



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY



AMERICANS WITH DISABILITIES ACT (ADA)/SECTION 504

T R A N S I T I O N P L A N

April 2026

**CENTRAL TEXAS REGIONAL MOBILITY AUTHORITY
AMERICANS WITH DISABILITIES ACT (ADA)/SECTION 504
TRANSITION PLAN**

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1. INTRODUCTION

1.1 Background

The Central Texas Regional Mobility Authority (Mobility Authority) is committed to creating accessible programs, policies, and services, in accordance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act. This section will review background information to support this document regarding the Mobility Authority and the ADA and Section 504 of the Rehabilitation Act.

The Mobility Authority is an independent government agency created in 2002 to improve the transportation system in Williamson and Travis counties. Our mission is to develop, deliver, operate and maintain high-quality roadways and related transportation solutions.

The Mobility Authority is overseen by a seven-member Board of Directors. The Governor appoints the Chairman, and the Travis and Williamson counties Commissioners Courts each appoint three members to serve on the Board.

The Mobility Authority employs a small professional staff led by Executive Director James Bass. At present, the Mobility Authority has 36 employees with 4 open vacancies. The Mobility Authority uses private sector contractors with specialized expertise to provide staffing support for individual projects.

The Mobility Authority regularly provides planning, design, construction services, and/or financing to complete transportation projects and works to ensure compliance with the Americans with Disabilities Act (ADA) while these projects are in development.

The ADA prohibits discrimination against individuals with disabilities in all areas of public life including transportation facilities and places that are open to the public. The purpose of the law is to ensure that people with disabilities have the same rights and opportunities as everyone else. Title II of the ADA requires that public agencies perform a self-evaluation and create a transition plan which details barriers identified in the agency's assets and communicates an action plan for improving accessibility.

To ensure that the fundamental goal of the ADA is met, Title II of the ADA requires state and local governments to make their programs and services accessible to persons with disabilities. This requirement extends not only to physical access at facilities, programs, and events, but also to policy changes that governmental entities must make to ensure that all people with disabilities can take part in, and benefit from, the programs and services of the state and local governments. In addition, governmental entities must ensure effective communication, including the provision of necessary auxiliary aids and services, so that individuals with disabilities can participate in civic life.

1.2 ADA Transition Plan Requirements

Title II of the ADA provides that public entities must identify and evaluate all programs, activities, and services and review all policies, practices, and procedures that govern administration of the entity's programs, activities, and services. This evaluation includes all public areas of the physical assets (such as facilities, buildings, shared use paths (SUP), and roadways) owned or operated by the Mobility Authority.

ADA requirements for the Mobility Authority:

- Evaluate programs, services, activities, communication, and right-of ways per the ADA;
- Identify physical and other barriers that may limit access to programs and services;
- Propose potential compliance solutions;
- Determine estimated cost and the responsible party to implement solutions; and
- Develop a time schedule for implementation.

Additionally, the ADA requires the Mobility Authority to:

- Designate an ADA Coordinator responsible for overseeing compliance;
- Develop an ADA grievance procedure; and
- Maintain the Self-Evaluation and Transition Plan for public inspection for three years.

1.3 Undue Burden

The ADA notes that access to each service, program, or activity is to be “viewed in its entirety” and that program access does not require each facility to be made physically accessible, in all instances. Equal access can be made available through creative solutions.

However, there are instances in which the ADA permits non-compliance. For example, the Mobility Authority is not required to incur undue financial or administrative burdens in order to comply with the ADA. The determination that ADA compliance would result in an undue burden must be made by the head of the public entity. The Executive Director of the Mobility Authority is granted this authority, provided that such determination is made by written statement that includes justification.

2. SELF-EVALUATION

2.1 Self-Evaluation Approach

Title II of the ADA provides that public entities with 50 or more employees must identify and evaluate all programs, activities, and services and review all policies, practices, and procedures that govern administration of the entity's programs, activities, and services. Although the Mobility Authority has 40 employees, TxDOT has adopted policies for subrecipients with advance funding agreements such as the Mobility Authority to ensure compliance with ADA.

