

LAGRANGE COUNTY, INDIANA

AMERICANS WITH DISABILITIES ACT



2013

TRANSITION PLAN

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I. Introduction

The Americans with Disabilities Act (ADA) of 1990 (revised September 2010), is Federal Civil Rights Legislation which mandates non-discrimination to persons with disabilities. The Act has five titles, which is listed below:

- Title I – Employment
- Title II – Public Services and Transportation
- Title III – Public Accommodations
- Title IV – Telecommunications
- Title V – Miscellaneous

Title II of the ADA prohibits discrimination by public entities on the basis of disability by making all programs, services, and activities accessible to persons with disabilities. In order to accomplish this, the Department of Justice developed regulations requiring the County of LaGrange to conduct a self-evaluation of the accessibility of its programs and services to determine whether issues of accessibility could be addressed through changes in the way such programs and services are provided. The County is obligated to remove physical barriers to accessibility when program changes cannot insure access to services, programs, and activities in existing facilities. Realizing that the structural changes would take time and money to provide, the Department of Justice Regulations, Federal Register 28 CFR Part 35 state that “in the event that structural changes to facilities will be undertaken to achieve program accessibility, a public entity that employs 50 or more persons shall develop a Transition Plan setting forth the steps necessary to complete such changes”. Additionally, “if a public entity has responsibility or authority over streets, roads, or walkways, its Transition Plan shall include a schedule for providing curb ramps or other sloped areas where pedestrian walks cross curbs, giving priority to walkways serving entities covered by the Act”.

The ADA regulations further require the Transition Plan to contain the following elements:

- A list of physical barriers in the public entity’s facilities that limit the accessibility of its programs, services, or activities to individuals with disabilities;
- A detailed description of the methods to be utilized to remove these barriers and make facilities accessible;
- The schedule for taking necessary steps to achieve compliance with Title II;
- The name of the official responsible for the plan’s implementation;
- A schedule for providing curb ramps or other sloped areas where pedestrian walks cross curbs. Priorities should be given to the following order:
 1. State and local government offices
 2. Transportation
 3. Places of public accommodation
 4. Employees
 5. Other areas (e.g., residential areas where people needing curb ramps reside)
- An estimate of the costs for making the modification.
- The opportunity for the disabled community and other interested parties to participate in the development of the Transition Plan.

II. ADA Program Elements

- A. Responsible Official
- B. Public Notice of Rights of Individuals
- C. Grievance Procedure
- D. Self-Evaluation and Inventory
- E. Design Standards
- F. Transition Plan

III. Responsible Official

The ADA Coordinator designated for the County of LaGrange is:
Mr. Bob Murphy

IV. Public Notice of Rights of Individuals

The enclosed Public Notice sets out the County's compliance with Title II of the 1990 ADA. It is available at the County Annex Building for viewing and is posted on the County's website. (See Enclosure No. 1)

V. Grievance Procedure

(See Enclosure No. 2 and Enclosure No. 3)

VI. Self-Evaluation and Inventory

As required by the ADA legislation, LaGrange County has conducted a self-evaluation of its facilities and rights of way to insure that they are accessible to and useable by persons with disabilities.

Items inventoried included:

1. Curb Ramps - whether there are curb ramps with the truncated domes present at any corner within each intersection.
2. Sidewalk between intersections was reviewed to determine if it was a minimum of 4 feet wide (with parkway) or 5 feet wide if adjacent to curb. Driveways were reviewed to determine if they had a 4 foot width at a 2% (max) cross-slope.

The results of this inventory are available at the County Annex Building for viewing.

Buildings and Parks were inspected to determine if ADA parking was provided and properly signed and if the facilities met present ADA Standards for accessibility. The results of this inventory are available at the County Annex Building for viewing.

