

## COUNCIL ACTION FORM

**SUBJECT:** AMERICANS WTH DISABILITIES ACT TRANSITION PLAN UPDATE

**BACKGROUND:**

The Americans with Disabilities Act of 1990 (ADA) requires any city with more than 50 employees to have an ADA coordinator who monitors compliance with Title II of the ADA. Title II of the ADA provides regulations for public entities to maintain accessibility within both their programs and their facilities.

In August 1993, the City of Ames completed its initial transition plan. This plan identified the programs available at City facilities and impediments to access that needed retrofitting or alteration. The initial plan satisfied the basic requirements necessary to comply with Title II of the ADA. In November 2010, City staff began updating the existing plan. After reviewing this plan and consulting available ADA resources, a final draft was completed in March. The updated plan is attached, and consists of the following elements:

**List of Departmental and Citywide ADA Coordinators** - The Departmental Coordinators have been selected by each department to serve as resources when ADA issues arise. They also will serve to hear complaints through the complaint procedures outlined in the plan.

**City programs, sorted by facility** - The City programs have been revised from the original document to reflect changes since the early 1990s. The programs list also identifies relevant ADA-related resources that may exist at each location.

**Tour policies for city facilities** – City facilities are split into two categories. The first category is facilities that have no known accessibility issues in areas that would be toured. The second category is facilities that have known accessibility issues or areas that would require special routes due to machinery, equipment, or operating procedures. The policy notes that there are inherent hazards in these facilities, and that tours will avoid inaccessible areas. Inaccessible areas will be filmed for virtual tours in each of these facilities. The tour policy requests that advance notice be given if special accommodations are needed.

**City meeting interpreter policies** – This section notes that interpreters are not provided for City meetings on a regular basis. However, with advance notice, the City Clerk's Office will arrange for a licensed interpreter to be present at a meeting, when necessary.

**Pedestrian access to public facilities** – This section notes that pedestrian access to public facilities includes access to facilities owned by governments other than the City of Ames. To provide access to these facilities, there are two components of access: One is access from the street to the block on which the public facility is located, which is provided through the curb ramp installation program. The second component is through sidewalks connecting the curb ramps to the property on which the public facility is located. On blocks where public facilities are located, it is the responsibility of the City to install and maintain sidewalks only where City property is crossed. If private property is crossed to get to the public facility, the maintenance of sidewalks is the responsibility of private property owners. This section also notes the requirements for curb ramps at bus stops based on Federal Transit Administration requirements.

**Complaint procedure and forms for alleged incidents of discrimination** – A complaint procedure based on the procedures of other communities has been added to the plan. The procedure specifies that the relevant departmental ADA coordinator will initially hear the complaint. If the complainant is not satisfied, an appeals committee made up of departmental ADA coordinators who are not involved with the case will hear the appeal. The City Attorney's office will advise the ADA coordinators involved in a complaint.

**Listing of all known facility accessibility issues and action plans** – This component is updated from the original plan. There are five facilities noted that have public areas that are not fully compliant. Methods to achieve compliance are listed in this section. Staff is continuing to investigate solutions to these problems and will update their status as they are resolved.

The updated transition plan will be kept on file and used as a resource for potential future ADA-related inquiries.

#### **ALTERNATIVES:**

1. Approve the proposed revisions to the City's ADA Transition Plan.
2. Do not approve the Plan

#### **MANAGER'S RECOMMENDED ACTION:**

The revisions to this ADA Plan are necessary to maintain the City's compliance with Title II of the Americans with Disabilities Act. This plan provides standards for City employees to follow in common situations that may arise when providing access to City services and programs. It also provides a complaint procedure for the public to follow in presenting a complaint. The form will be made available as soon as possible.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1, thereby approving the proposed revisions to the City's ADA Transition Plan.

**City of Ames**

# **Americans with Disabilities Act**

**Transition Plan**

Updated March 2011

## **Introduction**

Title II of the Americans with Disabilities Act (ADA) requires all cities with more than 50 employees to appoint an ADA Coordinator to evaluate and monitor the City's compliance with ADA. For the City of Ames, that person is the Assistant City Manager who staffs the Human Relations Commission.

Title II of the ADA applies to the operations of the City government, and specifically addresses access to City programs and services. This may include public portions of the building or structures, parks, streets, sidewalks, trails, etc. located on City property. The access is for those who may be mobility impaired, sight impaired, hearing impaired or mentally impaired.