The following list includes the primary spaces utilized by the Mobility Authority:

- Leased office and meeting space at 3300 N IH-35, Suite 300, Austin, TX 78705
- CTRMA Traffic Management Center at 104N Lynnwood Trail, Cedar Park, TX 78613
- Maintenance Yard (290) at 8824 Old Manor Road, Austin, TX 78724 (closed to public)
- Maintenance Yard (183) at 2605 183A Toll Road, Cedar Park, TX 78613 (closed to public)

The following list includes the roadways owned, operated and maintained by the Mobility Authority:

- 183A Toll Road
- 290 Toll Road
- 71 Toll Lane
- MoPac Express Lane
- 45SW Toll Road
- 183 Toll Road

The following list includes the Mobility Authority bicycle and pedestrian accommodations:

- 183A Toll Road, 14-mile shared use path including a trailhead and pedestrian bridge
- 290 Toll Road, 5-mile shared use path including bridge, 5 miles of sidewalks
- 71 Toll Lane, 5-mile shared use path, 2 miles of sidewalks
- MoPac Express Lane, 3.5-mile shared use path, 4 miles of sidewalks
- 45SW Toll Road, 4.5-mile shared use path including a trailhead
- 183 Toll Road, 10 miles of shared use path, 7 miles of sidewalks, 16 miles of bike lanes, trailheads and pedestrian bridges
- 183 North, 1-mile of shared use path to close gaps and provide a network of continuous bike routes between SH45N and MoPac, 8.5 miles of sidewalk

Roadways and bicycle and pedestrian facilities owned, operated and maintained by the Mobility Authority are designed and constructed to be compliant with the ADA. The Mobility Authority utilizes TxDOT Standard Specifications during design and follows TxDOT's Roadway Design Manual and guidelines developed by the American Association of State Highway and Transportation Officials to ensure compliance.

The Texas Department of Licensing and Regulation (TDLR) conducts independent inspections on Mobility Authority roadways following the completion of construction projects. These inspections are performed to verify compliance with state standards and regulations related to

safety, structural integrity, accessibility, and public use. TDLR inspectors typically review features such as pedestrian facilities, sidewalks, curb ramps, and other public infrastructure to ensure they meet Texas Accessibility Standards (TAS) and applicable codes. The independent review process serves as an added layer of accountability and quality control, helping ensure that all public-facing elements are safe and accessible for all users before the facilities achieve final acceptance.

2.2 Summary of Findings

In accordance with Title II of the ADA, the Mobility Authority is committed to conducting a self-evaluation of the areas identified above. As a first step in the journey, the Mobility Authority has evaluated the primary spaces utilized and the website. Mobility Authority will continue to update this section as more facilities are evaluated for compliance.

Facility / Program	Barriers Identified	Remedy Proposed
Leased Office	None Identified	Complaints will be coordinated with the Building Management, as the property owner
Traffic Management Center	None Identified	If complaints are received, the ADA coordinator will follow grievance procedure
Maintenance Yard (290)	None Identified (closed to public)	If complaints are received, the ADA coordinator will follow grievance procedure
Maintenance Yard (183)	None Identified (closed to public)	If complaints are received, the ADA coordinator will follow grievance procedure
mobilityauthority.com	None Identified	If complaints are received, the ADA coordinator will follow grievance procedure and staff will work with website provider to make accommodations
Mobility Authority meetings	None Identified	Complaints will be coordinated with the Building Management, as the property owner

The Mobility Authority evaluated its meeting agendas and website for accessibility. Translation and interpretation services are available upon request.

