



COMMUNITY ACCESSIBILITY PROGRAM






2025 ANNUAL REPORT





NOTHING ABOUT US WITHOUT US

In 2025, the City of Boise made significant strides toward improving accessibility and inclusion across public spaces, programs, and services. Guided by the principle “Nothing About Us Without Us,” the **COMMUNITY ACCESSIBILITY PROGRAM** advanced major initiatives in:



-  BARRIER-FREE ACCESS
-  ADA COMPLIANCE & OVERSIGHT
-  COMMUNITY ENGAGEMENT
-  ADDRESSING COMPLAINTS & CONCERNS
-  BUILDING STRATEGIC PARTNERSHIPS

This report summarizes progress aligned with both the Community Accessibility Program Plan and the priorities identified by the Cross Disability Task Force.

The **CROSS DISABILITY TASK FORCE (CDTF)** serves as one of the City of Boise’s key accessibility partners. Created to elevate the lived experience of people with disabilities who live, work, and recreate in the city, the CDTF brings together community members representing diverse disabilities, expertise, and perspectives. Members develop recommendations, raise emerging accessibility needs, and provide guidance across zoning, infrastructure, special events, recreation, transportation, and citywide engagement.

The CDTF’s updated 2025 recommendations guide several areas of the Community Accessibility Program’s work and serve as annual progress benchmarks.

CROSS DISABILITY TASK FORCE RECOMMENDATIONS

-  COMPLETED ITEMS
-  ONGOING / UNMET ITEMS

COMMUNITY ACCESSIBILITY PROGRAM

-  PLAN UPDATES

CROSS DISABILITY TASK FORCE



BARRIER-FREE ACCESS

▶ ACCESSIBLE PARKING IMPROVEMENTS



Accessible parking has long been identified by the CDTF as a significant barrier affecting access in downtown Boise. The CDTF recommended that the city conduct a full inventory and compliance evaluation of all designated ADA parking stalls within the MX-5 zone.

In 2025, the Community Accessibility Program completed this recommendation in full. A comprehensive evaluation was conducted for all 71 on-street ADA parking spaces. Each stall was assessed against ADA standards and the Public Rights-of-Way Accessibility Guidelines (PROWAG), reviewing stall dimensions, access aisle width, curb height, surface conditions, signage, and the presence of compliant ramps or accessible routes. The city also **UPDATED THE ACCESSIBLE PARKING MAP** to include photographs of each stall to improve navigation for residents, visitors, and event organizers.

The CDTF met with city staff to discuss accessible design recommendations for EV charging stations.

[ACCESSIBLE PARKING MAP](#)

▶ SPECIAL EVENTS ACCESSIBILITY



In alignment with the CDTF recommendation to promote accessibility for special events, the city made substantial progress in ensuring that events across Boise are inclusive and barrier-free. To support this work, the city updated and fully integrated the **SPECIAL EVENTS ACCESSIBILITY GUIDE** into the online Accela permitting application. This update requires organizers to consider accessibility from the outset, providing guidance on accessible routes, restrooms, parking, communication strategies, and overall event layout. The CDTF-recommended action to include the Community Accessibility Program Manager on the Special Events Committee has been fully completed, and the Program Manager now attends the committee's monthly meetings.

The city advanced the CDTF's recommendation to conduct annual accessibility audits for recurring and new events. In 2025, five public events were audited using the city's Special Events Accessibility Audit Checklist. These evaluations—conducted through a disability lens—identified strong practices as well as persistent barriers including inadequate communication access, constrained vendor layouts, limited accessible route signage, and gaps in emergency communication planning. While the city cannot mandate changes for Title III events, voluntary recommendations were provided, and the city continues to offer training and technical assistance to support more inclusive event planning.

[ACCESSIBLE EVENTS GUIDE](#)



BARRIER-FREE ACCESS

■ ON-DEMAND ASL SERVICE

In 2025, the City of Boise expanded **ASL INTERPRETATION SERVICES** to include on-demand remote video ASL, significantly enhancing communication with the public. Every city department now has the ability to request immediate ASL interpretation, by using a desktop, tablet, or smartphone, allowing staff to support residents across recreation centers, libraries, the airport and customer-service environments.

