

City of South Bend

Update to ADA
Transition Plan of
2013
and
Title VI Plan: Non-
Discrimination in
City Services,
Programs &
Activities under
the Civil Rights
Act of 1964

2018



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CITY OF SOUTH BEND

UPDATE TO AMERICANS WITH DISABILITIES ACT (ADA) TRANSITION PLAN OF 2013

AND

PLAN FOR NON-DISCRIMINATION UNDER TITLE VI OF THE CIVIL RIGHTS ACT OF 1964, INCLUDING A LIMITED ENGLISH PROFICIENCY PLAN AND ENVIRONMENTAL JUSTICE PLAN

INTRODUCTION AND OVERVIEW

The Original ADA Transition Plan

On January 28, 2013, the South Bend Common Council approved South Bend's "Transition Plan: Pedestrian Facilities in the Public Right of Way." This Transition Plan was preceded by an inventory and self-evaluation of all City street intersections to learn if pedestrian sidewalks, curbs, and curb ramps within the City are accessible to persons with disabilities as prescribed by Title II of the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1963, and other laws. That preliminary inventory and self-evaluation was updated in 2015 by a more comprehensive inspection of City sidewalks, curbs, and curb ramps.

Barriers to accessibility were identified and the City's intersections were categorized by points and by letter grade of A through E, with A being the most accessible and E being the least accessible. Each intersection was also identified by numbers 1, 2 or 3 signifying location priority as follows:

1. Intersections serving government facilities,
2. Intersections serving commercial and employment centers; and
3. Intersections serving other areas.

Using the above priority indicators, the Transition Plan of 2013, included a Schedule for improvements to South Bend intersections and a pledge that for any intersection improvement project or new construction project the City will rebuild all affected curb ramps, sidewalks, and crosswalks to ADA design guidelines, wherever feasible and reasonable. (Transition Plan 2013, page 5).

Since 2013, substantial improvement to the City's main arteries has occurred. Western Avenue and Lincolnway West, two major western corridors through South Bend, the downtown South Bend area, and the East Bank area of South Bend have all enjoyed major streetscape

renewal, including substantial areas of new sidewalk, curb ramps and crosswalks constructed to ADA standard. The Smarts Streets Project affecting the north south main arteries of South Bend was also completed, resulting in miles of pedestrian accessibility through areas of commercial sites and government facilities. Two Safe Routes to Schools projects replaced curb ramps and sidewalks in the vicinity of Harrison and Coquillard Schools. These are primary schools located on the west side of the City, which is the residential area having the highest minority population (African American and Latino) within the City. The City's further progress to date in improving City intersections under the City's 2013 Transition Plan priority system is set out more fully in **Attachment 1**.

At the time the Transition Plan of 2013 was adopted, the City Administration affirmed that a similar plan (under Title VI of the Civil Rights Act of 1964) would be prepared for City buildings and facilities in which City services, programs and activities for South Bend's citizens take place. This document constitutes the Supplement to the City's 2013 Transition Plan for City buildings and facilities as well as the Title VI Plan for accessibility of South Bend services, programs and activities distinct from the building or facility in which the program or activity occurs. Also included in this document are South Bend's Limited English Proficiency Plan and its Environmental Justice Plan.

PUBLIC BUILDINGS AND FACILITIES IN WHICH CITY SERVICES, PROGRAMS, AND ACTIVITIES OCCUR

The Self Evaluation Process for Buildings, Services, Programs, and Activities

When the Transition Plan for pedestrian right-of-way was adopted in 2013, the City also had been working on a self-evaluation of existing City buildings and facilities in which City services, programs, and activities take place. This self-evaluation was done to review accessibility both under Title II of the ADA and Title VI of the Civil Rights Act of 1964.

Each City building or facility manager was sent a detailed, **fifteen (15) page checklist**, developed and recommended by the Adaptive Environments Center, Inc. for the National Institute on Disability and Rehabilitation Research (Form included as **Attachment 2**). Every building or facility where a City service, program or activity is conducted was personally inspected, measured where appropriate, and evaluated according to checklist criteria. The specific design and function elements inspected for ADA accessibility and usability purposes included but were not limited to:

- **Entrance doorways, walkways, interior doors**—handles (5 lb. maximum force to open--one hand test), rails, dimensions for wheel chair access, clearance, distance from parking, ramps (1:12 slope ratio); proximity to site arrival point and to exterior
- **Parking lots**—number of spaces for handicapped persons and distance from building or facility (at least one accessible space per 25 total spaces); width, slope, and signage
- **Floors**—materials, slope, and dimensions for ease of passage
- **Service Desks**—height, usability
- **Elevators**—button placement, dimensions
- **Signage** —height (60 inches from floor), readability, print dimensions, clarity of information
- **Controls**—height, ease of use
- **Restrooms**—stalls, lavatories, height and distance from door swing, sinks—height, depth, apron height, knee clearance; grab bars; dispenser placement; ease of use
- **Drinking Fountains**—Height, depth, apron height, knee clearance
- **Seats, Tables & Counters**—movement between aisles, equal accessibility during public meetings, wheelchair space distribution throughout, table dimensions (between 26-34” high)
- **Stairs**—non-slip surface and continuous side rail
- **Emergency Signs**—Sight and sound alert

For purposes of this self-evaluation process, the term **public facility** may refer to either a public building, public park, parking area, or any other place where a City service, program, or activity takes place regularly or occasionally.

The building and facility evaluation process was completed in 2015, and South Bend will continue to monitor and evaluate its buildings and facilities as part of its commitment to full accessibility. The City’s evaluation of its buildings and facilities was done using the following general categories, each of which category included a number of specific buildings and facilities:

- **PUBLIC WORKS AND RELATED FACILITIES** (Includes all public utility offices and facilities, Central Services Building, Human Rights Commission office, County-City Building, Animal Control Facility, City-owned Parking garages).
- **PUBLIC ARTS & ENTERTAINMENT FACILITIES** (Includes Century Center, Morris Performing Arts Center, Palais Royale).
- **PUBLIC PARKS** (Includes City golf courses Elbel, Erskine, Studebaker, and accessory buildings, Four Winds Baseball facility, Leeper Park Tennis Courts, Howard Park (currently under construction), Kennedy Park Baseball Diamond and Pool, Charles Black Recreation Center, Potawatomi Conservatory, Pool, Zoo, Martin Luther King Center, Newman Center,

O'Brien Fitness Center, Pinhook Pavilion, Rum Village Nature Center, and numerous parkland areas).

- **PUBLIC SAFETY FACILITIES** (Central Fire Station and Stations 1 through 11, Fire Training Center, Police Department building).

A summary of those findings from 2015 indicating ADA barriers within existing City buildings and facilities is attached as Attachment #3, and the completed self-evaluation form for each building or facility can be inspected in the City's Department of Public Works, 13th Floor, County-City Building, 227 West Jefferson Boulevard, South Bend, Indiana.

The **ADA Barriers** identified in **Attachment 3** are based upon four priorities for accessible buildings, facilities, services and programs, under the relevant sections of the ADA, as follows:

Priority 1: Accessible approach and entrance

Priority 2: Access to goods and services

Priority 3: Access to rest rooms

Priority 4: Any other measures necessary

CAVEAT: The Findings in Attachment 3 may have been accurate at the time the individual assessments were performed at various dates in 2015. Remediation and changes have occurred since then. Therefore, no specific finding in Attachment 3 can be deemed an accurate description of conditions existing at a specific site at the time of this report in 2018.

PRIORITIZATION IN REMOVING BARRIERS TO ACCESSIBILITY IN EXISTING BUILDINGS AND FACILITIES

Removal of barriers to accessibility in City buildings and service/program/activities facilities will be prioritized on the basis of specific criteria listed below. Each listed factor is of equal importance with no single factor having more importance than another. In determining the order for removing accessibility barriers among City buildings or facilities, a building or facility having a higher number of applicable criteria will take priority over another building or facility with fewer applicable criteria. The criteria are as follows:

- **Level of use**—the extent or frequency of public use of the building or facility
- **Social need**—use of buildings or facilities for important social or emergency needs, such as senior centers, cooling centers, storm shelters, education program centers, etc.
- **Public Rights**—buildings or facilities where citizens exercise their rights such as voting centers, courthouses, public meeting centers

- **Public Responsibilities** —buildings or facilities where the public pays fees or municipal services, obtains permits and licenses, obtains information about public matters, obtains public services
- **Special Programs**—buildings or facilities where special programs for the public take place and cannot be duplicated elsewhere. These include park facilities such as the zoo, golf courses, swimming pools, splash pads, museums, entertainment facilities
- **Geographic Need**—buildings or facilities located within neighborhoods or away from City center which serve the local citizens in some manner
- **Sites of Complaint**—buildings or facilities where disabled persons have made specific complaints about inaccessibility

IMPLEMENTATION SCHEDULE

Consistent with the City’s 2013 Transition Plan for pedestrian facilities in the public right of way, the Schedule for ADA accessibility improvement of existing public buildings and facilities for services, programs, and activities will take place as opportunity and funding allow, with every effort being made to do so as promptly and expeditiously as is reasonable, taking into account prioritization described in the previous Section. The City’s Public Works Director or City Engineer will review the ADA accessibility priorities annually; will give high weight to reasonable suggestions and needs expressed by disabled persons or representatives of disabled persons, and by the City’s ADA/Title VI Coordinator; will consider information received through ADA grievances; and will make recommendations to the Common Council for funding of these ADA accessibility priorities.

