliation. This enhances Minneapolis' cultural fabric, economic growth, global competitiveness and overall prosperity for current and future generations.

Stewardship: We serve as trusted stewards of financial, environmental, social and physical resources, recognizing that resources are for the common good today and tomorrow. We seek solutions that reflect our long-term commitment to end suffering in our city.

Transparency: People can trust City government and hold them accountable for making and communicating decisions grounded in accurate information and integrity. We build credibility by accepting feedback, owning our actions and providing reliable follow-through.

Health: To achieve physical, emotional and mental health, we all work to ensure equitable access to healthy food, recreational opportunities, natural amenities, positive youth development and walkable neighborhoods.

History

The City completed the first ADA Action Plan in 2016. That Plan ensured that City programs, services, policies, and procedures met the ADA and established accessibility best practices.

Two years later, the City completed its ADA Transition Plan. This plan addresses City right of way accessibility requirements. The City's 2024 Property Services ADA Transition Plan works to make more accessible City owned and leased buildings, including City Hall, Public Service Building, Public Service Center and Minneapolis Animal Care & Control.

Accomplishments since 2016

Starting in early 2024, NCR conducted interviews with each department to identify progress made since 2016. Highlights include:

- Closed captioning provided on all live streamed City videos.
- Significant progress in removing ADA barriers across City owned and leased facilities.
- The City website met WCAG 2.0 AA for digital accessibility.
- Established the City's first Community Specialist – People with Disabilities position.
- The Public Service Building opened and met ADA Design Standards and 2020 Minnesota Building Code requirements.

Commitment to staff

The City has over 20 departments. There are a variety of programs and services with many policies and procedures. It's important that this Plan increase City accessibility and educate staff. Annual trainings on ADA and accessibility will continue. Staff will also get updated resources to make their work more accessible.

Staff continue to be trained on accessibility requirements. Nearly every department creates public documents, so accessible document trainings are offered regularly. Staff will continue to learn how to create accessible documents. As the City works towards WCAG 2.1 AA compliance, document accessibility trainings will occur.

Commitment to community

The City will prioritize communicating with Community members about this Plan. While City staff carry out the Plan's work, it's only as meaningful as the residents, workers, and visitors believe it to be. The City will continue to meet with community members to get ongoing feedback on needed improvements.

Americans with Disabilities Act (ADA) overview

The ADA protects people with disabilities from discrimination in areas of public life including employment, city government and transportation. There are five titles in the ADA:

Title I – Employment

Title II – State and Local Government

Title III – Public Accommodations

Title IV – Telecommunications

Title V – Miscellaneous

Amendments were made to the ADA and on January 1, 2009, the ADA Amendments Act of 2008 became effective. The ADA was originally enacted in public law format and later rearranged and published in the United States Code. The three main Titles that impact the City are Titles I, II and IV. They are detailed below.

Title I: employment

The City cannot discriminate against people with disabilities in employment settings. The City has a Title I Coordinator that handles these non-discrimination activities. This includes managing the City's employee reasonable accommodations process.

Title II: state and local government

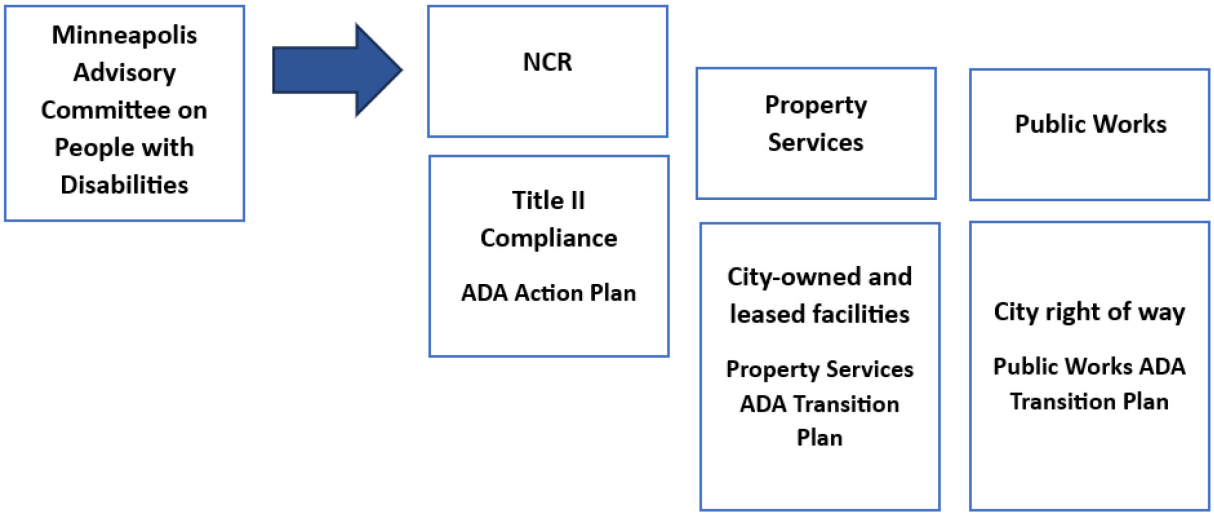
Title II covers state and local government programs, services, and activities. The City cannot discriminate members of the public with disabilities who use its programs and services.