VII. Design Standards

The Board of Commissioners of LaGrange County has adopted the 2010 Americans with Disabilities (ADA) Standards for Accessible Design, and any subsequent required standards for accessible design. In addition, the Board of Commissioners of LaGrange County has adopted the 2005 Guidelines for Pedestrian Facilities in the Public Right-of-Way, and any subsequent required guidelines for pedestrian facilities in a public right-of-way.

Building construction shall follow the current ADA requirements shown on the following website: www.access-board.gov/ada/

VIII. Transition Plan

The ADA Coordinator has the responsibility of identifying barriers and implementing LaGrange County's barrier removal program. The steps involved in the creation of this Transition Plan are as follows:

a. Identify/Document Needs – Physical barriers in and around a facility that prohibit access to programs, activities, and services, shall be identified and documented. “Programs, activities, and services” include the functions necessary to fulfill a building’s mission”. Events or programs that are open to the public must be accessible by person with disabilities.

b. Document Solutions – Document the structural or physical modifications needed to make the facility accessible. Structure modifications include architectural renovations; such as widening a door or construction of a ramp. The modifications must meet ADA requirements for new construction and changes cannot force a disabled person to access the building in an unequal manner. For example, if the main entrance does not provide accessibility but the rear entrance door does, rear entrance must be equal to the main entrance and available during operating hours.

c. Strategies for Removal of Barriers

1. Buildings and Parks

a. Targeted Removal

Barrier removal is based on the facility survey that was conducted. The plan will be reviewed annually to insure that LaGrange County is meeting the needs of those with accessibility issues. Total accessibility for all LaGrange County owned facilities, for every citizen, is the goal of the Transition Plan. Whenever funding is made available, facilities are added to the priority list for that particular fiscal year.

b. Retrofit or Remodel

Whenever a retrofit or remodel of an existing LaGrange County owned building occurs, the facility is required to become compliant with ADA regulations (subject to availability of funding).

c. Maintenance or Repair

When appropriate, and when funding is available, LaGrange County will bring facilities into compliance by replacing defective fixtures with compliant models, i.e., door knobs replaced with levered door handles, etc.

d. Leased Facilities

When LaGrange County lease agreements are scheduled for renewal, facilities are required to become compliant with the ADA. The responsibility for the improvements shall be negotiated with the lessee.

2. Public Rights of Way

a. Targeted Removal

Barrier removal is based on the field inventory conducted. As needs may arise, through either complaints from the public or by the County’s own review, select specific locations may be addressed.

b. New or Reconstruction of Existing Facility

New or reconstruction projects will include sidewalks, drives and ADA ramps in conformance with current design standards. This will include full intersection ADA ramps where projects only involve a single approach.

c. Maintenance or Repair

As maintenance and/or repair work is done to existing sidewalks, all replacement work will meet current ADA standards. If such work involves ADA ramps on one corner of an intersection, the receiving corner will be included in such work if it is not in compliance

d. New Construction or Reconstruction of Existing Private Facility

All permits for new construction or reconstruction of sidewalk, drives or intersection corners will be reviewed and required to be in compliance with current ADA standards.

3. Personnel Responsible for Carrying Out Strategies

ADA Coordinator, Mr. Bob Murphy

d. Costs for Making Modifications

Public Rights of Way

Curb Ramps - Estimated Construction Costs - \$49,980
Sidewalks - Estimated Construction Costs - \$190,200
(Inventory results filed in the Office of the ADA Coordinator.)

Court House

The exterior ramp slope needs a rest area.

Recommended: Ramp slopes can only change 30” without providing a minimum 5’x5’ rest area.

Cost: \$35,000.00

Exterior stair railings leading up to the building entrances and along the gazebo ramp need modification.

Recommended: Hand railings require a 12” horizontal extension as they reach a landing.

Cost: \$15,000.00

New handrails are needed up to the stage.

Recommended: The three risers needed to access the gazebo stage requires hand rails at access points.

Cost: \$5,000.00

The interior stairs require reinstallation of railings or utilize the elevator to get from floor to floor.