A design plan calls for upgrading public park restroom facilities so that all will be fully ADA complaint by December 2019. The playground equipment in Keller Park is all new and ADA compliant. Similar upgrades are planned in all other City public parks having playground equipment. The Charles Martin Center has been fully upgraded and all its facilities are ADA compliant.

NEW CONSTRUCTION AND ALTERATION

For any new construction project or alteration of an existing public building or facility as the term “alteration” is defined by law, the City will build or rebuild to prevailing ADA design guidelines. However, the ADA does not require the City of South Bend to take any action that would cause a fundamental alteration in the intent of its program or activity; that would create

a hazardous condition; or that would impose an undue financial or administrative burden. The determination of undue burden must be based on an evaluation of all resources available for use in the programs and with review and written opinion of the City's ADA Coordinator.

CITY-OWNED PARKING FACILITIES

The availability and accessibility of parking is a key component to making government services, programs and activities easier to use for persons with disabilities. Parking is equally important for easy access to restaurants, stores, professional offices and the full range of commercial and professional services within a city. South Bend is committed to providing parking for disabled persons which meets or exceeds ADA standards.

City Parking Facilities: Assessment & ADA Compliance.

City-Owned Garages. All three City-owned or operated parking garages were assessed in 2016 and all meet or exceed ADA standards. Two garages (Wayne Street, and the Leighton Garage on Jefferson Boulevard) exceed the number of ADA-required parking spaces reserved for persons with disabilities. The City will adhere to PROWAG (Public Right-of-Way Accessibility Guidelines) for existing or for any future city-owned or operated parking garages.

Note: The City has not adopted PROWAG because they have not yet been approved by the Department of Justice, but has agreed to refer to them for best practices, and to use them where the City determines it to be in the best interest of traffic, road conditions, safety, and actual needs of disabled persons.

City-Owned Parking Lots. The City owns surface parking lots in the downtown South Bend area, but most are for exclusive use by city employees, agents, officials and others affiliated with City or County government. All City personnel or qualified individuals will be accommodated in these lots on a case by case basis under the ADA. Presently, there is no need to create permanent ADA reserved spaces within these non-public lots because of the high number of City personnel and due to the City's ability to accommodate its disabled personnel by other, equal means.

The City owns one downtown surface paid parking lot open to the public. This lot (corner of Main Street & Jefferson Boulevard) fully meets ADA standards.

Numerous surface parking lots exist adjacent to City-owned buildings and facilities throughout the entire city, and most, but not all were assessed for ADA compliance in 2016. Those assessed lots adjacent to city service, program and activity buildings or other facilities used or visited most frequently by the public are generally fully compliant with the ADA. These include parking for the Police Department, Environmental Services Dept., General Services Dept., and

numerous public parks. However, a few lots are not in compliance, and the City intends, where easily achievable, to make all its parking lots ADA compliant by November 1, 2019.

The City will adhere to PROWAG (Public Right-of-Way Accessibility Guidelines) for existing or for any future city-owned or operated surface parking lots.

On Street Parking. The City estimates that there are a total of 897 on-street parking spaces in the downtown central business area.¹ South Bend's Central Business District is an area comprised of about 25 blocks from Marion Street on the north down to Western Avenue on the east and from Lafayette to the River (the Central Business District Zone).

On-street parking in downtown South Bend consists of angled two hour free parking the width of Michigan Street, with parallel spaces serving the remainder of downtown street parking. Even with parking garages, the total available downtown street parking is barely adequate during peak business hours for the needs of restaurants, professional businesses and offices, retail stores, and other places of public accommodation concentrated in the downtown area.

PROWAG requires that there be 18 ADA reserved on-street spaces in the Central Business District ("CBD") Zone (2% of 897 total), of which three (3) must be van accessible. Prior to the City's 2016 Smart Street Project affecting the CBD Zone, converting Main Street and St. Joseph Streets from one-way to two-way, the City had reserved well more than the ADA number of required parking spaces on the downtown streets for disabled persons, but these spaces did not meet the 2011 draft PROWAG standards for on-street parking in terms of space width for areas where the sidewalks were 14 feet wide or more.