Title II requirements

Title II outlines several requirements the City must follow:

1. Non-discrimination based on disability: The City cannot discriminate against someone with a disability or deny them access to participation or benefits of the services, programs, or activities of the City.
2. Maintenance of accessible features: The City must keep the accessible features of its buildings in working condition.
3. Retaliation or coercion: The City cannot retaliate against or coerce someone with a disability.
4. Public notice: The City make post a public notice describing its commitment to ADA compliance, including requests for modifications to policies, practices, procedures and requests for auxiliary aids and services. The Department of Neighborhood & Community Relations manages Title II notices, as found on the City's ADA webpage.
5. Designation of responsible employee: The City must assign at least one employee to coordinate ADA compliance. The City must make available the name, office address and telephone number of the employee or employees. This information is located on the City's Accessible spaces and services webpage.
6. Grievance procedure: The City must have a grievance procedure in place and have it publicly available. This procedure is located on the City's ADA complaint webpage.
7. Self-evaluation: The City was required to evaluate its services, facilities, policies and practices. The City first completed a self-evaluation in 1991 and then in 2016.
8. Transition plan: The City was required to create a transition plan detailing how they would remove barriers identified during the self-evaluation. The City's ADA Transition Plan is updated by the City's Public Works Department with input by the City's ADA Title II coordinator or their designee.

City Title II ADA compliance infrastructure



Neighborhood and Community Relations Department (NCR)

NCR started in 2010 to support the City's community engagement efforts. The department supports communities and neighborhood and community organizations. NCR empowers residents to take part in the decision-making process of the City. Below are ways that NCR supports people with disabilities under the ADA.

ADA Title II coordinator/designee

The City's ADA Title II coordinator is currently the Director of Neighborhood and Community Relations. The ADA Title II coordinator assigns their duties to the Community Specialist – People with Disabilities.

Below are areas of oversight for the ADA Title II coordinator/designee:

Modifications of policies, practices and procedures

Departments can make reasonable changes to policies, procedures and practices to support people with disabilities. The ADA Title II coordinator/designee can provide help.

Requests for auxiliary aids and services

People with disabilities can ask for aids and services directly from the City department providing the program or activity. The ADA Title II coordinator/designee can also help.

ADA grievance procedure

The ADA requires the City to have a process for people to report if they feel the City has discriminated against them based on their disability. The City's ADA Grievance Procedure can be found on the City's website.

ADA action plan

The ADA Title II coordinator/designee manages the Plan and updates it as necessary. The Plan references the City's ADA Transition Plan and Property Services Transition Plan. Additionally, NCR gets support from the City's Advisory Committee on People with Disabilities in shaping the Plan.

Minneapolis Advisory Committee on People with Disabilities

The Minneapolis Advisory Committee on People with Disabilities (MACOPD) advises the Mayor, City Council and departments on issues related to people with disabilities. Established in 1976, MACOPD advises the City on accessibility practices.

Public Works

ADA Transition Plan

The Department of Public Works maintains the City's sidewalks, streets and curbs (right of way) and provides services to those who live, work and play in the City. Public Works developed an ADA Transition Plan. Public Works updates the ADA Transition Plan biannually.

Finance and Property Services

Property Services ADA Transition Plan

Finance and Property Services is the financial and asset management branch of the City. The Property Services Division oversees the City owned and leased properties.

In 2014-2015, Property Services created a report that makes plans to remove building accessibility issues. Finance and Property Services updates the plan on a regular basis.

The 2024 Property Services ADA Transition Plan was updated last year to reflect progress since 2016.

Staff and community engagement

NCR engaged City staff and community in 2024. The City was given feedback on the ADA and accessibility of City programs and services. The City contracted with SRF Consulting to support with those engagement efforts. SRF Consulting created a report titled the City of Minneapolis ADA Action Plan Engagement Summary and Recommendations Report.

Staff engagement

NCR met with staff who gave input on the ADA and accessibility practices within their work. Staff were also given a survey to share feedback on the accessibility of City programs and services. A summary of that work is provided below.

Department director meetings

NCR met with each department director during the spring of 2024. They described their department's work, understanding of the ADA and accessibility best practices. They provided staff to work with going forward.

Staff meetings

Each department was met with. Departments shared current work practices, accessibility efforts, resources needed. The feedback informed recommendations and requirements in this Plan. Topics discussed included:

- Digital and document accessibility
- Using the City's accessibility block
- Accessible community engagement.
- Accessibility resources available on CityTalk, the City's intranet.
- Physical accessibility of city-owned and leased buildings
- Engagement of residents with disabilities on boards, committees and commissions

Staff survey

Staff were surveyed and 263 responded. Below is a summary. More details are in the City of Minneapolis ADA Action Plan Engagement Summary and Recommendations Report.

- Over 20 percent identify as having a disability.
- Nearly 30 percent feel their work is at least sometimes inaccessible.
- About 25 percent find it at least somewhat challenging to make their work accessible.
- Nearly 90 percent find City programs, services and activities accessible

Community engagement

Community dialogues

Five community sessions happened. Each session included questions and discussion. Below is an overview of each session and summary of feedback. Each included the following topics:

- An outline of key project objectives
- A summary of the survey responses
- Discussion on various ways that communities contact the City with suggestions and complaints.
- Discussion on disability and stigma within cultural communities
- Conversation on the programs and services and tools used.
- Suggestions for making the City more accessible.
- Feedback on how to best communicate with communities.

A more detailed review is in the City of Minneapolis ADA Action Plan Engagement Summary and Recommendations Report.

Hearing loss (d/deaf/late-deafened/hard-of-hearing) dialogue

An in-person meeting with the Dendros Group happened on June 12, 2024. Eight community members attended, supported by 6 interpreters. The discussion including transit services, snow clearing, staff awareness, parking ramps and lighting. Conversation also included definitions of disabilities, the variety of groups the City has met with, types of disabilities considered under the ADA and what the ADA leaves out.

Citywide virtual dialogue

A virtual public meeting happened on Monday, June 17. Twelve members of the public attended. NCR presented on the ADA Action plan, City requirements, online survey results and future goals. A discussion was also conducted. The discussion was on downtown public bathroom access, bollard placement, park access and access to large City events.

