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

<table>
<thead>
<tr>
<th>Department</th>
<th>Coordinator</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Assessor’s Office</td>
<td>Greg Lynch</td>
<td>City Assessor</td>
</tr>
<tr>
<td>City Clerk</td>
<td>Diane Voss</td>
<td>City Clerk</td>
</tr>
<tr>
<td>City Council/Manager’s Office</td>
<td>Sheila Lundt</td>
<td>Assistant City Manager</td>
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<tr>
<td>CyRide</td>
<td>Sheri Kyras</td>
<td>Director of CyRide</td>
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<tr>
<td>Electric</td>
<td>Donald Kom</td>
<td>Director of Electric Services</td>
</tr>
<tr>
<td>Finance</td>
<td>Duane Pitcher</td>
<td>Director of Finance</td>
</tr>
<tr>
<td>Fire Department</td>
<td>David Brown</td>
<td>Building Official</td>
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<tr>
<td>Fleet Services</td>
<td>Paul Hinderaker</td>
<td>Director of Fleet Services</td>
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<tr>
<td>Human Resources</td>
<td>Julie Huisman</td>
<td>Director of Human Resources</td>
</tr>
<tr>
<td>Legal</td>
<td>Kristine Stone</td>
<td>Assistant City Attorney</td>
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<tr>
<td>Library</td>
<td>Karen Thompson</td>
<td>Library Division Coordinator</td>
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<tr>
<td>Parks &amp; Recreation</td>
<td>Kevin Shawgo</td>
<td>Parks Superintendent</td>
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<tr>
<td>Planning &amp; Housing</td>
<td>Jeff Benson</td>
<td>Planner</td>
</tr>
<tr>
<td>Police Department</td>
<td>Chuck Cychosz</td>
<td>Police Chief</td>
</tr>
<tr>
<td>Public Works</td>
<td>John Joiner</td>
<td>Director of Public Works</td>
</tr>
<tr>
<td>Water &amp; Pollution Control</td>
<td>Maryann Ryan</td>
<td>Lab Supervisor</td>
</tr>
</tbody>
</table>
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. 9th 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. 5th 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 13th St.
Recreational Swimming
Instruction
Zero-depth Entry
Play Equipment
Limited Mobility Lift
Eating Area
Multi-Use Paths

**Homewood Golf Course** – 20th & 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 6th 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** – 24th 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. 13th St.
- Picnic Shelters
- Playground
- Restrooms
- Sand Volleyball Court
- Baseball Fields
- Fishing
- Boat Launch

**South River Valley Park** – 1200 E. 13th 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 – 6th 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.
- 14th and Duff Avenue Park – 1325 Duff Ave.
- Franklin Park – 147 S. Franklin Ave.
- Daley Park & Greenbelt – 340 Wilder Blvd.
- Greenbriar – 1120 S. 16th 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. 4th 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. 4th 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. 5th 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 280th 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
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

<table>
<thead>
<tr>
<th>Location</th>
<th>Identified Access Need</th>
<th>Action to be Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Hall</td>
<td>o 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</td>
<td>o Replacement of door hardware with levers where needed by the end of 2011</td>
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<tr>
<td></td>
<td>o Public service counters</td>
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<td>o Public Works/Planning &amp; Housing</td>
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<td></td>
<td>o Police Records</td>
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<td></td>
<td>o Inspections</td>
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<td></td>
<td>o Utility Customer Service</td>
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<td></td>
<td>o Community Center</td>
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<td></td>
<td>o Clerk of Court</td>
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<td></td>
<td>o 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.</td>
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<td>o North entry into Police: intercom button and telephone dispatch are too high</td>
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<td></td>
<td>o Auditorium does not have sufficient number of listening devices</td>
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<td>Gateway Parks &amp; Recreation Office</td>
<td>o Women’s restroom is not handicapped accessible. The women’s restroom measures 62” from front to back, which is 7” shorter than ADA requirements.</td>
<td>o Staff will investigate stall partition extenders to bring the stall into compliance (Fall 2011)</td>
</tr>
<tr>
<td>Municipal Cemetery</td>
<td>o Needs a handicapped accessible parking space and a railing for the entrance ramp.</td>
<td>o Staff is designing a plan to resolve both issues in the spring of 2011</td>
</tr>
<tr>
<td>Resource Recovery</td>
<td>o The parking lot needs to be striped to designate parking spaces. Also, a handicapped accessible parking space must be provided.</td>
<td>o Parking lot needs striping and a handicapped space designated to maintain compliance. Staff anticipates striping to be completed 9/2011</td>
</tr>
<tr>
<td>Library</td>
<td>o Some signage is not high-contrast or appropriate size. Some installed signs need to be lowered</td>
<td>o Replace signage with signage that meets standards. Adjust heights</td>
</tr>
<tr>
<td></td>
<td>o Non-cane detectable counters, brochure racks, and protrusions</td>
<td>o Install furnishings or place large objects (potted plants) underneath</td>
</tr>
<tr>
<td>o Window blind wands in Community Room and Board Room higher than 54” above floor</td>
<td>o Install longer wands by end of 2011</td>
<td></td>
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<tr>
<td>o Door knobs on study rooms are non-compliant</td>
<td>o Wait until library expansion/renovation to determine appropriate remedy.</td>
<td></td>
</tr>
<tr>
<td>o Some aisles between book stacks too narrow for wheelchair access. Items on lower and upper shelves may be out of reach</td>
<td>o 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</td>
<td></td>
</tr>
<tr>
<td>o Handicapped parking stall on Douglas Ave. has no access aisle. Ramp ratio may be noncompliant</td>
<td>o Check with Inspections about requirements</td>
<td></td>
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</tbody>
</table>