For angled parking, creation of one PROWAG parking space requires the loss of two regular spaces. For parallel parking, creation of one PROWAG space requires extensive sidewalk loss, which affects pedestrian sidewalk traffic, including persons in wheelchairs, and outdoor business usage of sidewalks. Nonetheless, the City will use PROWAG in the Central Business District although it will result in fewer spaces overall reserved for disabled persons.

Most of the PROWAG compliant ADA parking is in the angled parking of Michigan Street. Three van accessible spaces are located on Main Street (an addition of two van accessible spaces); one van accessible space is on Jefferson Boulevard close to the disability entry to the St. Joseph County Courthouse and the County City Building and seven more standard size disabled spaces are on Michigan Street. Eight standard size PROWAG disabled spaces have been constructed as follows: two (2) spaces on Jefferson Boulevard—serving the County-City Building and the federal and county courthouses; two (2) spaces on Washington Street (also serving the

¹ Source is *Downtown Parking Study*, Rich & Associates, Inc. (February 2016).

same public buildings), and one additional space on every nearby block (total of an additional four (4)).

The total number of reserved ADA spaces in the South Bend Central Business District is 56 as of 2018, but most of these spaces above the 16 spaces required by the ADA do not meet PROWAG standards. They exist to provide more parking opportunities for persons with disabilities. This benefits persons with milder mobility impairments so they can park closer to buildings which contain government services, programs and activities such as the County-City Building. Some of these spaces reserved for persons with mobility disability are in areas where the sidewalk may or may not be 14 feet wide. Proximity of the parking place to the building containing priority public services, programs or activities will be determinative.

Neighborhood Parking for Disabled Persons. Outside the downtown area of South Bend individuals may request reserved on-street disability parking spaces through an application process. By the end of 2018 approximately 304 such spaces were reserved throughout the City.

Snow and Ice Conditions. For accessibility to places of public accommodation during periods of snow and ice accumulation, South Bend will make it a priority to assure that curb ramps adjacent to accessible parking spaces in the downtown area be kept as clear as possible, without snow and ice build-up to the extent reasonably achievable. In commercial, school zones, and similar areas outside of South Bend's Central Business District where the City owns no buildings that provide public services, programs or activities, including areas of schools, street front commercial and retail businesses, the City will enforce the duty of owners to maintain as clear as reasonably possible the proximately located disability reserved parking spaces and curb ramps. In the event of extreme snow, blizzard, emergency weather, or similar conditions, the City must direct its resources in a manner that serves the greatest good and effectuates the greatest level of public safety, and it preserves that prerogative.

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964: PLAN FOR NON-DISCRIMINATION AND ACCESSIBILITY OF SOUTH BEND SERVICES, PROGRAMS, AND ACTIVITIES INDEPENDENT OF BUILDINGS AND FACILITIES

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

--Title VI of the Civil Rights Act of 1964

South Bend offers its citizens a wide variety of services, programs, and activities. These include informational, educational, recreational, and civic engagement opportunities, including public meetings, public hearings, informational presentations and open houses. It is the policy of the City of South Bend that its services, programs and activities be readily accessible and usable by persons with disabilities. It is further South Bend's policy to not discriminate against any person on the basis of race, color, age, gender, disability, military status, national origin, English proficiency, income status, sexual orientation or gender identification in any of these City services, programs and activities. The City is committed to full and complete compliance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d referred to as "the Act") and its regulations. A non-exhaustive list of City services, programs and activities is available upon request to the City's ADA/Title VI Coordinator.

South Bend seeks the active and increased participation of minority members of the community in matters of public policy and decision making, and further seeks participation of minority persons in all other city services, programs and activities, to be held in places which are fully accessible. City outreach efforts will continue to be made through social agencies, community leaders, and through organizations with substantial minority participation or which protect and promote minority rights.

Auxiliary aids will continue to be available to provide effective communication for persons with disabilities in City services, programs and activities, and the City will engage qualified public meeting interpreter services if needed and available. The City's website materials will be created and updated and expanded to ensure accessibility to persons with disabilities.

All City meeting notices and informational literature about City services, programs and activities will continue to include notice of the availability of auxiliary aids upon request, and all efforts will be made to accommodate the needs of persons with disabilities when providing customer service at City counters and service centers and in other City services, programs and activities.

The City assists disabled home residents in trash pickup by allowing such persons to have pick-up next to their homes rather than at the curb. The City's 311 Call Center, a chief mode of communication between the City and its citizens, assists in identifying these persons. A citizen's duty to remove snow and ice may be waived upon notice to the City of such person's disability status.