Southeast Asian community dialogue

A meeting happened on June 20, 2024, at the Cora McCovey Center in North Minneapolis. The Lao Assistance Center hosted the meeting. It included 18 community members. Community members talked about accessible living for people living in apartments without elevators. Members also talked about disability stigma in the Southeast Asian community. The term “disability” often refers to those with physical disabilities.

Minneapolis Advisory Committee on People with Disabilities dialogue

The Minneapolis Advisory Committee on People with disabilities (MACOPD) talked about the ADA Action Plan during their June 20, 2024, meeting. Members talked about the role of the committee in making the City more accessible. The committee also talked about getting more people with disabilities on other City boards.

East African community dialogue

A meeting happened with people who identify as disabled in the East African community on July 18, 2024. The meeting was at the Horn Towers Apartments in Minneapolis and hosted by East African Disability. Fifteen people attended, supported by two translators.

People talked about transportation and traveling the streets. The group also talked about a possible development training program for the East African disability community. They also talked about how to talk about disability in the East African community.

Community survey

There were 321 responses to a community survey. Below is a summary of the responses. Read the City of Minneapolis ADA Action Plan Engagement Summary and Recommendations Report for more details.

- About 60 percent have a disability, a majority of those being physical disabilities.
- About 70 percent use an assistive device.
- The City website was the most popular way to get City services and programs, followed by 311 and City Hall.
- City right of way and requesting ASL interpretation were cited as not working well. services that did not work well.

Engagement summary

There were several themes throughout the engagement period. Generally, the City should:

- Communicate better with community and staff
- Have accessibility trainings with City staff.
- Bring Public Works into community meetings.
- Meet with other governments and share consistent accessibility information at community meetings.

- Connect with other ADA coordinators to share resources.
- Improve digital accessibility of the City's websites.

Public comment period summary

The City received seven comments during a public comment period in May 2025. Topics included digital and physical accessibility. Other topics included creating a culture of accessibility and better public engagement of City ADA work.

A complete list of public comments received, and the City's response is at the end of this Plan.

Requirements and recommendations

Below are a series of department-specific requirements and recommendations based on staff and community engagement and work outstanding from the 2016 ADA Action Plan.

Digital accessibility

The City is making its work WCAG 2.1 AA compliant by April 24, 2026. The City's ADA Title II coordinator/designee will continue to work with City staff to meet these requirements.

Finance and Property Services ADA Transition Plan

This department shares financial information, services and supports partners in decision-making. The department manages City owned and leased facilities. The 2024 Property Services ADA Transition Plan is maintained by this department.

The Municipal Building Commission

City Hall is managed by the Municipal Building Commission (MBC). The MBC involves four members: the chair of the Board of County Commissioners of Hennepin County, the mayor of the City of Minneapolis, a person from the Board of County Commissioners of Hennepin County and a person from the Minneapolis City Council.

Since 2016, The MBC has been working through the 2024 Property Services ADA Transition Plan. The MBC projects will continue to work on accessibility with each project.

Target Center

Target Center is in downtown Minneapolis and is home to the Minnesota Timberwolves and the Minnesota Lynx. Over 1 million guests visit the arena every year. The City of Minneapolis owns

the building and is operated by a third party. The facility will comply with WCAG 2.1 AA standards.

311 Service Center

The 311 Service Center is for all non-emergency information and service requests. This department answers questions, starts service requests and connects customers with departments. There are many ways to contact 311: call, email, text or via the mobile app. 311 also manages the City of Minneapolis Service Center. The Service Center is where people can go for in-person services.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by Q4 2027. The City will be replacing its Customer Relationship Management (CRM) system and mobile app by Q4 2027. 311 must ensure WCAG 2.1 AA compliance with the new CRM and application.

Recommendations

Activity
Annually report to MACOPD on accessibility cases. 311 staff should utilize the City's Advisory Committee on People with Disabilities to report disability-related trends in the questions and complaints it receives. It should collaborate with the Community Specialist – People with Disabilities to annually report on this.
Increase availability of disability-related data on public dashboard. Use the 311 public case dashboard to provide customers with access to all accessibility-related issues shared with the department. Complainants can currently select a box when asked if their issue is an accessibility issue, but that data is not publicly available.
Review communication options to 311 for those who are D/deaf/late deafened. Community members who are D/deaf/late deafened have asked the City to review communication options and consider improvements.

911

The 911 Department connects the public to the City's emergency response teams. More than 1,000 calls are received each day.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. Review all digital materials available to the public to ensure they are compliant with WCAG 2.1 AA.

Recommendations

Activity
Track ASL interpreter use and monitor process for quality control. Partner with NCR Community Specialist – People with Disabilities and Language Access Coordinator to collect annual data.

Arts & Cultural Affairs

The Arts & Cultural Affairs Department enriches and diversifies the arts and culture of the city. The department advances and supports a diverse and active arts and cultural environment.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. Review all digital materials available to the public to ensure they are compliant with WCAG 2.1 AA.

Recommendations

Activity
Establish a disability community-specific residency. Create a program that allows Minneapolis artists with disabilities to showcase their work at City-owned or leased facilities and in City public art spaces. Collaborate with the City's Arts Commission to create this program.
Ensure greater disability community representation on the City's Arts Commission Establish greater connections to City artists to promote their involvement in City art efforts. This includes promoting greater participation on the City's Arts Commission which is responsible for advising on the commissioning, placement and maintenance of art purchased and displayed by the City using public funds.