The City of Ames' initial transition plan was approved by the City Council in 1993. This document is an updated plan for the City of Ames. It includes the updated contact information for the City ADA Coordinator and information for the departmental ADA coordinators. The updated plan contains a listing of known ADA accessibility issues and associated action plans to address them. The updated plan also includes a complaint procedure and a form for use by the public.

This updated plan was approved by the Ames City Council on \_\_\_\_\_, 2011

## **City Departments and ADA Coordinators**

City ADA Coordinator: Sheila Lundt, Assistant City Manager

<b><u>Department</u></b>	<b><u>Coordinator</u></b>	<b><u>Title</u></b>
City Assessor's Office	Greg Lynch	City Assessor
City Clerk	Diane Voss	City Clerk
City Council/Manager's Office	Sheila Lundt	Assistant City Manager
CyRide	Sheri Kyras	Director of CyRide
Electric	Donald Kom	Director of Electric Services
Finance	Duane Pitcher	Director of Finance
Fire Department	David Brown	Building Official
Fleet Services	Paul Hinderaker	Director of Fleet Services
Human Resources	Julie Huisman	Director of Human Resources
Legal	Kristine Stone	Assistant City Attorney
Library	Karen Thompson	Library Division Coordinator
Parks & Recreation	Kevin Shawgo	Parks Superintendent
Planning & Housing	Jeff Benson	Planner
Police Department	Chuck Cychosz	Police Chief
Public Works	John Joiner	Director of Public Works
Water & Pollution Control	Maryann Ryan	Lab Supervisor

## **City Programs & Facilities**

The section below details the public services and programs provided by the City of Ames. The list is sorted by facility, based on where the customer service interface is for each service. Questions regarding each service or program should be directed to personnel at these locations

**Ames City Hall** - 515 Clark Ave.

### **City Assessor**

- Public Information
- Property Record Maintenance
- Assessment Appeals

### **City Attorney**

- Legal Information
- Criminal Complaints (Municipal)
- Parking Tickets Information
- Contract/Agreement Preparation/Review

### **City Clerk**

- Public Information
- Public Meetings
- Records Management
- City Council Communications
- Licenses/Permits
- Voter Registration

### **City Council**

- Legislative Body
- Public Outreach
- Intergovernmental Relations
- Fiscal Authority

### **City Manager**

- Public Information
- Executive Offices
- Complaints
- Requests for Services
- ADA Coordinator/Compliance
- Human Relations Commission (Civil Rights)
- Departmental/Board/Commission Coordination
- Cable TV

### **Finance**

Accounts Receivable, Accounts Payable, Budget & Annual Information,  
Information Technology  
Utility Customer Services  
Purchasing

### **Human Resources**

Employment Information/Records  
Equal Employment Opportunity/Affirmative Action (City Employment)  
Risk Management  
Liability Claims Administration  
Employee Development Center  
Employee Benefit Administration  
Employee Recruitment

### **Inspections**

Code Compliance Information  
Building Permits  
Fire Inspection  
Plumbing Inspection  
Electrical Inspection  
Rental Housing Inspection  
City Sanitarian  
Neighborhood Inspector

### **Police Department**

Police Administration  
Permit Information  
Police Records  
Detectives  
Community Resource Officer  
General Patrol  
Emergency Operations Center  
Parking Regulation  
Neighborhood Outreach  
Animal Control

### **Public Works**

Utility Maintenance (water, sewer, storm sewer lines)  
Engineering  
Traffic Administration  
Right-of-Way Permits/Maintenance  
Reserved Parking  
GIS Information  
Neighborhood Block Parties  
Airport Operations/Administration  
Bike/Multi-Use Path Maintenance

**Planning & Housing**

- Information about Planning and Zoning
- Planning & Zoning Commission
- Zoning Board of Adjustment
- Development Review Committee
- Historic Preservation Commission
- Community Development Block Grant Administration
- Neighborhood Support
- Main Street Cultural District Liaison
- Rental Housing/Affordable Housing Assistance

**Animal Control Facility** – 325 Billy Sunday Rd.

- Animal Sheltering
- Animal Adoptions
- Stray Animal Retrieval

**Arnold Chantland Resource Recovery System** – 110 Center Ave.

- Public Information
- Customer Drop-off of Refuse
- Processing of Recyclable Materials

