

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

<u>Department</u>	<u>Coordinator</u>	<u>Title</u>
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. 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

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

<u>Location</u>	<u>Identified Access Need</u>	<u>Action to be Taken</u>
City Hall	<ul style="list-style-type: none"> o Door hardware is not accessible for Assessor, Public Works, Planning & Housing, Inspections, employee lunchroom, Police Administration, Clerk/City Manager offices, community center, and aerobics/gymnastics rooms o Public service counters <ul style="list-style-type: none"> o Public Works/Planning & Housing o Police Records o Inspections o Utility Customer Service o Community Center o Clerk of Court o North entry into Police: intercom button and telephone dispatch are too high 	<ul style="list-style-type: none"> o Replacement of door hardware with levers where needed by the end of 2011 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. o 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.
Gateway Parks & Recreation Office	<ul style="list-style-type: none"> o Auditorium does not have sufficient number of listening devices 	<ul style="list-style-type: none"> o Researching appropriate number to have
Municipal Cemetery	<ul style="list-style-type: none"> 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. o Needs a handicapped accessible parking space and a railing for the entrance ramp. 	<ul style="list-style-type: none"> o Staff will investigate stall partition extenders to bring the stall into compliance (Fall 2011) o Staff is designing a plan to resolve both issues in the spring of 2011
Resource Recovery	<ul style="list-style-type: none"> o The parking lot needs to be striped to designate parking spaces. Also, a handicapped accessible parking space must be provided. 	<ul style="list-style-type: none"> o Parking lot needs striping and a handicapped space designated to maintain compliance. Staff anticipates striping to be completed 9/2011
Library	<ul style="list-style-type: none"> o Some signage is not high-contrast or appropriate size. Some installed signs need to be lowered 	<ul style="list-style-type: none"> o Replace signage with signage that meets standards. Adjust heights
	<ul style="list-style-type: none"> o Non-cane detectable counters, brochure racks, and protrusions 	<ul style="list-style-type: none"> o Install furnishings or place large objects (potted plants) underneath

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