Assessing

The City's Assessing Department values, classifies and manages tax programs for all properties in the City.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. Review all digital materials available to the public to ensure they are compliant with WCAG 2.1 AA. This includes the Property Tax Estimator and Property Address lookup tool.

City Attorney

The City Attorney's Office enhances public safety, serves justice and vigorously represents the interests of the City and its residents.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. All content on the department's section of the City of Minneapolis website needs to comply with WCAG 2.1 AA.
Work with the NCR to establish a public request for accommodations and modifications process
Assign a representative to the WCAG Working Group. In collaboration with a representative from NCR, Communications, IT and members of the Web Content Group, create a WCAG Working Group to help the City meet WCAG 2.1 AA requirements.
Revise public reasonable accommodations request process.

The current reasonable accommodations process for the City is unclear and is not in a standalone policy and procedure. The ADA Title II coordinator or their designee will work with the City Attorney's Office (CAO) to create a public reasonable accommodations policy and procedure that outlines City departmental roles and responsibilities.
Review and provide the City with clarity on its obligations under the Minnesota Open Meeting Law People with disabilities are increasingly using virtual options to participate in public meetings. The CAO should ensure there's a thorough review of equitable access to City meetings, including access to Council meetings and City advisory committees, boards and commissions.

City Auditor

The City's auditor provides comprehensive assurance and consulting services to the City of Minneapolis. Specifically, the department provides independent, objective services, with the oversight of the Audit Committee, that improves the effectiveness of City governance, risk management and control processes.

Requirements

Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. All content on the department's section of the City of Minneapolis website needs to comply with WCAG 2.1 AA.

Recommendations

Activity
Assess City digital assets against WCAG 2.1 AA ruling. The DOJ issued a final ruling in April 2024 that requires state and local governments, including the City of Minneapolis, to comply with WCAG 2.1 AA by April 24, 2026.

City Clerk

The City Clerk serves as the official record-keeping agency of the City government. The Clerk's office helps City Council and appointed boards and commissions with decision-making, directs the election process and makes sure that ballots are accessible. The Clerk's office also oversees organization of records and information assets for the City.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026.
Help monitor Council/committee closed captioning improvement process. The City could receive an accommodations request from the public to view Council meeting video in-person using closed-captions. This process needs to be in place when requested to ensure effective communication is provided under the ADA.
Work with CAO to update and promote a Council and ABC public accommodations process. Currently, requests for materials in alternative formats and interpreters are the only types of assistance offered and requires a five-day notice. As agendas are often posted within a couple of days of meetings, this is often not accessible. Additionally, meetings not subject to the Open Meeting law should be available in hybrid or virtual formats to encourage more diverse and equitable participation.

Recommendations

Activity
Collaborate with NCR and REIB to conduct a review of City ordinances for discriminatory or outdated language. There are several instances of discriminatory or outdated language of certain populations of people across City ordinances that should be modified or removed.

Civil Rights

The City's Civil Rights Department enforces City laws that protect and advance people's civil and human rights.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. To improve the accessibility of the Civil Rights' efforts and to comply with digital accessibility requirements, staff must ensure all complaint forms are digitally accessible. This includes the Civil Rights police, discrimination and violation report forms.

Recommendations

Activity
Annually report to MACOPD on disability-related cases. Civil Rights staff should utilize the City's Advisory Committee on People with Disabilities to report on disability-related cases to assist the committee in providing training and resources to City staff, businesses and residents
Coordinate an annual check-in with the City's ADA Title II coordinator or their designee to review disability and ADA-related cases. ADA-related complaints regarding City services and programs go to the City's ADA Title II coordinator or their designee, but the Civil Rights Department fields all disability discrimination cases against businesses, rental property owners, etc. Both departments should annually communicate their work to inform each other of disability discrimination cases the City is fielding.
Work with NCR to update the ADA grievance process. The current ADA grievance process should be updated and coordinated with the Civil Rights Department to ensure the City is effectively and transparently managing ADA grievances.

Communications

The Communications Department provides the public with timely, accurate information about City government programs and services.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. By April 24, 2026, the City is required to create WCAG 2.1 AA-compliant digital content, including pre-recorded videos, documents, social media posts, apps, survey platforms and dashboards.
Help monitor Council/committee closed captioning improvement process. The City could receive an accommodations request from the public to view Council meeting video in-person using closed-captions. This process needs to be in place when requested to ensure effective communication is provided under the ADA.
Assign a representative to the WCAG Working Group In collaboration with a representative from NCR, IT, the CAO and members of the Web Content Group, create a WCAG Working Group to help the City meet WCAG 2.1 AA requirements.

Community Planning and Economic Development (CPED)

The City's CPED Department is a driving force for innovation, collaboration and sustainability in Minneapolis by providing thoughtful design and access to the tools and resources needed for the city to prosper. CPED is organized into five divisions: Development Services, Economic Policy & Development, Housing Policy and Development, Operations and Innovation and Planning.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. To improve the accessibility of CPED efforts and to comply with digital accessibility requirements, staff must ensure all digital content on the City's website is digitally accessible, including forms and applications.

Recommendations

Activity
CPED Economic Policy and Development: Implement small business grant accessibility grant program. Several complaints are received by the Title II Coordinator related to business accessibility. Businesses state that they would like to improve physical access to their buildings, but don't know how and how much it will cost. Financial assistance and education from City can help.
CPED Economic Policy and Development: Enhance permit review process to improve accessibility and promote accommodations process. The current special events permitting process does not require documentation that events will be accessible under the ADA and address accommodations during the event.
CPED Development Services: Collaborate with MACOPD to conduct accessibility plan reviews. CPED staff used to consult with MACOPD to review and provide technical support for building and construction services to ensure ADA compliance and accessibility best practices. MACOPD would like to establish this again.