2.3 Mobility Authority Community Partners

The Mobility Authority works closely with its partner agencies, as well as local cities and counties to help implement regional transportation plans. The Mobility Authority is currently partnering or recently partnered with the following local entities on transportation projects:

- United States Department of Transportation (USDOT)
- Texas Department of Transportation (TxDOT)
- Capital Area Metropolitan Planning Organization (CAMPO)
- Capital Metro
- Capital Area Rural Transportation System (CARTS)

- Travis County
 - Austin
 - Jonestown
 - Lakeway
 - Manor
 - Pflugerville
- Williamson County
 - Cedar Park
 - Georgetown
 - Hutto
 - Jarrell
 - Leander
 - Liberty Hill
 - Round Rock
 - Taylor
- Hays County
 - Buda
 - Dripping Springs
 - Kyle

Should the Mobility Authority receive a complaint on a project that is ultimately owned by a partner entity, the Mobility Authority would forward the complaint to the appropriate entity for remedy.

3. COMPLIANCE

3.1 Mobility Authority's ADA Policy

The Mobility Authority ensures accessibility policies, notices and assurances are implemented and available online at [Americans with Disabilities Act \(ADA\) | Central Texas Regional Mobility Authority](#). These documents are developed to ensure nondiscrimination against people living with disabilities. The Mobility Authority's Policy on Americans with Disabilities can be found in **Appendix A**.

3.2 Mobility Authority ADA Coordinator

The Mobility Authority has identified its ADA Coordinator as its Executive Director:

James M. Bass, Executive Director
ADA/504 Coordinator
3300 N IH-35, Suite 300
Austin, Texas 78705
512.996.9778
TitleVIcoordinator@ctrma.org

3.3 Mobility Authority Statements, Notices and Assurances

In Accordance with requirements of title II of the ADA, the Mobility Authority will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs or activities. The Mobility Authority nondiscrimination statement can be found in **Appendix B**. The ADA-504 Assurance can be found in **Appendix C** and the ADA-504 notice can be found in **Appendix D**. As mentioned above, all resources are also available online at [Americans with Disabilities Act \(ADA\) | Central Texas Regional Mobility Authority](#).

3.4 Mobility Authority ADA Grievance Procedure

The Title II regulation in 28 CFR 35.107(b) requires a public entity to adopt and publish a grievance procedure providing for the prompt and equitable resolution of complaints alleging discrimination based on disability access to any governmental facility, program, service, or activity provided by the entity. The Mobility Authority grievance procedure can be found in **Appendix E**.

3.5 Mobility Authority ADA Transition Plan Implementation

Because the Mobility Authority has significant infrastructure in the public rights-of-way, buildings, and websites it is not possible to remove all barriers to accessibility immediately. Barriers will be removed systematically to ensure equality among Mobility Authority programs. It is the intent of the Mobility Authority to address barriers to accessibility on an on-going basis. Implementing improvements is contingent upon immediate necessity, degree of complexity, overall cost, and budget approval.

The Mobility Authority reserves the right to modify barrier removal priorities to allow flexibility in accommodating community requests, petitions for reasonable modifications from persons with disabilities, changes in Mobility Authority programs, on-going evaluations, funding constraints and opportunities.

The schedule for update to the ADA Transition Plan will be based on a three-year cycle to ensure any newly identified issues or changing environments in the public rights-of-way, facilities, or websites can be addressed over time. Updates to the reporting and/or attachments may be made more frequently as needed. The Mobility Authority intends to integrate the accessibility data into on-going funded capital and maintenance programs, operating budgets, or other development initiatives as appropriate.

3.6 Mobility Authority ADA Self-Evaluation & Transition Plan Monitoring

The Transition Plan is considered a living document that will continue to be updated as conditions within the Mobility Authority's roadway system evolve. The initial schedule is to formally review and update the complete document (main body and appendices) at least once every three (3) years. Updates to the reporting and/or attachments may be made more frequently as needed. Any substantive updates to the main body of this document will include a public comment period in accordance with Mobility Authority's public outreach efforts.