**Cemetery** – 310 E. 9<sup>th</sup> St.

- Information/Records
- Sale of Lots

**CyRide** – 1700 University Blvd.

- Transit Administration
- System Planning
- Regional Transit Coordination
- Local Fixed-Route Service
- Vehicle Maintenance/Replacement Scheduling
- Contract Administration for Paratransit
- Ticket Information/Sales

**Electric Services** – 502 Carroll Ave.

- Administration and Customer Relations
- Power Purchase
- Energy Transmission Planning
- Engineering Services
- Street Lighting Planning

**Electric Distribution Warehouse** – 2208 Edison St.

- Metering/Technical Support Services
- Storm Siren Warning System Maintenance



Electric Distribution

**Electric Plant** – 200 E. 5<sup>th</sup> St.

Electric Production

**Fire Department** – 1300 Burnett Ave.

**Fire Station #1** – 1300 Burnett Ave.

Administration

Fire Suppression

Emergency Community Notification (CODERED)

Fire Prevention Education

Emergency Medical Service Response/Ambulance Assist

Fire Inspections

**Fire Station #2** – 132 Welch Ave.

**Fire Station #3** – 2400 S. Duff Ave.

**Fleet Services Facility** – 2207 Edison St.

**Fleet Services**

Vehicle/Equipment Purchase and Maintenance

Replacement Schedule Coordination

City Facility Energy Conservation

Cool Cities Initiative

**Public Works**

Traffic Division

Street Maintenance

Sign Shop

Barricade/Traffic Cone/Traffic Sign Pick-up

Snow Plowing Information

**Parks and Recreation Facilities**

**Administrative Office/Gateway Woodlands** - 1500 Gateway Hills Park Dr.

Information and Registration

Fitness and Recreational Programs

Disc Golf

Sand Volleyball Court

Ice Skating

**Community Center** - 515 Clark Ave. (City Hall)

Information and Registration

Showers and Locker Room

Fitness and Recreational Programs

Gymnasium and Weight Room

Municipal Auditorium

**Donald & Ruth Furman Aquatic Center** – 1635 13<sup>th</sup> St.

Recreational Swimming  
Instruction  
Zero-depth Entry  
Play Equipment  
Limited Mobility Lift  
Eating Area  
Multi-Use Paths

**Homewood Golf Course** – 20<sup>th</sup> & Duff Ave.

9-Hole Golf Course  
Instruction  
Recreation/League Play  
Pro Shop

**Municipal Airport** – 2501 Airport Rd.

Passenger Terminal  
Pilots' Lounge  
Aviation Resources (via Fixed Base Operator)

**Municipal Pool** (Ames High School – 1921 Ames High Dr.)

Recreational Swimming  
Instruction  
Limited Mobility Lift

**Parks and Recreation Community Parks** –

**Ada Hayden Heritage Park** – 5205 Grand Ave.

Picnic Shelter  
Restrooms  
Fishing Pier  
Multi-Use Paths  
Boat Launch

**Brookside Park** – 1325 6<sup>th</sup> St.

Picnic Shelters  
Playground  
Restrooms  
Tennis Courts  
Sand Volleyball Court  
Baseball Fields  
Basketball Courts  
Wading Pool  
Multi-Use Paths  
Skate Park

**Dog Park** – 605 Billy Sunday Rd.

Large Dog Exercise Area

Small Dog Exercise Area

**Emma McCarthy Lee Park** – 3400 Ross Rd.

Picnic Shelters  
Playground  
Restrooms  
Tennis Courts  
Sand Volleyball Court  
Walking Paths

**Inis Grove Park** – 24<sup>th</sup> Street and Duff Ave.

Picnic Shelters  
Playground  
Restrooms  
Tennis Courts  
Sand Volleyball Court  
Basketball Courts  
Walking Paths

**Moore Memorial Park** – 3050 Northridge Pkwy.

Picnic Shelters  
Playground  
Restrooms  
Basketball Courts  
Fishing  
Multi-Use Paths

**River Valley Park** – 725 E. 13<sup>th</sup> St.

Picnic Shelters  
Playground  
Restrooms  
Sand Volleyball Court  
Baseball Fields  
Fishing  
Boat Launch

