



Americans with Disabilities Act Title II Compliance Guide

Revised January 2014

INTRODUCTION

Title II of the Americans with Disabilities Act (ADA) requires cities to make all services, programs, and activities that they offer accessible to people with disabilities. Cities are required to make reasonable modifications in their policies, practices, and procedures to accommodate individuals pursuant to Title II and avoid discrimination. However, cities are not required to make modifications that would result in a fundamental alteration in the program, service, or activity or would result in a direct threat to the health or safety of others.

This compliance packet should serve as a model for your city to use to comply with the accessibility requirements of the ADA. In addition to your city performing a self-evaluation and transition plan, your city should also commit the financial resources to bring itself into compliance with the ADA and train its employees to be aware of accessibility issues.

Please note that under Title II, cities that employ 50 or more persons should have developed a transition plan, discussed herein, by July 26, 1992. In addition, all cities should have completed a self-evaluation by Jan. 26, 1993. Structural changes needed for program accessibility, as discussed herein, should have been made no later than Jan. 26, 1995. If your city has not already complied with these requirements, as more fully discussed in this booklet, it should do so immediately. Cities that have already completed a self-evaluation are not required to do another one, though periodic review may be done to maintain compliance with the ADA.

This booklet contains forms that will assist in bringing your city into compliance with the accessibility requirements of the ADA. However, these forms are not intended to be a substitute for legal advice. Furthermore, this booklet does not address all matters covered by the ADA. As with all legal matters, municipal officials facing complicated legal issues should consult their city attorneys.

Neither these forms, nor any other single packet of forms, can simplify the legal intricacies of the Americans with Disabilities Act. A review of the ADA and the federal regulations governing the Act, along with timely and consistent legal advice from your city attorney, will provide the best opportunity to comply with the Act.

To comply with Title II of the ADA, your city must take the following steps:

- A. Designate an employee as the city's ADA Coordinator who will serve as a contact person for the public and will coordinate all ADA responsibilities within the city. The ADA Coordinator should oversee the city's compliance with ADA regulations and investigate complaints or grievances from the public.

The sample form which follows can be used to document designation of your city's ADA Coordinator.

ADA COORDINATOR

I, _____, Mayor of the City of _____, Arkansas, hereby appoints _____, as ADA Coordinator for the City. _____ recognizes that as ADA Coordinator, he/she will serve as liaison between the City and the public, and is responsible for posting notices and grievance procedures and initiating transition plans and self-evaluations for the City's property and services. _____ also recognizes his/her duty to receive complaints from the public and oversee their investigation.

(Note: Place the name, address and telephone number of the ADA Coordinator on the public notice attached hereto as Exhibit "A" and place it on the City's bulletin board, or in a conspicuous place for public viewing.)

Signature of Appointee _____

Date _____

1. Establish a grievance procedure, such as the sample provided below, for resolving complaints of ADA violations. A grievance procedure must provide for the prompt, equitable resolution of complaints filed by people with disabilities or on their behalf.

SAMPLE GRIEVANCE PROCEDURE

- A. Persons shall be allowed to submit complaints regarding access or other alleged discrimination in writing (or verbally, if unable to write for any reason), by completing the ADA Complaint Form, which is attached hereto.

Once completed, the ADA Complaint Form should be given to the ADA Coordinator for resolution.

The ADA Coordinator for the City of _____ is:

(NAME OF ADA COORDINATOR)

(STREET ADDRESS)

(CITY-STATE-ZIP CODE)

(VOICE TELEPHONE)

(TTY NUMBER)

(EMAIL ADDRESS)

- B. The ADA Coordinator should meet with the Complainant and try to render a decision within fifteen (15) working days of the complaint being filed.
- C. If the complaint cannot be resolved to the satisfaction of the Complainant by the ADA Coordinator, it will be forwarded to the Mayor (provided the Mayor is not also the ADA Coordinator; if he/she is the Coordinator, then the complaint should be forwarded directly to the City Council). The Mayor will review the complaint, meet with the Complainant and try to render a decision within fifteen (15) working days of the date of the ADA Coordinator's decision.