This modification is next to impossible and in doing so would alter the original building design to the point its historical character would be in question.

Recommended: Provide signage to use elevator.

Cost: \$400.00

The two public restrooms need to be accessible.

Recommended: Add two accessible restrooms for each sex.

Cost: \$28,000.00

Accessible drinking fountains need to be installed on each public level.

Recommended: Install three bi-level drinking fountains.

Cost: \$18,000.00

Annex Building

The east on-site parking needs to provide access to the southwest corner of the lot to access the south main entrance.

Recommended: Installation of a weather enclosed exterior lift station at this corner would be a reasonable application. A ramp could also be built for east parking lot handicap access.

Cost: \$45,000.00 to \$55,000.00

The pull requirements to open the entrance door exceeds 5 lbs. of pull.

Recommended: Install an automatic door opener at this location.

Cost: \$4,000.00

All restrooms have followed the original ADA requirements that now need to be updated.

Recommended: Install a unisex toilet on each of the three levels.

Cost: \$42,000.00

The transaction counters in each of the departments are too tall for ADA reach standards.

Recommended: Modify each of the transaction counters to meet ADA standards.

Cost: \$18,000.00

Drinking fountains need to be accessible.

Recommended: Change out the drinking fountains on the three levels to dual fountains.

Cost: \$10,500.00

Stairway handrails need to extend 12" beyond the landing.

Recommended: Install new handrails on the outside wall of each stair tower.

Cost: \$12,000.00

Health Department

Handrails on exterior ramp.

Recommended: 12" extensions are required on the ramp handrails at each landing.

Cost: \$900.00

The pull requirements to open the entrance door exceeds 5 lbs. of pull.

Recommended: Install an automatic door opener at this location.

Cost: \$4,000.00

Office doors are less than 32" clear.

Recommended: Offices that are accessible to the public need to be modified.

Cost: \$1,200.00/per office

Breakroom sink cabinet needs to be 34" tall.

Recommended: Replace sink cabinet with 34" tall work surface and provide side access to the cabinet.

Cost: \$12,500.00

Existing restrooms are not ADA accessible.

Recommended: Install a unisex restroom.

Cost: \$13,000.00

Highway Department

Parking lot handicap stall needs pavement marking.

Recommended: Paint pavement with handicap marking.

Cost: \$1,200.00

Exterior landing does not provide wheelchair access to the building.

Recommended: Provide a minimum of a 5' unobstructed turning diameter at the front door. An alternative would be to reverse the door swing.

Cost: \$2,000.00

Existing restrooms are not ADA accessible.

Recommended: Install a unisex restroom.

Cost: \$13,000.00

Sherriff's Department

The pull requirements to open the entrance doors exceeds 5 lbs. of pull.

Recommended: Install automatic door openers at this location.

Cost: \$4,000.00

Public restrooms require modifications.

Recommended: Install pipe insulation and additional handrails in each public restroom.

Cost: \$1,800.00

The public drinking fountain requires a dual level unit.

Recommended: Install a dual level drinking fountain in the public area.

Cost: \$3,000.00

Check-in counter is too tall for handicap access.

Recommended: Lower existing unit to accommodate the required 34" height.

Cost: \$3,500.00

Hand buzzer to announce your presence is mounted too high for access.

Recommended: Lower the buzzer to a maximum height of 48"

Cost: \$500.00

Access to a TTY unit was not visible.

Recommended: Possibly have a TTY portable unit on hand for the public or prisoner need of a unit.

Cost: \$5,000.00

Parks Administration Building

There is no handicap parking stall or signage.

Recommended: Mark pavement and install a sign a minimum of 60" above the pavement.

Cost: \$800.00

The pull requirements to open the entrance doors exceeds 5 lbs. of pull.

Recommended: Install automatic door openers at this location.

Cost: \$2,750.00

Egress from restroom is not accessible due to pull side frame is too close to the wall.

Recommended: Move door back in opening.

Cost: \$2,000.00

Mirror is too high.