**South River Valley Park** – 1200 E. 13<sup>th</sup> St.

Picnic Area  
Playground  
Baseball Fields

**Carr/McDonald/Gunder/Nutty Woods**

Walking Paths

**Munn Woods** – 401 Hickory Dr.

Nature Area

### **Parks and Recreation Neighborhood Parks**

Bandshell Park – 6<sup>th</sup> St. and Duff Ave.  
Campustown Court – Welch Ave. and Chamberlain St.  
Charles and June Calhoun Park – 4320 Dawes Dr.  
Christofferson Park – 2130 Oakwood Rd.  
Country Gables Park – 500 Crystal St.  
14<sup>th</sup> and Duff Avenue Park – 1325 Duff Ave.  
Franklin Park – 147 S. Franklin Ave.  
Daley Park & Greenbelt – 340 Wilder Blvd.  
Greenbriar – 1120 S. 16<sup>th</sup> St.  
Hutchison Park – 4517 Hutchison St.  
Lloyd Kurtz Park – Bloomington Rd. and Hyde  
Moore Park – 1101 Beach Ave.  
Old Town Park – 826 Douglas Ave.  
Stuart Smith Park – University Blvd. and S. 4<sup>th</sup> St.  
Teagarden Park – 3501 Emerald Dr.  
Christopher Gartner Park – 400 Abraham Dr.  
O’Neil Park – 300 S. Maple Ave.  
Parkview – Parkview Heights Subdivision  
Patio Homes West – 1515 Idaho  
Squaw Creek – S. Maple Ave. and S. 4<sup>th</sup> St.  
Tom Evans Plaza – Burnett Ave. and Main St.

### **Ames Public Library** - 515 Douglas Ave.

#### **Administration**

Library Finance/Facility Management  
Library Board Support  
Friends Foundation Activity Coordination  
Staff and Volunteer Coordination  
Public Meeting Room Scheduling  
Teen Space  
Reading Areas  
Copy Machines  
Pay Telephone  
Restrooms

#### **Outreach**

Project Smyles  
Home Delivery Service  
Senior Center and Community Organization Service  
Bookmobile

#### **Circulation**

Materials Evaluation  
Patron Database Support

Circulation Statistical Analysis  
Catalog of Local/Web Items and Resources

**Collection Development**

Materials Acquisition and Cataloging  
Interlibrary Loans  
Customer Request Support  
Special Collections  
Loan Materials Collection

**Information Services**

General Audience Programming  
Web-Based Services  
Book Clubs and Film Programs  
Tax Forms

**Network Services**

Automation System Support  
Wireless Network Support  
Computer Lab Maintenance  
Public Computer Workstations  
Wireless Internet Access

**Youth Services**

Ames Community Schools Partnerships  
Summer/Winter Reading Programs  
Teen Programming  
Web-Based Youth Activities  
Foreign Language Story Hours

**Water Plant** – 300 E. 5<sup>th</sup> St. Bldgs. 1 & 2

Administration  
Water Treatment  
Laboratory Services  
System Engineering  
Customer Education/Conservation Programs  
River Gauge Monitoring  
Customer Water Quality Assistance  
Meter Division  
Backflow Prevention Program  
Industrial Wastewater Pre-Treatment Program  
Flood Warning System

**Water Pollution Control** – 56797 280<sup>th</sup> St.

Administration  
Wastewater Treatment

## Laboratory Services

### **City Facility Tour Policies**

From time to time, City-owned facilities are opened for tours. The following facilities are generally open to the public and offer public programming and services on a routine basis (Class A):

- Animal Shelter
- Ames/ISU Ice Arena
- Arnold O. Chantland Resource Recovery Plant (Tipping Floor)
- City Hall
- CyRide
- Electric Administration
- Fire Station 1
- Furman Aquatic Center
- Homewood Golf Course
- Municipal Airport
- Municipal Cemetery
- Municipal Pool
- Parks and Recreation Office
- Ames Public Library
- Water Administration Offices

In Class A buildings, tours can be scheduled at any time by contacting the staff in charge of each building.

Several facilities operated by the City of Ames contribute to the provision of public services but do not deliver the services at that site (Class B facilities). These facilities include:

- Arnold O. Chantland Resource Recovery Plant (processing system)
- Electric Distribution
- Electric Plant
- Fire Station 2
- Fire Station 3
- Fleet Services

## Water Plant

## Water Pollution Control

From time to time, Class B facilities are opened for tours and open houses. As several of these facilities were constructed prior to the Americans with Disabilities Act, there are areas that present accessibility challenges for members of the public.