Convention Center

The Convention Center provides venues, services and support for events, exhibits, conferences and other activities. It strives to drive and support economic activity and contribute to a vibrant community and positive tax revenues.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. Work with Meet Minneapolis to ensure web content meets requirements.

Elections & Voter Services

Elections and Voter Services (EVS) is a division of the City Clerk's office. This division directs the City's election process to ensure voters are engaged and confident in the election process.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. All content on the department's section of the City of Minneapolis website needs to comply with WCAG 2.1 AA.

Recommendations

Activity
Expand review of polling places for accessibility. Enhance Election Judge recruitment efforts to increase participation from those with disabilities. In collaboration with the City's ADA Title II coordinator or their designee, EVS should conduct an accessibility audit of each polling place to improve the number of physically accessible polling place locations. This should also include a checklist for proposed polling place locations.
Provide annual voter accessibility staff training.

Activity
EVS staff should be annually presented on by members of the MACOPD related to voter accessibility to improve Election Judge training, polling place accessibility and voter experiences for those with disabilities.
Enhance election judge recruitment efforts to increase participation from those with disabilities. EVS should conduct a campaign to increase the number of election judges who identify as having disabilities. Increasing diversity amongst election judges will improve feedback on the accessibility of elections, not just from the voter's perspective.

Emergency Management

The Emergency Management Department plans for and coordinates responses to emergencies in the city.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. All content on the department's section of the City of Minneapolis website needs to comply with WCAG 2.1 AA.

Recommendations

Activity
Engage MACOPD and community while updating the Emergency Operations Plan (EOP). Increasing the opportunities for the public, particularly those with disabilities, to inform updates to the City's EOP is needed to increase trust and transparency in the City managing emergencies. Too often, supporting members of the community who have disabilities is an afterthought and increases unsafe environments during emergency situations.

Finance and Property Services

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. All content on the department's section of the City of Minneapolis website needs to comply with WCAG 2.1 AA.
Support MBC in meeting ADA and MN Accessibility Code requirements with City Hall renovations. Support MBC in making City Hall renovations ADA and MN Accessibility Code compliant
Address additional barriers in the Property Services ADA Transition Plan. In coordination with the City's ADA Title II coordinator or their designee, MBC, Public Works and the Convention Center, Property Services should continue to remove barriers identified in the Property Services ADA Transition Plan.

Recommendations

Activity
Increase engagement of those with disabilities in the City budgeting process. MACOPD was involved in a budget engagement workshop in early 2024. Going forward, MACOPD and other community members with disabilities and organizations supporting them should be engaged in the budget planning process.

Fire

The Fire Department protects lives, property and the environment of our community and the region we serve.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. All content on the department's section of the City of Minneapolis website needs to comply with WCAG 2.1 AA.

Recommendations

Activity
Offer annual disability-related training for Fire/EMS staff. Starting with D/deaf/deafblind/hard-of-hearing training by the Minnesota Commission of the Deaf, Deafblind and Hard of Hearing in January 2025, work with NCR to annual topic-specific disability-related training for staff.
Review City facility fire evacuation protocols with MACOPD. Evacuation procedures across all City owned and leased facilities should consider accessible audio and visual components and the needs of staff and visitors with disabilities, regardless of emergency. Protocols should be informed by the input of community members and staff with disabilities.

Health

The Health Department protects the environment, prevents disease and injury and promotes healthy behaviors.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. To improve the accessibility of Health Department information, all website content should be compliant with WCAG 2.1 AA.

Recommendations

Increase participation among community members with disabilities on the Homegrown Minneapolis Food Council and the Public Health Advisory Committee. Both committees are integral to the City providing equitable and impactful public health programming and resources for the City.
Create disability-specific engagement plans for each Health Department division: Environmental Health, Policy and Healthy Communities, Public Health Initiatives and Operations and Sustainability, Healthy Homes and Environment. Each Health Department division should have a tailored approach to address the unique needs of residents with physical, mental, cognitive, hearing and visual disabilities that brings Health Department staff into these communities and provides direct contact to improve City relations.

Human Resources

The Human Resources Department strives to attract, engage and retain the best workforce to serve our community.

Requirements

Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. By April 24, 2026, all HR-related web content must be WCAG 2.1 AA compliant.

Recommendations

Activity
Train department staff on employee reasonable accommodations process. The current employee reasonable accommodations process is not well understood by staff, including management. The HR ADA Title I Coordinator should conduct annual

Activity
training for current staff and onboarding training for new staff to improve understanding of the process.
Create a dedicated reasonable accommodations policy and procedure. The current reasonable accommodations policy is housed with the City's Anti-Discrimination, Harassment and Retaliation Policy. This makes it difficult for staff to know where to go to review the policy and to understand when it can be used by staff. Creating a dedicated reasonable accommodations policy and promoting it will address this issue.
Conduct an annual National Disability Employment Awareness Month campaign. October is National Disability Employment Awareness Month and it's a platform for organizations to promote increased workforce participation by those who identify as having disabilities. This is an opportunity for the City to increase the diversity of its staff while promoting those on staff who have disabilities and want to share their stories.
Conduct a campaign to recruit, hire, retain and advance staff with disabilities. 1. Utilize national resources like the Employer Assistance and Resource Network on Disability Inclusion (EARN) to improve efforts to diversity the City's workforce to include more staff with disabilities. 2. Create metrics and success indicators when collecting and reporting on more data related to current and potential staff with disabilities. 3. Support the creation of a disability-specific Employee Resource Group.

