

# Taken to Access

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## PAC SURVEY: LESSONS LEARNED

**THANK YOU** to those who responded to the PAC Survey. Here are some lessons learned offered by you:

- **Track the process timeline to avoid delays.** (See “*Projecto Update*” below. In the meantime, Burnette tracks each project on an excel spreadsheet. Contact [Burnette Allen](#) if you want an update.)
- **During Plan Review, the architect and 3PR spent such a long time going back and forth in silos that they both went over their fee.** Have the architect and/or 3PR contact the PM earlier to get together in resolving difficult issues.
- **Have the 3PR do preview site walks for monitoring at least once prior to finishes installation to catch any issues .**
- **Affiliate / AE Team should not be penalized for submitting a project for PAC review concurrent with OSHPD review. Sometimes timing is critical hence the strategy of concurrent submittal and picking up the review comments on the OSHPD backcheck comments.** (We recommend using the “*Robust Accessibility Plan Review*” process—see [Feb 2016 Newsletter](#).)
- **Add the ABRP barriers (with numbers) to the architectural plans.**

There were also a couple of questions when we asked “*Are there PAC processes that you are unsure or unclear about?*”

- Q. Yes, going forward what is the expectation on reviewing new projects? Is it recommended to be reviewed or is it mandatory? If so, do we have resources to respond quickly? In house or budget for outside consultants?**
- R. All new construction projects in areas serving patients or visitors must participate in the PAC Accessibility Plan Review process regardless of size and budget amount (see [PAC Process #4](#)). The access specialists are reasonably responsive. If you need reviews expedited, please contact [Burnette Allen](#). We highly recommend that budgets include an outside consultant per the percentage in the B1.1 Project Budget (percentage can change with project size). In-house reviews are available, depending on the project size and schedule—see the [Feb 2016 Newsletter](#) for more details.
- Q. The process of obtaining a [New Real Estate Survey] report is clear. The staff is always very helpful. My questions center on the use of the report and the directions we provide to affiliates. What do I do with the site survey once I receive it? What do I need to do? What happens when the owner won't make remediations?**
- R. Depending of the acquisition type, the New Real Estate Survey report is the first step for the affiliate in developing a barrier removal plan in a timely manner—see [Accessibility Compliance in Real Estate Transactions Policy 21-914](#). If owners refuse to remediate barriers, the affiliate must consider this non-compliance risk during lease negotiations. Each affiliate is required to maintain a tracking and reporting log. To ensure that the affiliate is sufficiently supported, the PAC team will also provide a copy of the report to the real estate team and affiliate ADA coordinator.

Please provide any lessons learned on any PAC process at the [internal PAC Web Portal](#) at any time.

### Question of the month:

- Q. We have received the Monitoring Report. There is a tab for “Additional Comments.” Should we resolve those comments?**
- R. **Yes**, as feasibly possible. Although these comments were not identified in the Plan Review, they are risks to Sutter Health. Please respond to the “Additional Comments” similarly to the other Monitoring comments.

## FOR YOUR INFORMATION

**ONLINE RESOURCES:** [Accessibility Online](#) is a collaborative online training program between the [ADA National Network](#) and the [US Access Board](#). They offer free webinars and audio conferences on different topics of accessibility. You can attend live webinars or review their webinar sessions that are [self-paced](#) and [archived](#). Check them out!

**PROJECTO UPDATE:** As part of the upcoming Projecto update, we are quickly working with Project Controls on expanding the ADA feature in Projecto. The objective is to make the Accessibility Plan Review / Monitoring timelines more transparent and easier to track as well as provide performance metrics on those timelines and monitoring percentages. Stay tuned!