Because Class B facilities provide critical services to the community, they often may be in operation during tours. Operating facilities have the potential to be dangerous environments, so the safety of the public is the foremost consideration when developing tours and open houses.

Portions of both Class A and Class B facilities are exempt from the ADA requirements for accessibility, and will not be visited by tours. Exemptions are in accordance with the passage below:

Chapter 2 Scoping Requirements, 203 General Exceptions of the 2010 ADA Standards for Accessible Design:

203.5 Machinery Spaces. Spaces frequented only by service personnel for maintenance, repair, or occasional monitoring of equipment shall not be required to comply with these requirements or to be on an accessible route. Machinery spaces include, but are not limited to, elevator pits or elevator penthouses; mechanical, electrical or communications equipment rooms; piping or equipment catwalks; water or sewage treatment pump rooms and stations; electric substations and transformer vaults; and highway and tunnel utility facilities.

During tours of Class B facilities, the tour routes will be confined to areas accessible to individuals who are mobility-impaired. The inaccessible portions of the facilities will be explored via virtual tours provided in an accessible location at the building site.

The dates, times, and locations of open houses are advertised well in advance of the event. For individuals who require special accommodations during an open house, it is requested that they provide at least one week notice to the City ADA Coordinator. During tours and open houses, every reasonable effort will be made to ensure accessibility to individuals with disabilities in accordance with this plan.



### **City Meeting Interpreter Service Policies**

The City of Ames holds frequent public meetings, including regular and special meetings of the City Council, workshop sessions, and meetings of City boards and commissions. These meetings are free and open to the public in accordance with Iowa Open Meetings laws.

On a regular basis, sign language interpreters and other auxiliary services (with the exception of assisted listening devices for City Council meetings) are not provided at City meetings. However, upon request, interpreters or alternate materials can be made available for individual public meetings. Individuals requiring an accommodation should contact the City Clerk's Office at least four days in advance of the meeting for which auxiliary services are requested. The City Clerk's Office will work with the requester to determine the appropriate services to accommodate the individual's need.

In the event that a sign language interpreter is requested, the City Clerk's Office will coordinate services with an interpreter currently licensed by the Iowa Board of Sign Language Interpreters and Transliterators.

### **Pedestrian Access to Public Facilities**

Pedestrian access to public facilities is provided through two components: curb ramps, which provide access from the street to the sidewalk, and sidewalks, which form the pathway from the curb ramp to the property along the block on which public facilities are located.

The City of Ames has an ongoing Sidewalk Safety Program in the Capital Improvements Plan for installation of curb ramps to allow access to the blocks on which public facilities are sited (facilities owned or operated by units of government, including City, county, state, federal, and school buildings) and to facilitate general movement about the community.

It is the City's responsibility to ensure access to public facilities through enforcement of sidewalk installation and maintenance standards and to ensure access to the sidewalk through installation of curb ramps on the block where the public facilities are situated. The responsibility for installation of curb ramps extends throughout the community where existing sidewalks are located and where new sidewalks are installed. The responsibility for installation of sidewalks throughout the community extends where new developments are constructed and where existing sidewalks are rehabilitated or altered. Sidewalk maintenance and liability are the responsibility of the property owner whose property the sidewalk crosses. In the event that sidewalks cross property owned by the City, the City is responsible for maintenance of the sidewalk on that property.

The City completed the most recent curb ramp inventory in 2010, and is installing curb ramps in critical areas in accordance with that inventory and as they are requested. Requests for curb ramps should be made to the City's Public Works Department. Installation requests will be prioritized with other planned installations. Additionally, the City has cooperated with the Ames School District to complete a Safe School Route program.

The 2010 Department of Justice ADA Standards no longer require curb ramps to have detectable warnings installed. However, entities receiving funding from the Federal Highway Administration (FHWA) must follow the standards required by the U.S. Department of Transportation's Rehabilitation Act Section 504 regulations. These

standards require detectable warnings in curb ramps. It is the policy of the City to install detectable warnings in all curb ramps, regardless of the source of funding.

In general, all public facilities in Ames have pedestrian access. The City is surveying facilities to verify pedestrian accessibility and will develop a plan of access for those public facilities with inadequate access.

Information on the Sidewalk Safety Program can be found in the annual Capital Improvements Plan. The Curb Ramp Inventory can be obtained from the City's Public Works Department. These documents are updated on an ongoing basis, as components of each are completed.