Information Technology

The Information Technology (IT) Department provides technology support and solutions for our City's leaders, departments and partners.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. Nearly all City public-facing digital content will need to be WCAG 2.1 AA compliant by April 24, 2026. This includes the webpages that are constructed and designed by City

Activity
web development and design staff, data-based platforms and any assistance provided for the public data request process.

Recommendations

Activity
Assign a representative to the WCAG Working Group. In collaboration with a representative from NCR, Communications, the CAO and members of the Web Content Group, create a WCAG Working Group to help the City meet WCAG 2.1 AA requirements.
Collaborate with NCR and Communications on annual digital accessibility trainings. Assign a staff member to be the digital accessibility training representative.
Research creation of a digital accessibility coordinator role. The creation of the City's first digital accessibility coordinator is important in ensuring the City manages digital accessibility requirements starting with its website, platforms and applications. This role should interface with the City's ADA Title II coordinator or their designee on compliance requirements and Communications on branding and document accessibility. Utilize Hennepin County's recent digital accessibility coordinator role as a model.

Intergovernmental Relations

The Intergovernmental Relations (IGR) Department advocates for the City with federal and state agencies and our partners.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026.

Nearly all City public-facing digital content will need to be WCAG 2.1 AA compliant by April 24, 2026.

Recommendations

Activity
Create a process of engaging ABCs in the bonding funding request process. In lobbying on behalf of the City with state and federal agencies, IGR should create a process of seeking input from ABCs on bonding requests for greater community input.

Neighborhood and Community Relations

The Neighborhood and Community Relations Department connects City and community, working to involve all residents in City decision-making.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. All content on the department's section of the City of Minneapolis website needs to comply with WCAG 2.1 AA.
Work with the CAO to establish a public request for accommodations and modifications process

Recommendations

Activity
Support with the creation of the WCAG Working Group. In collaboration with a representative from communications, IT, the CAO and members of the Web Content Group, create a WCAG Working Group to help the City meet WCAG 2.1 AA requirements.

Activity
Create a Title II ADA webpage on the City website. Revise the City's Accessible Spaces and Services webpage to be dedicated to ADA Title II requirements and resources.
Establish an ADA Title II policy.
Work with the CAO to establish a public request for accommodations and modifications process
Conduct annual ADA and accessibility staff trainings. Provide quarterly and on demand general and topic-specific trainings on various ADA and accessibility topics to staff.
Collaborate with Communications and IT on an annual digital accessibility training. Digital accessibility is a citywide responsibility, but will be lead in collaboration between IT, Communications and NCR.
Provide annual updates to the CityTalk Accessibility page. CityTalk is the City's intranet and an important source for resources and training materials. NCR will annually update this page with current and useful accessibility resources based on staff input.
Survey neighborhood associations for digital accessibility support. In collaboration between the City's ADA Title II coordinator or their designee, work with the Neighborhood Specialists team to survey the digital accessibility needs of neighborhood associations.
Coordinate ADA Action Plan updates with Public Works' ADA Transition Plan updates. Staff and the public provide feedback on City accessibility that incorporates requirements of both the ADA Action Plan and the ADA Transition Plan. It's important to have members of both departments present to promote and receive feedback on both plans.

Activity
Support REIB with department trainings on disability-related topics. Work with REIB to conduct department trainings on topics such as ableism and neurodiversity will help improve awareness of intersections of racial equity and disability and improve programming.
Collaborate with REIB to conduct a review of City ordinances for discriminatory or outdated language. There are several instances of discriminatory or outdated language of certain populations of people across City ordinances that should be modified or removed.
Support MPD with disability-related trainings. Utilize community partners like the Minnesota Commission on Deaf, Deafblind and Hard-of-Hearing to conduct trainings improving interactions between police and persons with disabilities. Coordinate these trainings with other City first responders. Updated education should then be reflected in future updates to the MPD Policy and Procedure Manual.
Support with Regulatory Services staff trainings on the ADA and Fair Housing Act Accessibility Requirements for Housing and Fire Inspectors/Liaisons. Support staff trainings on the ADA and Fair Housing Act to increase coordinated efforts between the ADA Title II coordinator and Regulatory Services staff.
Work with Civil Rights Department to update the ADA grievance process. The current ADA grievance process should be updated and coordinated with the Civil Rights Department to ensure the City is effectively and transparently managing ADA grievances.

Neighborhood Safety

The Neighborhood Safety Department treats violence as a public health issue and works with community to find solutions.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. All content on the department's section of the City of Minneapolis website needs to comply with WCAG 2.1 AA.

Recommendations

Activity
Consult the Minnesota Disability Law Center's Policing and Disabilities Committee. The Minnesota Disability Law Center's Policing and Disabilities Committee is made up of attorneys that have worked on cases with residents experiencing mental health emergencies and have had negative interactions with police. This committee is interested in supporting the City in improving alternative programs to policing to support residents in crises.
Increase data transparency on the number of interactions between Behavioral Crisis Response (BCR) and community members experiencing mental health emergencies. Reporting on the disability types, especially those that are comorbid with mental health disabilities, is helpful for staff training purposes and to ensure the scope of neighborhood safety programs is improved.
Provide disability-specific training to support residents who are D/deaf/deafblind/hard of hearing, blind, or who have physical and/or cognitive disabilities. Partner with community agencies to conduct disability-specific training for BCR staff to improve interactions and outcomes with residents experiencing mental health emergencies alongside other disabilities.

Performance Management & Innovation

The Performance Management and Innovation (PMI) Department helps the City innovate and transform residents' lives.

Requirements

Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026.

As PMI increasingly utilizes data visualization tools to engage staff and the public on important issues, they should be digitally accessible and allow all persons with disabilities to interact with the content.

Recommendations

Activity
Increase disability-related data collected for City services and programs, post publicly. PMI should ensure that as it supports effective City management and improved innovation that more data on residents with disabilities is collected and reported on.