Recommended: Rehang mirror.

Cost: \$100.00

Dallas Lake Park

Rework railings and turnarounds on Lil Pond observation deck.

Recommended: Renovate deck to modify for better accessibility.

Cost: \$28,000.00

Lil Pond parking access needs better accessibility.

Recommended: Install signage and access to observation deck.

Cost: \$3,500.00

Playground parking requires better handicap spaces installed.

Recommended: Provide pavement markings and signs mounted 60" above the grade.

Cost: \$1,500.00

Existing drinking fountain serves only one height and two are required.

Recommended: Install a second drinking fountain, one at 36" and one at 38".

Cost: \$1,750.00

Lodge restrooms require additional accessible items to be installed.

Recommended: Additional grab bars and pipe insulation.

Cost: \$1,800.00

Lodge kitchen sink is mounted too high.

Recommended: Lower sink to 34" to allow the required reach.

Cost: \$3,200.00

No warning alarms in the public areas.

Recommended: Install audio/visual alarms.

Cost: \$4,500.00

Lodge porch needs safety barrier at edges.

Recommended: Install a 42" tall railing system around the east and south drop-offs on the porch.

Cost: \$7,100.00

No marked handicap spaces or signage in the Lodge parking lot.

Recommended: Provide pavement markings and signage 60" above the pavement.

Cost: \$1,500.00

No marked handicap spaces or signage in the parking lot of the beach.

Recommended: Provide pavement markings and signs mounted 60" above the grade.

Cost: \$1,500.00

Existing unisex restrooms do not meet ADA standards.

Recommended: Rebuild or add another unisex restroom that is fully accessible.

Cost: \$16,500.00

Existing drinking fountain serves only one height and two are required.

Recommended: Install a second drinking fountain, one at 36" and one at 38".

Cost: \$1,750.00

Existing handicap access is non-existent.

Recommended: Provide an accessible pavilion for swimming, boating and routes to enter the water.

Cost: \$115,000.00

Cedar Lake Beach

Signage is needed in the parking lot.

Recommended: Pavement markings and signs are needed to locate the handicap spaces.

Cost: \$1,500.00

Accessible route from parking lot to picnic area.

Recommended: Add a path to the picnic area.

Cost: \$1,200.00

Access to the water and entry into the water.

Recommended: Construct a ramp with railings that allows entry into the water.

Cost: \$12,500.00

Atwood Lake Beach

No handicap parking

Recommended: Provide a base material and a handicap parking space.

Cost: \$2,200.00

Provide a handicap accessible restroom.

Recommended: Provide a portable handicap accessible restroom.

Cost: \$3,100.00

No access for handicap to get to the water.

Recommended: Install a motorized lift over the existing stairs.

Cost: \$38,000.00

Ambulatory use of the existing stair is needed.

Recommended: Install railings and risers in the wood stair.

Cost: \$5,000.00

There is no access into the water.

Recommended: Build a railing and ramp system into the lake.

Cost: \$12,500.00

Additional signage is needed.

Recommended: Signage for accessibility is needed for new equipment.

Cost: \$900.00

David Rogers Memorial Park

There is no hard surface loading and unloading are or parking spaces.

Recommended: Provide handicap spaces for loading and unloading.

Cost: \$5,400.00

There are no routes to access the different venues.

Recommended: Provide accessible routes to access the permanent and temporary venues.

Cost: \$7,500.00

Seating areas at the different venues.

Recommended: Provide handicap and companion seating at the different venues.

Cost: \$2,800.00

Delt Church Park

Parking lot signage for handicap spaces.

Recommended: Provide signage where needed.

Cost: \$5,500.00

Access to Logan Field shelter.

Recommended: Provide a ramp access from the parking lot to the shelter.

Cost: \$9,500.00

Additional picnic tables that could be shared with other parks.

Recommended: Handicap accessible picnic tables (12)

Cost: \$14,400.00

Lack of multiple height drinking fountains.