[END OF ADA/SECTION 504 TRANSITION PLAN]

APPENDIX A

MOBILITY AUTHORITY POLICY ON AMERICANS WITH DISABILITIES

POLICY ON AMERICANS WITH DISABILITIES

PURPOSE

This policy ensures the Mobility Authority's compliance with the requirements of title II of the Americans with Disabilities Act ("ADA"), which guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, state and local government services, and telecommunications. As a recipient of federal financial assistance, the Mobility Authority is also subject to section 504 of the Rehabilitation Act of 1973 ("Section 504"). This policy is intended to attain compliance with these federal laws.

EMPLOYMENT PRACTICES

Equal employment opportunity is a fundamental principle of the Mobility Authority. As an equal opportunity employer, the Mobility Authority is committed to recruit, hire, promote, and administer all human resource actions in a nondiscriminatory manner and in compliance with all applicable laws and regulations.

The Mobility Authority will not discriminate against a qualified individual with a disability because of the disability of such a person with regard to job application procedures, hiring, advancement, discharge, compensation, job training, or other terms, conditions, and privileges of employment.

In addition, the Mobility Authority will make a reasonable accommodation for the known and/or documented physical or mental limitations of an otherwise qualified individual who is an applicant or an employee unless the accommodation imposes an undue hardship on the operations of the Mobility Authority or creates a safety issue. A qualified individual with a disability is an individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the position that such individual holds or desires.

No criteria shall be included in employment tests or other selection criteria that would discriminate against an individual with a disability unless such criteria are job-related. As such, any employment test will accurately reflect the skills or aptitude necessary to perform the job. No medical examination or psychological test will be given before a conditional offer of employment is made. Reasonable accommodation shall be made for an otherwise qualified candidate to enable that candidate to perform the job unless it imposes an undue hardship on the Mobility Authority. Standard methods will be used in determining reasonable accommodation and undue hardship.

REASONABLE ACCOMMODATION TO PEOPLE WITH DISABILITIES

The ADA prohibits a state and local government from denying services or benefits on specified discriminatory grounds. The ADA mandates an equal opportunity to participate in and benefit from a public entity's services, programs, and activities. All the activities of state and local governmental bodies are covered by the ADA, including but not limited to its public meetings, public transportation facilities, public rights-of-way, and any other facilities operated by the public entity.

Governmental bodies subject to the Act must ensure that their meetings and any other communications comply with the ADA. State and local governments may not refuse to allow a person with a disability to participate in a service or program, or refuse to furnish auxiliary aids (including TTD/TTY), when necessary, to ensure effective communication unless an undue burden or fundamental alteration would result. Public entities must operate their programs so that they are readily accessible to, and usable by, individuals with disabilities.

A public entity must also offer program accessibility, which means it may not deny the benefits of its

programs, activities, and services to individuals with disabilities because its facilities are inaccessible.

MOBILITY AUTHORITY RESPONSIBILITIES

The Executive Director or his or her designee shall designate an ADA/Section 504 Coordinator by name. The coordinator's name and contact information will be posted on the Mobility Authority's website and all related materials. The ADA Coordinator shall ensure compliance with this ADA policy and ensure that each service, program and activity, when viewed in its entirety, is readily accessible to, and usable by, individuals with disabilities.

The ADA requires that all programs and facilities be evaluated for ADA compliance. In addition, the Mobility Authority shall provide a grievance procedure for the resolution of an ADA complaint. The coordinator shall be responsible for reviewing and monitoring compliance with the ADA and these

APPENDIX B

MOBILITY AUTHORITY NONDISCRIMINATION STATEMENT

NONDISCRIMINATION STATEMENT
Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973

The Central Texas Regional Mobility Authority (Mobility Authority) does not discriminate against any qualified disabled person solely by reason of his or her disability, exclude from participation in, deny the benefits of, or otherwise subject individuals to discrimination, including discrimination of employment, under any program or activity that receives or benefits from Federal financial assistance.

Additionally, the Mobility Authority ensures its programs will be conducted, and its facilities operated, in compliance with all non-discriminatory practices and requirements imposed by, or pursuant to, 49 *Code of Federal Regulations* (C.F.R.) Part 27, 28 C.F.R. Part 35, and 42 *United States Code* (U.S.C.) §§ 12101–12213.