- D. If the complaint cannot be resolved to the satisfaction of the Complainant by the Mayor, it will be forwarded to the City Council. The City Council's decision is the final decision of the City and it should be made within thirty (30) days of the Mayor's decision.
 - E. A record of the action taken on each request or complaint will be maintained as part of the records or minutes at each level of the grievance process.
2. The grievance procedure should include a complaint form, such as the sample below, that can be completed and submitted to the city's designated ADA Coordinator.

**CITY OF _____, ARKANSAS
AMERICANS WITH DISABILITIES COMPLAINT FORM**

Please indicate in writing (verbally, if unable to communicate in writing) your concern or complaint and indicate the approximate time, date and place of occurrence.

What do you think would resolve the problem or complaint?

Name: _____
Address: _____
Telephone: _____
Signature: _____
Date: _____

3. Publish a public notice in alternate formats —*i.e.*, large print, Braille, audio format, accessible electronic format (*e.g.*, via email, in HTML format on your city's website)—identifying your city's ADA Coordinator and methods to contact him/her. The notice should also state that your city has a policy of not discriminating against individuals with disabilities and that it has adopted a grievance procedure which can be initiated by contacting the ADA Coordinator.

A sample public notice appears on the next page.

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990, the City will not discriminate against qualified individuals with disabilities on the basis of disability in the City's services, programs, or activities.

Employment: The City of _____ is an equal opportunity employer and does not discriminate on the basis of disability in its hiring or employment practices. The City of _____ complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAAA).

Effective Communication: The City of _____ 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 City'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: The City will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all City programs, services, and activities. For example, individuals with service animals are welcomed in City 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 City program, service, or activity, should contact the office of the ADA Coordinator, _____(name), as soon as possible but no later than 48 hours before the scheduled event.

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

Complaint/Grievance Procedure: Complaints that a City program, service, or activity is not accessible to persons with disabilities should be directed to _____ (name), ADA Coordinator, at _____ (voice telephone number) or _____ (TTY telephone number).

Forms on which to file your complaint will be provided, or if necessary your complaint will be heard verbally. A record of your complaint and the action taken will be maintained in a special complaint file in the ADA Coordinator's office. A decision concerning any ADA grievance will be considered by the designated ADA Coordinator within ___ days of being filed.

The City 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.

4. Give notice to your community that the city intends to conduct a self-evaluation of its policies, procedures and services. The notice may be placed in the local newspaper or, if no newspaper is available, posted on local bulletin boards at City Hall, the post office, etc.

Your city is required to accept comments from the public on its self-evaluation and is strongly encouraged to consult with individuals with disabilities and organizations that represent them to assist in the self-evaluation process.

5. Conduct a self-evaluation of the city's policies, procedures and facilities.

A self-evaluation is simply a procedure which the city evaluates its buildings, services, policies and practices and tries to make sure that they are accessible to all individuals, in compliance with the requirements of the ADA. Results of the self-evaluation should be retained for three (3) years.

During the self-evaluation, your city should identify all of its programs, activities, and services, and review all the policies and practices that apply to the administration of the city's programs, activities and services.

Your city is not required to hold a public hearing concerning the self-evaluation, but it is required to accept comments from the public on the self-evaluation. In addition, you are strongly encouraged to consult with individuals with disabilities and organizations that represent them to assist in the self-evaluation process.

During the self-evaluation, your city should determine whether any of its policies and practices affect the full participation of individuals with disabilities in city programs, activities and services. Some issues to consider include:

- a. Whether any physical barriers to access exist. If structural changes are necessary, include them in the transition plan.
- b. Whether any practices or policies exclude or limit the participation of individuals with disabilities in municipal programs, activities, or services. If so, such policies or practices must be modified, unless they are necessary for the operation or provision of the program, service or activity. Identify policy modifications to be implemented and state the justifications for any exclusionary or limiting policies or practices that will not be modified.
- c. Whether the city communicates with applicants, participants, and members of the public with disabilities in a manner that is as effective as its communications with others, making available appropriate auxiliary aids and services where necessary to ensure effective communication.
- d. Whether procedures have been established to evacuate individuals with disabilities during an emergency.
- e. Whether municipally-operated historic preservation programs give priority to methods that provide physical access to individuals with disabilities.
- f. Whether decisions concerning a fundamental alteration of a program, activity, or service, or a decision that an undue financial and administrative burden will be imposed by Title II, are made properly and expeditiously. While a city does not have to take any action which would result in a fundamental alteration in the nature of its program or activity or in undue financial and administrative burdens, such a determination can only be made by the head of the city or his or her designee and must be accompanied by a written statement of the reasons for reaching that conclusion. This determination must be based on all resources available for use in the program in question. Even if such a determination is made, the city must take any other action which would not result in such alterations or burdens, but would nevertheless ensure that individuals with disabilities receive the benefits and services of the program or service.
- g. Whether individuals with mobility impairments are provided access to public meetings.
- h. Whether construction of each new municipal facility or part of a facility, or the alteration of existing facilities after Jan. 26, 1992, conforms to the standards designated under the Title II regulation.
- i. Whether measures have been taken to ensure that city employees are familiar with the policies and practices for the full participation of individuals with disabilities.

If your city has identified policies and practices which deny or limit the participation of individuals with disabilities in its programs, activities, and services, it must take immediate action to eliminate the impediments to full and equivalent participation.

The following guidelines may be used for purposes of performing a self-evaluation:

PARKING

Each parking lot provided for employees or visitors of a city is required to have a minimum number of accessible parking spaces, based on total number of spaces in a given parking lot, as indicated in the chart below:

TOTAL PARKING SPACES IN LOT	REQUIRED MINIMUM NUMBER OF ACCESSIBLE SPACES
1 to 25	1
26 to 50	2
51 to 75	3
76 to 100	4
101 to 150	5
151 to 200	6
201 to 300	7
301 to 400	8
401 to 500	9
501 to 1000	2 percent of total
1001 and over	20 plus one for each 100 over 1,000

- Accessible parking spaces must be the closest spaces to the building's accessible entrance.
- Accessible parking spaces must be at least 96 inches wide with a clearly marked adjacent access aisle of 60 inches. (If possible, make the parking space van accessible. This requires a parking space at least 96 inches wide with an adjacent access aisle of 96 inches and 98 inches vertical clearance.)
- The access aisle must connect directly to the accessible route to the buildings.
- Spaces and aisles must be level with no slope greater than 1:50.
- All accessible parking spaces must have an unobscured vertical sign that shows the universal symbol of accessibility.

BUILDINGS

Most Arkansas cities have at least one municipal building open to the public, i.e., City Hall. However, your city may have more than one municipal building open to the public, e.g., police station, fire station, water works, transportation, waste water, cemetery, city park (restrooms or concessions), municipal auditorium and/or convention center. If you do have more than one public building, then you must fill out a check list, such as the one presented on the following pages of this packet, for each one.

BUILDING ACCESS	YES	NO	IF MODIFICATIONS ARE REQUIRED, STATE THE MODIFICATION AND ESTIMATED DATE OF COMPLETION
1. Are there any curbs between the accessible parking space and the building allowing wheelchair access?	YES	NO	If not, the City will remedy this by _____ _____
2. Is there a ramp into the building with a vertical slope and rise?	YES	NO	If not, the City will remedy this by _____ _____
3. Is there a “drop off” zone at the building entrance for disabled persons?	YES	NO	If not, the City will remedy this by _____ _____
4. Is the gradient from parking to building entrance 1:12 or less?	YES	NO	If not, the City will remedy this by _____ _____
5. Is the entrance doorway at least 32 inches wide? If no, is there another entrance with a doorway this wide?	YES	NO	If not, the City will remedy this by _____ _____
YES	NO		
6. Is the door handle easy to grasp?	YES	NO	If not, the City will remedy this by _____ _____
7. Is the door easy to open (less than 8 lbs. pressure)?	YES	NO	If not, the City will remedy this by _____ _____
8. Are other than revolving doors available?	YES	NO	If not, the City will remedy this by _____ _____