Recommended: Adapt 4 fountains to accessible units.

Cost: \$8,000.00

The west shelter does not have wheelchair access to the river.

Recommended: Ambulatory access can be provided with installation of railings and riser boards.

Cost: \$7,000.00

Hitching post and buggy loading and unloading.

Recommended: Provide suitable pavement and space to load and unload the buggies.

Cost: \$8,000.00

Maple Wood Nature Preserve

Entry doors require more than 5 lbs of pull to open.

Recommended: Install automatic door opener.

Cost: \$4,000.00

Kitchenette needs to be lowered for reach and accessibility.

Recommended: Remove and replace the counter with a lower unit, and provide for a head-on approach.

Cost: \$7,300.00

Men and women restrooms have accessibility issues.

Recommended: Construct a new unisex ADA toilet that requires 45 sf of space.

Cost: \$15,000.00

Drinking fountain provides only one height.

Recommended: Install a dual height drinking fountain.

Cost: \$3,800.00

Maple center does not have wheelchair access with companion seats.

Recommended: Provide wheel chair access area next to a companion seat on the first row.

Cost: \$5,500.00

The exit/entrance ramp does not have railings/handrails.

Recommended: Provide handrails at this ramp.

Cost: \$2,500.00

Duff Memorial Park

There is no handicap parking.

Recommended: Provide a suitable surface and handicap markings with signage.

Cost: \$4,200.00

Pine Knob Park

No marked handicap spaces or signage in parking lot.

Recommended: Provide pavement markings and signage 60" above the pavement.

Cost: \$3,500.00

Ramp to the main level of the community building needs to have landings increased.

Recommended: Rework the landings to have 60" widths.

Cost: \$7,000.00

Men and women's restrooms require minor remodel to be fully accessible.

Recommended: Items such as mirror height and dispenser relocation. Major item is the exit from the women's door jamb is too close to the wall.

Cost: \$5,200.00

Kitchen remodel

Recommended: The sink is too high and needs to be lowered to 34" above the floor.

Cost: \$3,200.00

Accessible picnic tables

Recommended: (See Delt Church Park section)

Cost: \$0.00

Scott Mill Park

Handicap parking area is not marked.

Recommended: Install the necessary signage.

Cost: \$2,500.00

Route from parking up to the bridge requires a ramp.

Recommended: Construct an accessible route from the parking lot to the bridge.

Cost: \$8,500.00

Provide accessible ramps onto the bridge.

Recommended: Both ends of the bridge needs earthen or constructed ramps.

Cost: \$4,200.00

Provide accessible trails in the park.

Recommended: Crushed limestone paths

Cost: Quantity unknown

The shelter does not have the proper ground surface.

Recommended: Pour a concrete pad under the shelter roof.

Cost: \$25,000.00

Shipshewana Beach

Water access

Recommended: Provide ramps and railings into the water.

Cost: \$12,500.00

No marked handicap spaces or signage in parking lot.

Recommended: Provide pavement markings and signage 60" above the pavement.

Cost: \$3,500.00

Accessible routes

Recommended: Access shelter and playground

Cost: \$10,000.00

Shelter edge protection

Recommended: Provide railings where there is more than a 6" drop, provide a ramp onto the surface.

Cost: \$5,000.00

Playground equipment is not accessible.

Recommended: Install a new similar unit.

Cost: \$13,000.00

Wall Lake Beach

No marked handicap spaces or signage in parking lot.

Recommended: Provide pavement markings and signage 60" above the pavement.

Cost: \$3,500.00

Water access and route from parking lot to water.

Recommended: Provide path, ramps and railings into water. A possible raised deck would be used.