The 311 Call Center is a mobile and online service which gives citizens a means to identify concerns and report them to City personnel for prompt response and correction, or simply to obtain information about the City. Calls regarding accessibility received on the 311 Call Center are referred to the ADA/Title VI Coordinator if they involve a City building, facility or City service, program or activity. Accessibility issues not involving a City-owned or sponsored matter are referred to the South Bend Human Rights Commission.

Other specific accommodation in City services, programs, and activities may include any or all of the following list which is not exhaustive:

- Microphone available at public meetings upon request with cable long enough to serve accessible seating areas or availability of wireless unit
- American Sign Language interpreter available at meetings for 500 persons or more
- Audio description of visual materials
- Speakerphone or similar means of program accessibility
- Presentation materials in both audio and visual form
- Printed materials available in alternate format
- Note-taker availability
- Materials in electronic format

To better assist and increase minority business participation in City contracts and purchasing, the South Bend Common Council enacted a Minority and Women Business Enterprise Diversity Development Program to advance equal opportunity of minority and women owned businesses to participate in public bidding and contracts with the City. A Diversity Utilization Board was created in 2011 to oversee the goals of the program. Since then the Diversity Utilization Board has sponsored training programs and other activities to identify and encourage minority businesses in the City bidding process, and in procurement of other City contractual work. This Board and its interaction with City agents in contracting and purchasing, has furthered the number of minority businesses participating in City projects and programs, and will continue to do so.

South Bend's Diversity and Inclusion Plan

In spring 2016, the City hired a Diversity Compliance/Inclusion Officer who helps assure that the City's workforce truly reflects the racial, ethnic, disabled and all other human diversity within the South Bend community. That Officer further acts as a resource for expanding the list of bidders for City contracts to include eligible minority and women owned businesses. Additionally, the Officer works with the City's Department of Community Investment (DCI) and the Mayor's office in developing small, local minority and women business enterprises (MWBE's) that can do business with the City.

The Diversity Compliance/Inclusion Officer submitted in July 2016 the City's Diversity and Inclusion Plan (the Plan) having an overall purpose **"to remove, reduce, and or address physical, systemic, communication and attitudinal barriers to a more diverse and inclusive City... where ALL can thrive."** Within the Plan, diversity and inclusion is defined as "policies and practices of inclusion that promote understanding of cultural differences and that encourage cooperation across the boundaries of diverse coworkers and the public."

Among some of the initiatives of the Diversity Compliance/Inclusion Officer have been intense staff and management training to better understand diversity and inclusion, to recognize micro-aggression, and reduce unconscious bias in hiring and on-the-job treatment of workers by coworkers and supervisors. Longer term, ongoing initiatives, among many, are to infuse diversity and inclusion language throughout all city strategic plans, policies, procedures and programs; to conduct training about reasonable accommodations for disabled employees; and to develop website training materials in English and Spanish for existing staff, new employees, and for contract opportunities with the City. These web-based materials will be available in other format for hearing and sight impaired persons. The South Bend Common Council passed an ordinance in 2018 requiring regular sexual harassment awareness and prevention training for all City personnel, including elected or appointed officials.

The City's Innovation Department has made efforts to incorporate recent features offered by manufacturers that enable disabled persons to interact with digital content. This includes changing contrast profiles, magnification, and text-to-speech capacity. As changes and upgrades to the City's website are implemented, the City will incorporate the latest, cost-effective technology to provide website accommodation to persons with disabilities.

South Bend Human Rights Commission

The South Bend Human Rights Commission continues to provide public and civic education about rights of the disabled and other minorities in matters of employment and housing. Such training is done upon request or through outreach to employers, landlords, and others. The Commission has conducted several minority and diversity training programs within

the City, most notably within the City Police Department in the wake of recent publicized incidents of conflict between law enforcement and African American male youth. The Human Rights Commission staff will continue to expand its educational outreach.

Limited English Proficiency (LEP)

LEP Policy and the LEP Population of South Bend

Similarly, and as part of its overall Title VI mission of inclusivity and non-discrimination, the City is committed to make sure that meaningful access to its services, programs, and activities are available to persons with limited English language proficiency. One of the specific goals of South Bend's Diversity and Inclusion Plan is to ensure that language is no barrier to city services and events.

The Latino population of the City of South Bend is roughly 13.0% as shown on the federal 2010 census. Of this Latino population segment, it is uncertain what percentage or number of persons are actually of limited English proficiency, that is, those whose proficiency in speaking, reading, writing or understanding English, as a result of national origin, is such that that it would deny or limit meaningful access to South Bend's programs and services if language assistance were not provided. The City will seek to identify the approximate number or percentage of actual Spanish language speakers with limited English proficiency.