BUILDING CORRIDORS	YES	NO	IF MODIFICATIONS ARE REQUIRED, STATE THE MODIFICATION AND ESTIMATED DATE OF COMPLETION
1. Is path of travel free of obstruction and wide enough for a wheelchair?	YES	NO	If not, the City will remedy this by _____ _____
2. Is floor surface hard and not slippery?	YES	NO	If not, the City will remedy this by _____ _____
3. Do obstacles (phones, fountains) protrude more than 4 inches?	YES	NO	If not, the City will remedy this by _____ _____
4. Are elevator controls low enough (48 inches) to be reached from a wheelchair?	YES	NO	If not, the City will remedy this by _____ _____
5. Are elevator markings in Braille for the blind?	YES	NO	If not, the City will remedy this by _____ _____
6. Does elevator provide audible signals for the blind?	YES	NO	If not, the City will remedy this by _____ _____
7. Does elevator interior provide a turning area of 51 inches for wheelchair?	YES	NO	If not, the City will remedy this by _____ _____

RESTROOMS	YES	NO	IF MODIFICATIONS ARE REQUIRED, STATE THE MODIFICATION AND ESTIMATED DATE OF COMPLETION
1. Are restrooms near building entrance and/or personnel office?	YES	NO	If not, the City will remedy this by _____ _____ _____ (placing signs to guide persons to restrooms)
2. Do doors have lever handles?	YES	NO	If not, the City will remedy this by _____ _____ _____
3. Are doors at least 32 inches wide?	YES	NO	If not, the City will remedy this by _____ _____ _____
4. Is restroom large enough for wheelchair turnaround (51 inches minimum)? (If there are stalls, one stall should be 5-by-5 feet clear of door swing, and arranged so that a wheelchair can back in and position itself directly beside the toilet to allow side transfer.)	YES	NO	If not, the City will remedy this by _____ _____ _____
5. Are stall doors at least 32 inches wide?	YES	NO	If not, the City will remedy this by _____ _____ _____
6. Are the toilet seats between 17 and 19 inches high, and are grab bars provided in toilet stalls?	YES	NO	If not, the City will remedy this by _____ _____ _____ (note, add-on seats to increase the height are available)
7. Are sinks at least 30 inches high with room for a wheelchair to roll under?	YES	NO	If not, the City will remedy this by _____ _____ _____
8. Are sink handles easily reached and used?	YES	NO	If not, the City will remedy this by _____ _____ _____ (use lever hardware)
9. Are soap dispensers, towels, etc. no more than 48 inches from floor?	YES	NO	If not, the City will remedy this by _____ _____ _____
10. Are exposed hot water pipes located under sinks wrapped in insulation to avoid injury to those individuals using a wheelchair?	YES	NO	If not, the City will remedy this by _____ _____ _____