■ NAVILENS TECHNOLOGY AT THE WATERSHED

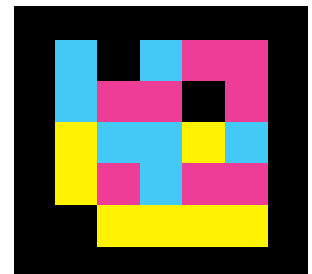
A major advancement in effective communication occurred in 2025 with the installation of **16 NAVILENS CODES** throughout the Boise WaterShed Environmental Education Center. This innovative system uses high-contrast, long-distance scannable specialized QR codes that provide:

- Real-time spoken and text navigation and interpretive content
- ASL interpretation
- Multiple language translations

Boise is now the first museum in the United States to implement NaviLens for public use—marking a milestone in accessible design and effective communication.



BOISE WATERSHED



NaviLens Code



BARRIER-FREE ACCESS

■ AAC COMMUNICATION BOARDS



In 2025, the city continued expanding the installation of **AUGMENTATIVE + ALTERNATIVE COMMUNICATION (AAC) BOARDS** at public playgrounds. AAC boards use symbols, pictures, and simple words to support communication for individuals with disabilities. Each AAC board includes symbols, custom site graphics, Braille and Spanish text.

2025 Installations:

- Castle Hills Park
- Cottonwood Park
- Cassia Park
- Fairview Park

This brings the citywide total to **nine AAC boards**. Castle Hills features a unique collaboration with Boise City Arts & History, integrating educational content about the nearby James Castle House and honoring the legacy of James Castle—a renowned Deaf Idaho artist. Fairview Park includes Boise’s first dual-sided AAC board, allowing children across both the toddler and youth play areas to access communication tools.

■ RIDGE TO RIVERS “TRAILS FOR ALL” VIDEO



In 2025, the City of Boise produced a new **TRAILS FOR ALL VIDEO** in partnership with the Ridge to Rivers team, offering residents a first-hand look at accessible trail experiences. Filmed using both GoPro and drone footage, the video follows an adaptive mountain biker navigating the Grove Loop trail, providing an authentic, ground-level perspective on conditions, terrain, and accessibility features.

This project was created in direct response to a CDTF recommendation, emphasizing the need for “know before you go” resources that help people with disabilities make informed decisions about accessing and enjoying Boise’s outdoor spaces.

[WATCH VIDEO](#)



COMPLIANCE + OVERSIGHT



WARM SPRINGS GRILL + GOLF

Over 60 barriers removed with a new Warm Springs Grill + Golf facility upgrade.

■ ADA TRANSITION PLAN + FACILITIES REMEDIATION

In 2025, the city continued its long-term effort to **REMIATE ACCESSIBILITY BARRIERS** identified in the 2020 Tindale-Oliver ADA Self-Evaluation.

The city has invested **\$2.7 MILLION** toward correcting **2,381 ADA-related issues** across public buildings and facilities.

PROGRESS AS OF FY25

- **602** ITEMS COMPLETED BEFORE FY25
- **265** ITEMS COMPLETED IN FY25
- **867** TOTAL ITEMS COMPLETED (37%)
- **275** ITEMS SCHEDULED FOR FY26 (12%)
- **1,240** ITEMS REMAIN (52%)

FY25 work included restroom remodels, hardware upgrades, handrail and concrete corrections, locker room accessibility improvements, an automatic door installation at the Senior Center, new strobe alarms at the James Castle House, and multiple phases of construction at community centers, libraries, and pools. Upcoming projects include ADA upgrades at the Boise Depot, Idaho Ice World, and fire training facilities.

FACILITIES REMEDIATION PLAN



COMPLIANCE + OVERSIGHT

● CODIFICATION OF THE CROSS DISABILITY TASK FORCE

The CDTF recommended that the City explore **CODIFYING THE TASK FORCE** to ensure long-term continuity, formal structure, and a defined advisory role. In 2025, the City completed the initial research phase, reviewing advisory models and consulting with Legal on potential structures. However, city leadership has not approved codification, and no directive has been issued to proceed.

▶ PEDESTRIAN PATHWAY COMPLIANCE + SAFETY

IMPROVING PATHWAY ACCESSIBILITY remained a key priority in 2025. The CDTF identified ongoing challenges on the Greenbelt, sidewalks, and downtown corridors. In alignment with the CDTF recommendations, the Accessibility Program Manager now participates in the city's monthly micromobility coordination meetings and quarterly stakeholder committee meetings—ensuring disability perspectives are represented during operational decision-making.