Cost: \$18,500.00

Cost Summary

Public Rights of Way Total Estimated Cost:	\$240,180.00
Facilities Total Estimated Cost:	\$770,150.00
Total Estimated Modifications Cost:	\$1,010,330.00

e. Public Involvement –

A public hearing was held on August 15, 2013. No comments were received. for the purpose of giving the community the opportunity to participate in the development of the Transition Plan. Comments were received and a record of the hearing is on file. The Transition Plan was also provided to members of the City Council, for review, comment and approval.

f. Priorities

1. Buildings

A. First priority: Locations where complaints/problems have been identified by the public or where there is a high likelihood of ADA use.

B. Second priority: Locations where there is routine County business conducted.

C. Third priority: All other locations

2. Parks

A. First priority: Locations where complaints/problems have been identified by the public or where there is a high likelihood of ADA use.

B. Second priority: Locations where there is routine programs conducted or facilities are used for functions that have a high likelihood of use by the ADA community.

C. Third priority: All other locations

3. Sidewalks

A. First priority: Locations where complaints/problems have been identified by the public or where there is a high likelihood of ADA use, i.e., areas near hospitals, nursing homes or similar facilities

B. Second priority: Locations where there is routine County business conducted.

C. Third priority: Locations where there is private partnership in cost

D. Fourth priority: Locations in the downtown business area

E. Fifth priority; Locations in the residential areas.

F. Sixth priority: All others

4. Intersections

A. First priority: Missing ramps at locations where complaints/problems have been identified by the public or where there is a high likelihood of ADA use, i.e., areas near hospitals, nursing homes or similar facilities

B. Second priority: Missing ramps at locations where there is routine County business conducted.

- C. Third priority: Missing ramps at locations where there is private partnership in cost
- D. Fourth priority: Missing ramps at locations in the downtown business area
- E. Fifth priority; Missing ramps at Locations in the residential areas.
- F. Sixth priority: Replacement of substandard ramps and all others.

5. Parking, Facilities and Signage

Identifiable areas, without proper ADA signage or accessibility information, will be corrected, with the proper signage installed. Facility improvements will be implemented whenever funding becomes available.

g. Financial Plan and Schedule

- 1.The County will endeavor to provide an annual amount in services, materials or contract replacement of deficiencies.
- 2.The County will actively look for grants and others sources of funds from various programs available.
3. The County's goals is to complete the work included in this report by 2015.

IX. Enclosures

Enclosure No. 1



NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT (ADA)

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), the County of LaGrange, Indiana will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: LaGrange County does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

Effective Communication: LaGrange County will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the County's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: LaGrange County will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in LaGrange County offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of LaGrange County, should contact the office of **Bob Murphy, ADA Coordinator:**

**114 W. Michigan Street
LaGrange, IN 46761
Phone: (260) 499-6388
Fax: (260) 499-6401
E-mail: bmurphy@lagrangecounty.org**

as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require LaGrange County to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of LaGrange County is not accessible to persons with disabilities should be directed to **Bob Murphy, ADA Coordinator:**

**114 W. Michigan Street
LaGrange, IN 46761
Phone: (260) 499-6388
Fax: (260) 499-6401
E-mail: bmurphy@lagrangecounty.org**

LaGrange County will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

The County of LaGrange, Indiana Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). 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 County of LaGrange, Indiana (the "County"). The County's Personnel Policy governs employment-related complaints of disability discrimination.

Submitting a Complaint:

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. To ensure adequate background information is obtained, the complaint may be filed on the County Grievance Form, available on the County's website or from the office of the ADA Coordinator located at 114 W. Michigan Street, LaGrange, IN 46761, but the use of the Grievance Form is not required to file a complaint.

Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request. A complaint may be filed in any format including by mail, email, phone, or fax.

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

Bob Murphy
ADA Coordinator
114 W. Michigan Street
LaGrange, IN 46761

Phone: (260) 499-6388

Fax: (260) 499-6401

E-mail: bmurphy@lagrangecounty.org

In the event that the ADA Coordinator is not available, a complaint may be directed to the LaGrange County Auditor (Phone (260) 499-6310) who will forward the information to the ADA Coordinator. In the event any other official or employee of the County receives a complaint, regardless of form, the same shall be noted in writing and submitted to the ADA Coordinator as soon as reasonably possible.