Other national origin populations with limited English language proficiency within the City are not significant according to current census and other data ("Asian" is the highest at 1.3%), but the City will take reasonable steps to identify any other population which due to national origin has limited English language proficiency, and will accommodate such persons to the extent reasonably possible.

Language Assistance Measures and Continued Plan for LEP Access

Translations of documents required to obtain essential City, or to otherwise to assist persons with difficulty communicating in English due to Latino national origin, are currently in progress. Persons with fluent Spanish language ability are employed in several City Departments and in the City Clerk's office, and they translate orally when necessary. These include several supervisory persons in the Departments of Public Works, one assistant in the Mayor's office, and one investigator in the office of the South Bend Human Rights Commission, among others. Written translations of documents necessary to meaningfully access City programs are being done through bi-lingual City personnel and with assistance from Latino non-profits within the City. The South Bend Common Council agenda for each of its two monthly meetings is translated into Spanish and is available in the City Clerk's office.

Full Spanish language service is available on the City's 311 Call line, which operates from 7:30 a.m. to 5:30 p.m., Monday through Friday, and any complaints from Spanish speaking persons are promptly referred to the responsible City Department when appropriate.

The 311 Call Center is also a source for identification of the approximate number of persons with limited English language proficiency by those whose primary language of communication is Spanish and by those with other primary languages of communication. To date the Call Center has had no language translation requests other than Spanish, and as of Autumn 2018, the 311 Call Center has responded to 760,000 calls. Of these, 2,300 were from Spanish speakers; and none were from speakers of another language requiring translation. The total number of impaired contacts through Autumn 2018 is 150 and all were translated through outside services.

The 311 Call Center is also a useful source of knowledge as to the specific City services frequently used, needed, and accessed by persons with limited English proficiency as well as other persons protected by Title VI and the City's policy.

The City has a Voluntary **Title VI Public Involvement Survey form** in both English and Spanish that it provides at public meetings and at the counters in City service offices (**Attachment 4-A & 4-B**) to identify LEP persons as well as others protected by Title VI and supplemental City policy. Additionally, City Departments, offices, recreational and service facilities, will use **I-Speak Cards (Attachment 5)** to assist in identifying languages spoken by users of City programs, services and activities where interpretation services may be needed.

CITY PROGRAMS USING FEDERAL FINANCIAL ASSISTANCE

The City of South Bend receives grants and funds from the Federal Department of Transportation and the Federal Highway Commission for roads, rights-of-way, and other improvements. It also receives funds for distressed property revitalization and redevelopment from the Federal Department of Urban Development (HUD). Its Human Rights Commission receives Federal grant monies from HUD and the Federal Equal Employment Opportunities Commission. The City receives other Federal program assistance.

The City itself as well as all contractors, subcontractors and vendors who receive payment from the City where the funding has originated from any Federal assistance program are subject to all provisions of Title VI. The City acknowledges its duty to provide Assurances per regulations enacted by the Federal Highway Administration.

The **Assurances and Contract Provisions** are set out in **Attachments 6 through 8**, and those contract provisions will be included as relevant and appropriate in all City documents where funds originated from Federal assistance programs. Any and all written agreements relevant to Title VI shall not contain any form of discrimination either written or implied.

GRIEVANCE PROCESS AND PROCEDURE

The Grievance Procedure for a person with a disability adopted in the City's Transition Plan of 2013 applies equally to any other person who believes the City has discriminated against that person due to race, color, age, gender, or national origin in City programs, services, and/or activities, or denied the person access to such a program, service, and/or activity in any manner. (The **Grievance Policy and Form** are **Attachments 9 and 10 hereto**, and are also located on the City's website.)

The aggrieved person shall use the City's form which is available on the City's website and must submit the form **no later than sixty (60) calendar days after the date of the violation** and shall comply with the City's Grievance Procedure. Under that Grievance Procedure, the City has twenty-one (21) days in which to initially respond, and an additional thirty (30) days to attempt to resolve the problem if the City's initial response is not acceptable to the grievant. Thereafter, the grievant has fifteen (15) days to appeal in writing to the City's Board of Public Works.

The City's ADA Coordinator also serves as the City's Title VI Coordinator in all grievances pertaining to discrimination in city services, programs, and activities due to race, color, age, gender or national origin. The Complaint should be submitted to:

Aladean DeRose
ADA / Title VI Coordinator
City of South Bend Legal Department
227 West Jefferson Boulevard, Suite 1200
South Bend, Indiana 46601

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.