ACCESSIBLE SWIMMING POOLS

- All State and local government programs, services, and activities, when viewed in their entirety, must be accessible to individuals with disabilities unless doing so results in a fundamental alteration in the nature of the program or in an undue financial and administrative burden. This requirement is known as “program accessibility.”
- Program accessibility applies to all pool-related programs, services, and activities (swimming programs). Program accessibility does not typically require that every pool be made accessible. However, if a public entity has only one existing pool, it must take steps to ensure that its swimming program at that pool is accessible.
- A public entity determines which method it will use for meeting its program accessibility obligations. When structural changes are made to existing pools, including installation of a fixed pool lift, the changes must comply with the 2010 Standards for Accessible Design (“2010 Standards”).
- The 2010 Standards establish two categories of pools: large pools with more than 300 linear feet of pool wall and smaller pools with less than 300 linear feet of wall.
- Large pools must have two accessible means of entry, with at least one being a pool lift or a sloped entry.
- Smaller pools are only required to have one accessible means of entry, provided that it is either a pool lift or a sloped entry.
- There are a limited number of exceptions to the requirements. One applies to multiple spas provided in a cluster. A second applies to wave pools, lazy rivers, sand bottom pools, and other pools that have only one point of entry.
- If a public entity chooses to acquire equipment (e.g., a portable lift) to provide program accessibility, the entity should select equipment that includes features required by the 2010 Standards, including independent operation by individuals with disabilities.
- Sharing accessible equipment between pools is not permitted, unless it would result in undue burdens to provide equipment at each one.
- Accessible pool features must be available whenever the facility is open to the public.
- For more information on the specific requirements and exceptions, see sections 242 and 1009 of the 2010 Standards.
- A public entity has the burden of proving that compliance with program accessibility would result in a fundamental alteration in the nature of the program or in an undue financial and administrative burden.
- The decision that compliance would result in such alteration or burdens must be made by the head of a public entity or his or her designee after considering all resources available for use in the funding and operation of the service, program, or activity, and must be accompanied by a written statement of the reasons for reaching that conclusion.
- If compliance with program accessibility would result in a fundamental alteration in the nature of the program or in an undue financial and administrative burden, a public entity shall take any other action that would not result in such an alteration or such a burden but would nevertheless ensure that individuals with disabilities receive the benefits or services provided by the public entity.

SAMPLE SELF-EVALUATION AND TRANSITION PLAN

A self-evaluation is a procedure wherein the City evaluates its buildings, services, policies and practices, and tries to make sure it is accessible to all individuals and in compliance with the requirements of the ADA. A notice was issued to the public on _____ (Try to provide at least seven [7] days notice) inviting all interested persons, including those with disabilities and/or groups representing them to attend this walk through of the City.

This self-evaluation and transition plan was created on _____, as a result of an evaluation of the City's facilities by the following persons:

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____

(If possible, include a disabled person from your community in the self-evaluation process).

A self-evaluation is a city's assessment of its current policies and practices. The self-evaluation identifies and corrects those policies and practices that are inconsistent with Title II's requirements. As part of the self-evaluation, a city should:

- a. Identify all of the city's programs, activities and services; and
- b. Review all the policies and practices that govern the administration of the city's programs, activities and services. Normally, a city's policies and practices are reflected in its laws, ordinances, regulations, administrative manuals or guides, policy directives, and memoranda. Other practices, however, may not be recorded and may be based on local custom.

The city of _____ has identified its policies and practices. They are as follows:

- 1) _____
- 2) _____
- 3) _____
- 4) _____

The City will now analyze whether these policies and practices adversely affect the full participation of individuals with disabilities in its programs, activities and services. In this regard, the city is mindful that although its policies and practices may appear harmless, they may result in denying individuals with disabilities the full participation of its programs, activities or services. Areas that need careful examination include the following:

- 1. A public entity must examine each program to determine whether any physical barriers to access exist. It should identify steps that need to be taken to enable these programs to be made accessible when viewed in their entirety. If structural changes are necessary, they should be included in the transition plan.

Are there any programs outlined in the previous section that need to be examined here?

Yes _____

No _____

If yes, list the program and the proposed modifications with dates of completion.

- 1) _____
- 2) _____
- 3) _____
- 4) _____

- 2. A public entity must review its policies and practices to determine whether any exclude or limit the participation of individuals with disabilities in its programs, activities or services. Such policies or practices must be modified, unless they are necessary for the operation or provision of the program, service or activity. The self-evaluation should identify policy modifications to be implemented and include complete justifications for any exclusionary or limiting policies or practices that will not be modified.

Are any modifications to policies required?

Yes _____

No _____

If yes, list here.

1) _____

2) _____

3) _____

4) _____

- 3. A public entity should review its policies to ensure that it communicates with applicants, participants, and members of the public with disabilities in a manner that is as effective as its communications with others. If a public entity communicates with applicants and beneficiaries by telephone, it should ensure that Tele-Typewriter telephones (TTYs) or equally effective telecommunication systems are used to communicate with individuals with impaired hearing or speech. Finally, if a public entity provides telephone emergency services, it should review its policies to ensure direct access to individuals who use TTYs and computer modems.