The ADA Coordinator or his designee will record receipt of the grievance and, if necessary, contact the complainant within five (5) business days to clarify the nature and to obtain additional details about the grievance.

Meeting with ADA Coordinator:

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his designee will visit the site and/or meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting or site visit, the ADA Coordinator or his designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the County and further information if required as set forth below.

For complaints about an apparent defect in public infrastructure, the site visit is required. But the meeting may not be necessary. The ADA Coordinator shall either schedule a meeting or inform the complainant of their intent to visit the site, leaving the complainant the option of requesting a meeting if they so desire.

If the ADA Coordinator believes that the complaint is justified, that the remedy is the County's responsibility and is within his/her authority to direct the remedy, then the ADA Coordinator may make a determination on the spot on behalf of the County as to the appropriate remedy.

If the situation is of a more complex nature and the ADA Coordinator cannot make a determination on the proper resolution at the site visit/meeting, then the ADA Coordinator will determine which Department is appropriate to investigate and determine the appropriate course of action, for example: Public Works, Engineering, Utilities, Emergency Services or the County Attorney.

The ADA Coordinator will, in writing, inform the Complainant of their decision, or that the complaint was been assigned to one of the Department Heads and shall identify that Department Head and shall outline the procedure to be followed in the future.

Issues assigned to a Department Head shall generally be reviewed and a recommendation returned to the ADA Coordinator, if practicable, within 20 calendar days of assignment.

The ADA Coordinator will consider the information from the respective Department(s), make a determination, and inform the Complainant of the determination within 10 days of the Department's recommendations.

Appeal to President of the Board of Commissioners:

If the response by the ADA Coordinator or his 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 President of the Board of Commissioners of the County, or his designee.

Within 15 calendar days after receipt of the appeal, the President of the Commissioners or his designee will meet, if determined necessary by the President of the Commissioners,

with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting or the complaint appeal, as applicable, the President of the Commissioners or his designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

General Information Regarding These Procedures:

All timeframes herein are suggested timeframes and are not to be construed as required timeframes. The timeframes herein may be subject to meeting schedules, as necessary, and/or other procedures determined by state statute.

All written complaints received by the ADA Coordinator or his designee, appeals to the President of the Commissioners or his designee, and responses from these two offices will be retained by the County for at least three (3) years.

The County is required to adopt and publish procedures for resolving grievances that arise under Title II of the ADA. These procedures are intended to set out a system for resolving complaints of disability discrimination in a prompt and fair manner. It is generally thought that filing a complaint with the County is an appropriate first step to resolving a local issue at a local level. However, adherence to or exhaustion of the Grievance Procedure is not a prerequisite to filing a complaint with a federal agency or court.

GRIEVANCE FORM

COMPLAINANT INFORMATION	
Name:	
Address:	
Daytime Phone:	
Email:	
LOCATION INFORMATION	
Address (If Known):	
Location Description:	
NATURE OF GRIEVANCE	
Sidewalk, Ramp	
Crosswalk, Pedestrian Signal	
Building Access:	
Programming:	
Other:	
Describe the Grievance/Complaint/Problem:	
Date of Incident, If Applicable	
FOR LOCAL/ADA COORDINATORS USE ONLY	
County Representative Preparing the Form if not by Complainant and Date Complaint Received:	
Date Received by Department Head, If Appl.:	
Date Received by ADA Coordinator:	
Date of Initial Contact:	
Date of Meeting or Site Visit:	
Date Assigned to Department Head/Who:	
Date Returned from Department:	
Date ADA Coordinator's Decision Mailed:	
Date Appeal Received by President of Board of Commissioners:	
Date of Meeting or Site Visit by President of Board of Commissioners	
Date of Decision/Correspondence on appeal Mailed to Complainant:	

X. Updated Modifications