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APPENDIX C

MOBILITY AUTHORITY ADA-504 ASSURANCE

ASSURANCE

Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973

28 *Code of Federal Regulations* (C.F.R.) § 35.130, implementing Title II of the Americans with Disabilities Act prohibits discrimination on the basis of disability by public entities. Subtitle A of the ADA protects qualified individuals with disabilities from discrimination on the basis of disability in the services, programs, or activities of all state and local governments. It also extends the prohibition of discrimination in federally assisted programs established by Section 504 of the Rehabilitation Act of 1973 to all activities of state and local governments, including those that do not receive Federal financial assistance, and incorporates specific prohibitions of discrimination on the basis of disability from Titles I, III, and V of the Americans with Disabilities Act. 28 C.F.R. § 35.103, therefore, adopts the general prohibitions of discrimination established under Section 504, as well as the requirements for making programs accessible to individuals with disabilities and for providing equally effective communications. It also sets forth standards for what constitutes discrimination on the basis of mental or physical disability, provides a definition of disability and qualified individual with a disability, and establishes a complaint mechanism for resolving allegations of discrimination.

The Central Texas Regional Mobility Authority (Mobility Authority) HEREBY AGREES THAT, as a condition of being a subrecipient of any Federal financial assistance from the U.S. Department of Transportation through the Federal Highway Administration and the Texas Department of Transportation, it is subject to and will comply with all laws and regulations, and hereby gives assurance that no qualified disabled person shall, solely by reason of his or her disability, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination, including discrimination of employment, under any program or activity that receives or benefits from this Federal financial assistance. The Mobility Authority further assures that its programs will be conducted, and its facilities operated, in compliance with all the requirements imposed by, or pursuant to, 49 C.F.R. Part 27, 28 C.F.R. Part 35, and 42 USC §§ 12101–12213.



James Bass (Apr 1, 2026 14:48:13 CDT)

James M. Bass, Executive Director
Central Texas Regional Mobility Authority

04/01/2026

Date

APPENDIX D

MOBILITY AUTHORITY ADA-504 NOTICE

NOTICE OF NON DISCRIMINATION
Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), the Central Texas Regional Mobility Authority (Mobility Authority) will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs or activities.

The Mobility Authority does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

The Mobility Authority will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they may participate equally in Mobility Authority's programs, services and activities, including qualified sign language interpreters, documents written in Braille, and other ways of making information and communications accessible to people who have speech, hearing or vision impairments.

The Mobility Authority will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services and activities. For example, individuals with service animals are welcome in Mobility Authority offices, even where pets are generally prohibited.

Anyone who requires auxiliary aids or services for effective communication, or a modification of policies and procedures to participate in a Mobility Authority program, service or activity, should contact the ADA/504 Coordinator as soon as possible, but no later than 48 hours before the scheduled event.

The Americans with Disabilities Act does not require the Mobility Authority to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden on the Mobility Authority.

Complaints that a program, service or activity of the Mobility Authority is inaccessible to persons with disabilities should be directed to the ADA/504 Coordinator.

The Mobility Authority will not charge a fee to a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids and services or reasonable modifications of policy, such as retrieving items from locations that are open to the public, but are not accessible to persons who use wheelchairs.

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APPENDIX E

MOBILITY AUTHORITY COMPLAINT PROCESS

How to File a Complaint for Potential ADA Non-compliance

The Central Texas Regional Mobility Authority (Mobility Authority) will investigate all complaints from individuals alleging discrimination in the Mobility Authority's programs, services or activities under the American with Disabilities Act of 1990 (ADA). Disability complaints alleging discrimination in programs, services or activities may be filed pursuant to the following procedures:

How To File A Complaint

Any person who believes that the Mobility Authority has discriminated against them based on their disability may file an ADA complaint, directly or through an authorized representative, by completing and submitting the Mobility Authority's External Discrimination Complaint Form available on the Mobility Authority's website in English and Spanish or in person at the Mobility Authority's office.