As operator of the municipal transit agency, CyRide, the City is responsible to ensure accessibility to the community via transit services. Throughout the community, existing bus stops where there are no shelters are not required to have curb ramps from the street onto the bus stop pad. At new bus stops or at stops where shelters are installed, ramps are installed to comply with Federal Transit Administration regulations.

## **City of Ames: Complaint Procedures under the Americans with Disabilities Act**

This Complaint Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Ames. There are certain exceptions to this process. The Clerk of Court and City Assessor maintain offices within City Hall, but are not under the exclusive purview of the City of Ames. In complaints where facility accessibility is an issue, this complaint procedure is the appropriate procedure to use. In the event that there is a complaint about unfair treatment due to a disability within the Clerk of Court or City Assessor offices, complainants should contact that office directly for assistance navigating their complaint procedures. Complaints arising out of transit-related concerns are governed by special requirements from the Federal Transit Administration. These complaints should be made directly to CyRide in order to comply with those requirements. Finally, the City of Ames personnel policies govern employment-related complaints of disability discrimination.

Should a citizen have a complaint about access to public services, he/she should complete the attached complaint form and submit it to the City Manager's Office. The complaint will be forwarded to the appropriate Departmental ADA Coordinator for review. A list of departmental ADA Coordinators is in the front of this Plan, and a copy of the complaint form is found following these procedures in this Plan.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. The attached form provides spaces for all necessary information. Alternative means of filing complaints, such as personal interviews of a tape or audio recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

ADA Coordinator  
City Manager's Office  
515 Clark Avenue  
Box 811  
Ames, IA 50010

Within 30 calendar days after receipt of the complaint, the Department Coordinator or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, the Department Coordinator or his/her designee, in consultation with the Citywide ADA Coordinator and the City's Legal Office, will respond in writing and where appropriate, in a format accessible to the complainant such as large print, Braille, or audio recording. The response will explain

the position of the department and other options for substantive resolution of the complaint.

If the response by the Department Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the City's ADA Appeals Committee. The appeal should take the form of a written letter describing the initial complaint, the initial response, and the ways in which the initial response does not satisfactorily address the complaint. Alternative means of filing appeals, such as personal interviews of a tape or audio recording of the complaint, will be made available for persons with disabilities upon request. The appeal should be sent to the same address the initial complaint was delivered to.

The ADA Appeals Committee will be chaired by the City ADA Coordinator. In the event that the City Manager's Office is listed in the complaint, the Human Resources Office ADA Coordinator will replace the City ADA Coordinator as chair of the appeals committee. The chair will choose two departmental coordinators whose departments are not involved in the complaint to serve on the committee. The Legal Office will serve to advise the committee.

Within 30 calendar days after receipt of the appeal, the City's ADA Appeals Committee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City's ADA Appeals Committee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All complaints received by the ADA Coordinator or his/her designee, appeals to City's ADA Appeals Committee, and responses from these two offices will be retained by the City Clerk's Office for at least five years.

## Title II of the Americans with Disabilities Act Discrimination Complaint Form

Instructions: Please fill out this form completely, in black ink or type. Sign and return to the address on the next page. Alternate means of filing a complaint, such as a personal interview or audio recording, will be made available upon request.

Complainant: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, & Zip: \_\_\_\_\_

Home phone: \_\_\_\_\_ Mobile Phone: \_\_\_\_\_

Person Discriminated Against: \_\_\_\_\_  
(if other than complainant)

Address: \_\_\_\_\_

City, State, & Zip: \_\_\_\_\_

Home phone: \_\_\_\_\_ Mobile Phone: \_\_\_\_\_

City Department/Departments you believe have discriminated.

\_\_\_\_\_

Where did the alleged discrimination take place?

\_\_\_\_\_

When did the alleged discrimination occur? (Date/Time) \_\_\_\_\_

Describe the acts of discrimination providing the name(s) where possible of the individuals who allegedly discriminated (if applicable) or facilities in violation of the Americans with Disabilities Act. Attach additional pages if necessary

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Has the complaint been filed with another bureau of the Department of Justice or any other Federal, State, or local civil rights agency or court? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, with what agency or court?