Does your city communicate with applicants by telephone?

Yes _____

No _____

If yes, have arrangements been made to ensure that TTYs or equally effective telecommunication systems are incorporated?

Yes _____

No _____

Not applicable _____

Does your city offer telephone emergency services?

Yes _____

No _____

If yes, state what policies have been put into effect to ensure access to disabled individuals.

- 4. A public entity should review its policies to ensure that they include provisions for readers for individuals with visual impairments; interpreters or other alternative communication measures, as appropriate, for individuals with hearing impairments; and amanuenses for individuals with manual impairments. A method for securing these services should be developed, including guidance on when and where these services will be provided. Where equipment is used as part of a public entity's program, activity, or service, an assessment should be made to ensure that the equipment is usable by individuals with disabilities, particularly individuals with hearing, visual and manual impairments. In addition, a public entity should have policies that ensure that its equipment is maintained in operable working order.

Does your city have visually impaired persons who attend council meetings or other functions?

Yes _____

No _____

If yes, or if this occurs in the future, the city will read all handouts aloud at its meeting to ensure access.

If there are citizens who need assistance with applying for or paying for other city services, such as utilities provided by the city, the city will meet with that person and assist them by reading the applications and/or bills for service to them.

5. A review should be made of the procedures to evacuate individuals with disabilities during an emergency. This may require the installation of visual and audible warning signals and special procedures for assisting individuals with disabilities from a facility during an emergency.

The city does/does not (circle one) have visual and audible warning signals. If not, the city agrees to train one person in each of its buildings to assist individuals with disabilities from the facility during an emergency. The persons who are trained to do this for the city of _____ are as follows:

- 1) _____ for _____ building;
- 2) _____ for _____ building;
- 3) _____ for _____ building;
- 4) _____ for _____ building.

6. A review should be conducted of a public entity's written and audio-visual materials to ensure that individuals with disabilities are not portrayed in an offensive or demeaning manner.

Done _____

Not Done _____

Signature of person who performed the review

Date of Review

7. If a public entity operates historic preservation programs, it should review its policies to ensure that it gives priority to methods that provide physical access to individuals with disabilities.

The city does/does not (circle one) operate historic preservation programs. If yes, the ADA Coordinator has addressed this matter with _____, the chairperson of the historic preservation program.

Signature of ADA Coordinator

Date of meeting with historic preservation program

8. A public entity should review its policies to ensure that its decisions concerning a fundamental alteration in the nature of a program, activity, or service, or a decision that an undue financial and administrative burden will be imposed by Title II, are made properly and expeditiously.

Done _____

Not Done _____

Signature of person who performed the review

Date of Review

9. A public entity should review its policies and procedures to ensure that individuals with mobility impairments are provided access to public meetings.

Done _____, see previous pages

Not Done _____

10. A public entity should review its employment practices to ensure that they comply with other applicable nondiscrimination requirements, including section 504 of the Rehabilitation Act and the ADA regulation issued by the Equal Employment Opportunity Commission.

This was accomplished by way of an interview between _____ (city attorney or Municipal League representative) and _____ (ADA Coordinator) on _____ (date).

11. A public entity should review its building and construction policies to ensure that the construction of each new facility or part of a facility, or the alteration of existing facilities after January 26, 1992, conforms to the standards designated under the Title II regulation.

Done _____

Not Done _____

Signature of person who performed the review

Date of Review

12. A review should be made to ascertain whether measures have been taken to ensure that employees of the City of _____ are familiar with the policies and practices for the full participation of individuals with disabilities. If appropriate, training should be provided to employees.

This has been done, see previous portions of this ADA compliance packet.

13. If a public entity limits or denies participation in its programs, activities or services based on a drug usage, it should make sure that such policies do not discriminate against former drug users, as opposed to individuals who are currently engaged in illegal use of drugs.

The City of _____ does not restrict former drug users from participating in its programs, activities or services.