Police

The Minneapolis Police Department gains their authority from the community and recognizes that public safety is not just the absence of crime but the presence of justice.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. All content on the department's section of the City of Minneapolis website needs to comply with WCAG 2.1 AA.

Recommendations

Activity
Annually review and update the MPD Policy and Procedure Manual to improve language use and policies and procedures involving people with disabilities.

Activity
There are several instances where outdated and derogatory language is used in the current MPD Policy and Procedure Manual such as “Person handicapped in communication,” “disabled persons,” and “mentally ill” that need to be updated. Incorporation of communication with persons with autism should also be considered beyond those who are deaf or hard of hearing.
Conduct disability-related trainings. Along with support from NCR, utilize community partners like the Minnesota Commission on Deaf, Deafblind and Hard-of-Hearing to conduct trainings improving interactions between police and persons with disabilities. Coordinate these trainings with other City first responders. Updated education should then be reflected in future updates to the MPD Policy and Procedure Manual.

Public Works

The Public Works Department builds, operates and maintains public infrastructure and provides services to the public.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. Nearly all public-facing content on the City’s website will need to be WCAG 2.1 AA compliant by April 24, 2026. This includes the ADA Transition Plan, maps and development plans.

Recommendations

Activity
Coordinate biannual staff training on Public Works’ requirements under the ADA and the ADA Transition Plan. From surveying and interviewing staff, it’s clear that many do not know the City has an ADA Transition Plan or what it covers. Staff training is needed to improve staff awareness and involvement.

Activity
Coordinate biannual ADA Transition Plan updates with the City's ADA Title II coordinator or their designee. Staff and the public provide feedback on City accessibility that incorporates requirements of both the ADA Action Plan and the ADA Transition Plan. It's important to have members of both departments present to promote and receive feedback on both plans.

Racial Equity, Inclusion and Belonging

The Racial Equity, Inclusion and Belonging Department promotes racial justice, equity and inclusion across the city.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. All content on the department's section of the City of Minneapolis website needs to comply with WCAG 2.1 AA.

Recommendations

Activity
Help provide annual staff trainings on disability-related topics. With NCR support, provide staff trainings on topics such as ableism and neurodiversity will help improve awareness of intersections of racial equity and disability and improve programming.
Collaborate with NCR and the City Clerk to conduct a review of City ordinances for discriminatory or outdated language. There are several instances of discriminatory or outdated language of certain populations of people across City ordinances that should be modified or removed.

Regulatory Services

Regulatory Services is responsible for Animal Care & Control, inspection services and traffic control.

Requirements

Activity
Ensure all required public-facing digital content is WCAG 2.1 AA compliant by April 24, 2026. The web service used to list adoptable pets in currently not compliant with web accessibility standards. Other content, including forms, should be reviewed for compliance.

Recommendations

Activity
Provide staff trainings on the ADA and Fair Housing Act Accessibility Requirements for Housing and Fire Inspectors/Liaisons. With support from NCR, provide staff trainings the ADA and Fair Housing Act will support the coordinated efforts between the ADA Title II coordinator and Regulatory Services staff that interaction with the public during inspections.
Conduct quarterly meetings with the NCR ADA Title II coordinator or their designee to review disability-related housing and fire inspection cases. Currently, disability complaints can go to either the City's ADA Title II coordinator or their designee or to housing or fire inspections staff based on the nature of the complaint. This means that providing ADA or Fair Housing Act
Engage the community around disability parking issues. A lot of suggestions provided during the recent ADA Action Plan update engagement process involved enforcing disability parking and improving the number of accessible parking spaces. Community interaction and engagement is needed to improve relations and address outstanding issues.

Summary

The City has made progress with making its programs and services more accessible. The City has improved the ASL interpreter request process and closed captioning. The City's website is more accessible. City buildings are more accessible and there are more opportunities for residents, workers and visitors to connect with staff.

In 2023, the City created its first Community Specialist for People with Disabilities role. This was a significant effort for the City to focus not just on ADA compliance, but focus on improving and maintaining lasting relations between City government and those who live, work, and visit the city. For too long, the emphasis by government has been to focus on ADA compliance when it comes to people with disabilities and not compassion and genuine inclusion. The City's MACOPD is a long-serving example of what authentic engagement by City residents can do to improve resident well-being. Without MACOPD, the City would not have made the strides it has over the last half century.

There are many opportunities for the City to grow. One area of increasing focus is digital accessibility. Governmental IT and communications departments, along with Title II staff, will increasingly need to support more digitally accessible City services, including its website and apps. By the end of April 2026, the City's website and applications will need to be WCAG 2.1 AA compliant. This will require additionally staff training and ongoing resources to ensure that everyone at the City who creates content is doing their part to make their work accessible.

In addition to MACOPD, it's important the City expand access to and inclusion of people with disabilities across its advisory committees, boards and commissions. Expanded representation within these groups means a more informed staff and, ultimately, more accessible programming and services. The success of the city relies on creating a welcoming and transparent government that focuses on accessibility in all its programs and services.

Public comment period

The City received seven public comments during a thirty-day public comment period in May 2025. Each comment is below along with the City's response.