The ADA/Title VI Coordinator maintains a log of all complaints or grievances regarding accessibility of facilities and non-discrimination in the City's services, programs, and activities. This log is maintained for a period of three (3) years and is a public record with exception of any medical information or personal information about a claimant that may be contained within the log.

ENVIRONMENTAL JUSTICE

On January 15, 2016 South Bend Mayor Pete Buttigieg, by executive order, enacted a City-wide diversity and inclusion initiative which among other things supports a policy of equal opportunity, diversity and inclusion throughout the community and within the City's administrative offices and Departments. Under this policy, diversity includes the "different individual attributes such as national heritage and origin, language, race, color, ethnicity, religion sex, sexual orientation, gender identity, age, socioeconomic status, educational background, life experiences, and modes of thought..."

This City initiative encompasses the federal government concept of environmental justice ("EJ"), that is, "the fair treatment and meaningful involvement of all people regardless of race, color, national origin or income with respect to the development, implementation, and enforcement of environmental laws, regulations and policies." The City commits to the objective that no group of persons, including racial, ethnic, or socioeconomic, should bear a disproportionate share of negative environmental consequences resulting from industrial, municipal, and commercial operations of the execution of federal, state, or local programs and policies.

South Bend is a participant in the Michiana Area Council of Governments ("MACOG"), which, using a methodology developed by the Delaware Valley Regional Planning Commission, has conducted an analysis of potentially disadvantaged population groups within its participating members, including the City of South Bend. MACOG's current list of populations which have indicators of Potential Disadvantage are:

Non-Hispanic Minority

Hispanic

Households in Poverty

Limited English Proficiency

Elderly over age 65

Carless Households

Persons with Physical Disabilities

Because the census tracts for the region indicate the average minority population for any census tract within the region is 15.8%, any census tract with a greater percentage, including

several within the City of South Bend, would be identified as having an Indicator of Potential Disadvantage (“IPD”).

South Bend has begun implementation of this goal by assisting the population directly affected by the departure of New Energy Corporation, an ethanol manufacturing plant on the City’s west side, which ceased active operation in 2012 affecting the water levels within the area, and thus capacity for basement flooding of buildings within the area. The area is one with a significant IPD population, including Hispanic, elderly over 65, and low income households. The City has added a well to its water service system to reduce ground water levels in the affected area, at a significant cost to the City’s water utility.

South Bend will observe the principals of EJ in all work and contracts that it performs upon public lands, public right of ways, waterways and wherever EJ is implicated.

ONGOING MONITORING AND UPDATING

The Engineering Division of the South Bend Department of Public Works will continue to monitor pedestrian facilities in the public right of way and the City’s buildings and structures for accessibility to persons with disabilities under the ADA, and will continue to update the list of facilities, buildings and structures, both for compliance and improvement. The ADA/Title VI Coordinator will monitor City programs, services and activities to assure that the City’s policy of inclusion and non-discrimination is promoted and advanced.

ATTACHMENT 1: PROGRESS UPDATE ON CITY PEDESTRIAN FACILITIES IN PUBLIC RIGHT OF WAY

ADA Transition Plan: Curb Analysis

In 2015, the City of South Bend – Public Works Department conducted a full-scale evaluation of all the curb ramps within the City limits to generate a priority ranking system. Each curb ramp was assigned a numerical value depending on the condition of the ramp, sidewalk approach, and crosswalk. These values are referenced in the City’s ADA Transition Plan and are called Access Grades. Since 2015, the City has made a significant effort to focus on the pedestrians, especially when crossing roadways, with the introduction of Smart Streets. Curb ramps near Government Facilities have seen a change of 16% (23 intersections) from high priority to low priority. Table 1 indicates the changes for each intersection priority between 2015 and 2018.

Intersection Priority						
1		2		3		
Locations serving Government Facilities		Locations serving Commercial & Employment Centers		Locations serving Other Areas		
	2015	2018	2015	2018	2015	2018
High	93	70	80	76	376	386
Medium	69	49	372	284	366	341
Low	106	149	413	471	1108	1158

Table 1: 2015 and 2018 Curb Ramp Ratings

Intersections		
	2015	2018
1A	37	62
1B	69	87
1C	69	49
1D	57	42
1E	36	28
2A	204	210
2B	209	261
2C	199	140
2D	173	144
2E	80	76
3A	272	106
3B	398	542
3C	438	510
3D	366	341
3E	376	386
Total	2983	2984

Table 2: Access Grade Breakdown

ATTACHMENT 2: ADA COMPLIANCE CHECKLIST USED IN CITY ASSESSMENT

QUESTIONS

POSSIBLE SOLUTIONS

Priority

1 Accessible Approach/Entrance

People with disabilities should be able to arrive on the site, approach the building, and enter as freely as everyone else. At least one route of travel should be safe and accessible for everyone, including people with disabilities.