Signatures
(of everyone who participated)

1) _____
2) _____
3) _____

DATE: _____
City Council Adoption

14. This ADA Self-Evaluation and Transition Plan is hereby adopted by the City Council of _____ on this _____ day of _____, 20__
(See Ordinance or Resolution _____ by reference).

Chairperson

ATTEST:

City Clerk

Date

15. Develop and adopt a transition plan if changes are needed to achieve accessibility. Appropriate money to put the plan into effect and complete the tasks outlined in the plan. A transition plan should be utilized to resolve any issues identified in the self-evaluation.

At a minimum, your city's transition plan should contain:

- a. A list of the physical barriers in a public entity's facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities;
- b. A detailed outline of the methods to be utilized to remove these barriers and make the facilities accessible;
- c. The schedule for taking the necessary steps to achieve compliance with Title II. If the time period for achieving compliance is longer than one year, the plan should identify the interim steps that will be taken during each year of the transition period; and
- d. The name of the official responsible for the plan's implementation.

A copy of your city's transition plan should be made available for public inspection.

16. Provide information on Title II's requirements to applicants, participants, beneficiaries, and all other interested persons.

Your City must provide the public with information which explains Title II's applicability to its services, programs, or activities and appraises individuals of Title II's prohibitions against discrimination.

This information can be provided in a number of ways, including handbooks, manuals and pamphlets that are distributed or made available to the public; the display of informative posters in public places; or by television or radio broadcast. In providing this information, your city must comply with the Title II requirements for effective communication, including alternate formats, if appropriate.

Additional Resources

The ADA Information Line is a service provided by the Department of Justice. This toll-free phone number provides access to ADA specialists during business hours and access to fax-on-demand assistance materials twenty-four hours a day. Department of Justice publications can also be ordered through this Line twenty-four hours a day through the Information Line's voicemail system.

ADA Information Line – 800-514-0301 voice and 800-514-0383 TTY

Another valuable resource is the Department of Justice's ADA Home Page on the internet. This web site provides access to ADA regulations and assistance materials, including newly-released assistance material. You can also find links to other Federal agencies with ADA responsibilities.

ADA Home Page – www.ada.gov

Selected Title II ADA Publications available through the ADA Information Line and ADA Home Page:

The ADA and City Governments: Common Problems

A nine-page publication that compiles common problems with Title II compliance.

ADA Guide for Small Towns

A 21-page guide for small local governments including cities, towns, townships, and rural counties. The publication address special concerns of the ADA's Requirements for local governments. Gives practical examples.

Title II Technical Assistance Manual (1993) and Supplements

A 56-page manual explaining what State and local governments must do to ensure that their services, programs, and activities are provided to the public in a non-discriminatory manner. Gives practical examples.

Department of Justice ADA Mediation Program

A six-page publication describing the Department's ADA mediation program including locations of ADA mediators, and examples of successful mediation efforts.

ADA Regulation for Title III, including the ADA Standards for Accessible Design.

ADA Information Services

A two-page list with the telephone numbers and Internet addresses of Federal agencies and other organizations that provide information and technical assistance to the public about the ADA.

Enforcing the ADA: A Status Report from the Department of Justice

A quarterly report providing timely information about ADA cases and settlements, building codes that meet ADA accessibility standards, and ADA technical assistance activities.

Commonly Asked Questions About the ADA and Law Enforcement

A 12-page publication explaining ADA requirements for ensuring that people with disabilities receive the same law enforcement services and protections.

Access for 9-1-1 and Telephone Emergency Services

A 10-page publication explaining the requirements for direct, equal access to 9-1-1 for persons who use teletypewriters (TTYs).

ADA Regulation for Title III, including the ADA Standards for Accessible Design.

ADA Best Practices Tool Kit for State and Local Governments

A seven-chapter publication that is designed to teach State and local government officials how to identify and fix problems that prevent people with disabilities from gaining equal access to State and local government programs, services, and activities.



Arkansas Municipal League
P.O. Box 38
North Little Rock, AR 72115-0038

501-374-3484
www.arml.org

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