The city also completed the second CDTF-recommended action by obtaining the first annual micromobility accessibility report, including complaint trends, enforcement actions, and ADA-related strategies.



HANDS AROUND THE CAPITOL



SUNFLOWER LANYARDS AT BOISE AIRPORT

■ HIDDEN DISABILITIES SUNFLOWER PROGRAM

In 2025, the City supported the launch of the **HIDDEN DISABILITIES SUNFLOWER PROGRAM** at the Boise Airport—an internationally recognized initiative that assists travelers with non-visible disabilities such as autism, dementia, and chronic pain. The program provides a discreet, voluntary tool for travelers to signal that they may need additional time, patience, or support.



“I HAVE A SPECIAL NEEDS AUTISTIC DAUGHTER AND I ABSOLUTELY FROM THE BOTTOM OF MY WHOLE HEART APPRECIATE THIS PROGRAM because traveling with kids is hard, and traveling with an autistic kid is like traveling into the unknown. I also plan to use this lanyard for my elderly parents. My mom and dad are in their 80s. They don’t travel often but this would be incredibly beneficial to have on hand for them.”

The Sunflower Program was introduced through a coordinated effort between the Boise Airport and the Accessibility Program. More than **350 airport employees** completed Sunflower program training. An additional **50 city staff** across multiple departments also completed training, ensuring consistent understanding of the program beyond the airport. To support public access, lanyards were made available at the Boise Airport, City Hall, and through mail distribution.

Public demand was immediate and substantial—more than **1,500 lanyards** were distributed in the first eight months, demonstrating clear community need and widespread acceptance of the initiative. A voluntary participant survey showed strong support and found the lanyard easy to obtain, and respondents who interacted with staff while wearing the lanyard reported improved understanding and support.

SUNFLOWER PROGRAM



Photography by Wytske van Keulen

■ JAMES CASTLE HOUSE COMMUNITY CELEBRATION

The annual **JAMES CASTLE HOUSE COMMUNITY CELEBRATION** was held on September 27 during Deaf Awareness Month and welcomed more than 300 participants. The event honored the life and legacy of Idaho-born artist James Castle; a non-speaking Deaf artist whose work remains culturally significant in Idaho and nationally.

Developed in collaboration with Deaf and Hard of Hearing community partners the event featured Deaf presenters, hands-on art activities, historical education, and full communication access. The success of this inaugural celebration sets the foundation for an annual tradition that centers Deaf culture.



ADDRESSING COMPLAINTS + CONCERNS



■ UPDATE COMPLAINT TRACKING SYSTEM

In 2025, the Community Accessibility Program **STREAMLINED ITS COMPLAINT-TRACKING**. 138 accessibility-related complaints dating back to 2016, all reported directly to the Community Accessibility Program Manager. This consolidation provides the city with its first comprehensive historical record of constituent-reported barriers.

Complaints spanned multiple categories, with the highest concentrations in **parks, sidewalks, and parking**. Others included housing, airport, Valley Regional Transit, digital access, winter conditions, e-scooters, service animals, police facilities, library access, Zoo Boise, and several single-incident categories.

For 2025 alone, complaints were primarily focused on **sidewalk barriers, accessible parking challenges, and parks-related issues**.

BUILDING PARTNERSHIPS



■ SPONSORED EVENTS

In 2025, the Community Accessibility Program **SPONSORED FIVE COMMUNITY EVENTS** that collectively reached more than 3,100 attendees.

HANDS AROUND THE CAPITOL 2025

Celebrating the 35th anniversary of the ADA, this event brought together 2,000 attendees and more than 60 community booths. It served as a powerful demonstration of unity and accessibility advocacy.

GAME CHANGERS IDAHO MVP GALA

The Gala hosted 215 community members, celebrating youth achievements and community impact.

A CONCERT FOR COMPASSION

This free family-friendly concert welcomed 150 attendees and expanded the reach of Clemy's Crew. Guests praised the inclusive, accessible environment and the strong family-centered atmosphere.

ONE IN A MILLION DINNER & AUCTION

Hosted by NWABA, the event welcomed 250 attendees and raised a record \$306,000 for adaptive sports programs.

THE NIGHT OF CHAMPIONS GALA

Hosted by Special Olympics Idaho, the event welcomed 485 attendees and raised \$171,000, increasing fundraising by \$60,000 from the prior year. The event demonstrated deep commitment to inclusion, with thoughtful support provided to attendees throughout the evening.



CITYOFBOISE.ORG