Comment	City response
"Your document says the city website met WCAG 2.0 AA standards, but I've regularly encountered parts of the website, particularly around maps, surveys, etc. that is absolutely not usable on mobile devices. I think there needs to be clear guidelines for making sure mobile-only users can access everything. Additionally what testing process(es) will be used. Will you be testing with disabled users to ensure their needs are met?"	The City is working towards WCAG 2.1 AA standards. The City knows some content is not accessible. All content on City websites includes an accessibility statement. This statement allows people to request them in alternative formats or made more accessible upon request. The City is determining possible vendors for accessibility and usability testing.
"I want to express my sincere hope that this ADA Action Plan will serve as a meaningful and actionable guide for the entire City enterprise to advance toward the removal of barriers faced by people with disabilities, and not simply exist as a performative display that sounds good on paper but fails to produce tangible results. As a large and complex organization, I recognize that it's a significant challenge to bring all City departments and operations into alignment on this work. However, from my personal experience, there is currently a wide and troubling gap among departments regarding their actual knowledge of, and commitment to, reducing barriers for people with disabilities. Too often, progress seems to hinge on the attitudes, awareness, and personal values of individual staff members, rather than being driven by a cohesive, citywide culture of accessibility and accountability. An effective Action Plan must directly address this inconsistency and include strategies to embed disability access as a core, non-negotiable part of every department's daily operation Zand long-term planning. Anything less risks continuing the status quo, where some areas of City government show leadership while others lag far behind — with real consequences for disabled residents, workers, and visitors.	This ADA Action Plan will be used by each department to be more accessible in the coming years. Training for staff, including department leaders, will continue. Comments on the City's ADA Transition Plan were shared with Public Works who manage that work.

Comment	City response
I would also like to comment on the related, City's ADA Transition Plan for Public Works. It is deeply concerning that it took the Public Works Department 30 years — until 2020 — to produce this federally required document. That delay alone signals a historic lack of prioritization of accessibility within the department. When the Transition Plan was finally completed, it lacked essential, meaningful detail regarding what specific physical barriers exist, where they are located, how Public Works intends to address them, and what the anticipated financial investment will be to remove these barriers in the public right of way. While subsequent biennial updates have made progress — particularly around the assessment of pedestrian curb ramps at intersections, which Public Works has now inventoried and developed a phased replacement plan with identified funding — there are still glaring omissions. Notably, Public Works has yet to complete similar assessments and develop plans for the other three types of physical barriers they themselves identified in the Transition Plan: Traffic Signals Sidewalks Street Crossings As of 2025, this work remains unfinished, with no clear documentation of where these barriers exist, how they will be addressed, or what the financial implications are for removing them. Instead, the Transition Plan continues to push these crucial tasks into the indefinite future. This pattern demonstrates a distressing lack of urgency and commitment by Public Works leadership.	

Comment	City response
The Transition Plan document repeatedly uses language affirming the department's commitment to removing barriers and supporting accessibility — yet their inaction makes it clear that leadership is content to do only the bare minimum necessary to remain in procedural compliance, rather than embracing this work as a vital public service and civil rights obligation. The City of Minneapolis cannot claim to be an inclusive, equitable city while continuing to tolerate this kind of neglect from one of its largest operational departments. I urge City leadership to hold Public Works accountable for completing the assessments, plans, and funding strategies required to make our streets, sidewalks, and public spaces truly accessible to all residents."	
"I'm in a wheelchair. Every Winter, I'm essentially homebound. While most people do an okay job of keeping their sidewalks clear, and most sidewalks have curb cuts, when the plows come through, they block the curb cuts with snow from the street, and I'm trapped on my block. I had to quit a job because I could not reliably get to the bus stop across the street from my old apartment. Is there something that can be done to prevent this?"	This comment was shared with Public Works which manage City snow removal. This work includes the City's sidewalk clearing pilot programs.
"Please enforce handicap parking in grocery stores and large retail parking lots. Cart returns should be closer to handicap parking spaces. Someone should be assigned to work with retailers and local law enforcement."	This comment was shared with the Code and Construction Services staff and the Minnesota Department of Labor.
"I'm all for increasing and improving accessibility, both in the digital sphere and physical space; too often we don't think of disabled people when created spaces (again, both online and in real life) - whether it's a lack of ramps and/or elevators, no closed-caption, or even holding in-person events and not requiring masks. We can and must do better."	This comment was shared with the Code and Construction Services staff and the Minnesota Department of Labor.
"Make accessibility a priority across all departments. Designate ADA coordinators in each department who can identify issues and lead improvements in their area, working under the guidance of the City's ADA compliance officer or specialist. This will help	The City is committed to creating a culture of accessibility. The City has a long way to go but will offer several ways for engagement and updates going forward.

Comment	City response
accountability and ensure consistent standards. Essentially, everyone owns a piece of accessibility...it's not just NCR's job. Commit to making the City's digital content and services fully accessible to people with disabilities. This includes updating City websites and online tools to comply with the latest Web Content Accessibility Guidelines (so they are usable by screen readers and other assistive tech). Provide captions or transcripts for all new video and audio content the City produces not just official meetings, but any public information videos or social media content as well. Ensure that documents and forms posted online are in accessible formats. It may be helpful to conduct an accessibility audit of online platforms and then provide training to web content managers on how to keep things accessible. Provide plain-language summaries that distill complex policy documents into clear, simple terms. Don't let engagement end with this plan update. I recommend establishing a regular forum for the disability community to share feedback – whether that's quarterly listening sessions, an annual town hall on accessibility, or strengthening the role of the Minneapolis Advisory Committee on People with Disabilities in monitoring the plan's progress."	
"As a handicapped person, my main problem with access is about the fact that non-handicapped people park in handicapped parking spaces with immunity because there is no enforcement. I know the police are short-staffed, but it would not take many tickets to get the word out that you can't do this. We take pictures and send them in but it makes no difference. Also, people seem to think it is okay to be in a handicapped space if you are sitting in your car. People need to respect the law and this needs to be addressed."	This comment was sent to Traffic Services and 311. Real-time enforcement is important as is access to accessible parking.