The complaint should be filed with:

Central Texas Regional Mobility Authority
James M. Bass, Executive Director
ADA/504 Coordinator
3300 N IH-35, Suite 300
Austin, Texas 78705
512.996.9778
TitleVIcoordinator@ctrma.org

Complaint Acceptance

Within ten (10) business days of receiving an ADA complaint, the Mobility Authority will review the submitted information and send the complainant an acknowledgment (letter or email) informing them whether the complaint will be investigated as an ADA complaint.

Investigations

The Mobility Authority will promptly investigate all valid complaints of alleged discrimination based on disability in its programs, services and activities within 60 days of receiving a completed and signed complaint. The Mobility Authority may contact the complainant if more information is needed to resolve the complaint.

The complainant will have ten (10) business days from the date of contact to send the requested information to the Mobility Authority. The Mobility Authority may choose to close the complaint if the requested information is not provided by the complainant within the ten (10) business days. The Mobility Authority may also close the complaint if a complainant no longer wishes to pursue the complaint, or if the complainant fails to cooperate in the investigation of the complaint.

Letters of Findings

After an investigation is completed, the Mobility Authority will make a final decision and issue one of the following letters to the complainant based on the investigation findings:

1. A Closure Letter, summarizing the allegations and indicating that the Mobility Authority did not find a violation of ADA regulations. This letter closes the case.
2. A Letter of Finding, summarizing the allegations and interviews concerning the alleged incident and an explanation of any corrective actions, training of Mobility Authority staff, or other actions will occur.

Filing Complaints Directly

A person may also file a complaint directly to:

- Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701- 2483;
- Federal Transit Administration, Region VI, 819 Taylor Street, Room 8A36, Fort Worth, TX 76102; or
- U.S. Department of Transportation, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590

APPENDIX F

MOBILITY AUTHORITY WEBSITE ACCESSIBILITY STATEMENT

Our Measures to Support Accessibility

The Central Texas Regional Mobility Authority (Mobility Authority) takes the following measures to ensure the accessibility of this website:

Include accessibility as a requirement for all web content.

- Content must meet WCAG 2.2 A, and should meet AA as feasible.
- Assign clear accessibility goals and responsibilities.
- Ensure content authors have accessibility knowledge and skills.
- Include accessibility as part of our mission.
- Include accessibility throughout our internal policies.

Conformance Status

The Web Content Accessibility Guidelines (WCAG) standard defines requirements to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. “Fully conforms” means that the content meets all of the WCAG requirements at the specified Level without exceptions.

The Mobility Authority website content posted since July 2024 fully conforms to WCAG 2.2 Level A. It partially conforms to Level AA.

Older content conforms to earlier versions of WCAG. Most of the older content is archived and will not be updated.

Compatibility with Browsers and Assistive Technology

The Mobility Authority website is designed to be compatible with assistive technologies and the last two versions of major browsers.

The website is not designed for Internet Explorer 11 and earlier versions.

Technical Specifications

The Mobility Authority website relies upon the following technologies for conformance with WCAG 2.2:

- HTML
- ARIA
- CSS
- SVG

The following technologies are used to improve accessibility and the user experience for everyone:

- JavaScript
- Limitations and alternatives
- Access to YouTube is required to view some videos
- Some videos don’t include transcripts

- PDFs and downloads are not currently accessible

Feedback

If you use assistive technology and the format of any material on our website interferes with your ability to access the information, please [contact us](#).

To enable us to respond in a manner most helpful to you, please indicate:

- The nature of your accessibility problem;
- The preferred format in which you wish to receive the material;
- The Web address of the requested material; and,
- Your contact information.

Reasonable Accommodations

The Mobility Authority does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability in employment or in the provision of services. Any request for reasonable accommodation needed for accessing information on the Mobility Authority website will be addressed.