\_\_\_\_\_

Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Date Filed: \_\_\_\_\_

Do you intend to file with another agency or court? \_\_\_\_\_

Yes \_\_\_\_\_ No \_\_\_\_\_

Agency or Court: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Additional space for answers:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Return To:

**ADA Coordinator  
City Manager's Office  
PO Box 811  
515 Clark Avenue  
Ames, IA 50010**

## **Appendix A - Known ADA Accessibility Issues and Action Plans**

<b><u>Location</u></b>	<b><u>Identified Access Need</u></b>	<b><u>Action to be Taken</u></b>
City Hall	<ul style="list-style-type: none"> <li>○ Door hardware is not accessible for Assessor, Public Works, Planning &amp; Housing, Inspections, employee lunchroom, Police Administration, Clerk/City Manager offices, community center, and aerobics/gymnastics rooms</li> </ul>	<ul style="list-style-type: none"> <li>○ Replacement of door hardware with levers where needed by the end of 2011</li> </ul>
	<ul style="list-style-type: none"> <li>○ Public service counters <ul style="list-style-type: none"> <li>○ Public Works/Planning &amp; Housing</li> <li>○ Police Records</li> <li>○ Inspections</li> <li>○ Utility Customer Service</li> <li>○ Community Center</li> <li>○ Clerk of Court</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>○ Staff is researching possible retrofits to bring counters into compliance and working with departments to provide accessible alternate access where possible. Final decisions on access methods chosen will be made by Fall 2011.</li> </ul>
	<ul style="list-style-type: none"> <li>○ North entry into Police: intercom button and telephone dispatch are too high</li> </ul>	<ul style="list-style-type: none"> <li>○ Retrofitting needed to lower the button and telephone. Wait to determine if this will be done as part of Police Department remodeling in late 2011.</li> </ul>
	<ul style="list-style-type: none"> <li>○ Auditorium does not have sufficient number of listening devices</li> </ul>	<ul style="list-style-type: none"> <li>○ Researching appropriate number to have</li> </ul>
Gateway Parks & Recreation Office	<ul style="list-style-type: none"> <li>○ Women's restroom is not handicapped accessible. The women's restroom measures 62" from front to back, which is 7" shorter than ADA requirements.</li> </ul>	<ul style="list-style-type: none"> <li>○ Staff will investigate stall partition extenders to bring the stall into compliance (Fall 2011)</li> </ul>
Municipal Cemetery	<ul style="list-style-type: none"> <li>○ Needs a handicapped accessible parking space and a railing for the entrance ramp.</li> </ul>	<ul style="list-style-type: none"> <li>○ Staff is designing a plan to resolve both issues in the spring of 2011</li> </ul>
Resource Recovery	<ul style="list-style-type: none"> <li>○ The parking lot needs to be striped to designate parking spaces. Also, a handicapped accessible parking space must be provided.</li> </ul>	<ul style="list-style-type: none"> <li>○ Parking lot needs striping and a handicapped space designated to maintain compliance. Staff anticipates striping to be completed 9/2011</li> </ul>
Library	<ul style="list-style-type: none"> <li>○ Some signage is not high-contrast or appropriate size. Some installed signs need to be lowered</li> </ul>	<ul style="list-style-type: none"> <li>○ Replace signage with signage that meets standards. Adjust heights</li> </ul>
	<ul style="list-style-type: none"> <li>○ Non-cane detectable counters, brochure racks, and protrusions</li> </ul>	<ul style="list-style-type: none"> <li>○ Install furnishings or place large objects (potted plants) underneath</li> </ul>



			by Fall 2011
	<ul style="list-style-type: none"> <li>Window blind wands in Community Room and Board Room higher than 54" above floor</li> </ul>		<ul style="list-style-type: none"> <li>Install longer wands by end of 2011</li> </ul>
	<ul style="list-style-type: none"> <li>Door knobs on study rooms are non-compliant</li> </ul>		<ul style="list-style-type: none"> <li>Wait until library expansion/renovation to determine appropriate remedy.</li> </ul>
	<ul style="list-style-type: none"> <li>Some aisles between book stacks too narrow for wheelchair access. Items on lower and upper shelves may be out of reach</li> </ul>		<ul style="list-style-type: none"> <li>Install signs at the end of each non-compliant aisle stating that assistance is available to retrieve materials. This may wait until library renovation/expansion is complete</li> </ul>
	<ul style="list-style-type: none"> <li>Handicapped parking stall on Douglas Ave. has no access aisle. Ramp ratio may be noncompliant</li> </ul>		<ul style="list-style-type: none"> <li>Check with Inspections about requirements</li> </ul>