Route of Travel (ADAAG 4.3, 4.4, 4.5, 4.7)

Is there a route of travel that does not require the use of stairs?

Yes No

☐ ☐

Is the route of travel stable, firm and slip-resistant?

☐ ☐


Is the route at least 36 inches wide?

☐ ☐
☐

width



Can all objects protruding into the circulation paths be detected by a person with a visual disability using a cane?

☐ ☐
☐

distance
from wall/
height

In order to be detected using a cane, an object must be within 27 inches of the ground. Objects hanging or mounted overhead must be higher than 80 inches to provide clear head room. It is not necessary to remove objects that protrude less than 4 inches from the wall.

Do curbs on the route have curb cuts at drives, parking, and drop-offs?

☐ ☐

- ☐ Add a ramp if the route of travel is interrupted by stairs.
- ☐ Add an alternative route on level ground.

- ☐ Repair uneven paving.
- ☐ Fill small bumps and breaks with beveled patches.
- ☐ Replace gravel with hard top.

- ☐ Change or move landscaping, furnishings, or other features that narrow the route of travel.
- ☐ Widen route.

- ☐ Move or remove protruding objects.
- ☐ Add a cane-detectable base that extends to the ground.
- ☐ Place a cane-detectable object on the ground underneath as a warning barrier.

- ☐ Install curb cut.
- ☐ Add small ramp up to curb.

Ramps (ADAAG 4.8)



Are the slopes of ramps no greater than 1:12?

☐ ☐
☐

slope

Slope is given as a ratio of the height to the length. 1:12 means for every 12 inches along the base of the ramp, the height increases one inch. For a 1:12 maximum slope, **at least** one foot of ramp length is needed for each inch of height.

- ☐ Lengthen ramp to decrease slope.
- ☐ Relocate ramp.
- ☐ If available space is limited, reconfigure ramp to include switchbacks.

QUESTIONS

POSSIBLE SOLUTIONS

Ramps, continued

Do all ramps longer than 6 feet have railings on both sides?

Yes No

☐ ☐

☐ Add railings.



Are railings sturdy, and between 34 and 38 inches high?

☐ ☐

height

☐ Adjust height of railing if not between 30 and 38 inches.
☐ Secure handrails in fixtures.



Is the width between railings or curbs at least 36 inches?

☐ ☐

width

☐ Relocate the railings.
☐ Widen the ramp.

Are ramps non-slip?

☐ ☐

☐ Add non-slip surface material.



Is there a 5-foot-long level landing at every 30-foot horizontal length of ramp, at the top and bottom of ramps and at switchbacks?

☐ ☐

length

☐ Remodel or relocate ramp.



Does the ramp rise no more than 30 inches between landings?

☐ ☐

rise

☐ Remodel or relocate ramp.

Parking and Drop-Off Areas (ADAAG 4.6)



Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5-foot access aisle)? For guidance in determining the appropriate number to designate, the table below gives the ADAAG requirements for new construction and alterations (for lots with more than 100 spaces, refer to ADAAG):

☐ ☐

number of
accessible
spaces

☐ Reconfigure a reasonable number of spaces by repainting stripes.

Note widths of existing accessible spaces:

Total spaces

1 to 25

26 to 50

51 to 75

76 to 100

Accessible

1 space

2 spaces

3 spaces

4 spaces



Are 8-foot-wide spaces, with minimum 8-foot-wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans?

☐ ☐

width/
vertical
clearance

☐ Reconfigure to provide van-accessible space(s).

At least one of every 8 accessible spaces must be van-accessible (with a minimum of one van-accessible space in all cases).

QUESTIONS

POSSIBLE SOLUTIONS

Parking and Drop-Off Areas, continued

Are the access aisles part of the accessible route to the accessible entrance?

Yes No

☐ ☐

Are the accessible spaces closest to the accessible entrance?

☐ ☐

Are accessible spaces marked with the International Symbol of Accessibility? Are there signs reading "Van Accessible" at van spaces?

☐ ☐

Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?

☐ ☐

- ☐ Add curb ramps.
- ☐ Reconstruct sidewalk.
- ☐ Reconfigure spaces.
- ☐ Add signs, placed so that they are not obstructed by cars.
- ☐ Implement a policy to check periodically for violators and report them to the proper authorities.

Entrance (ADAAG 4.13, 4.14, 4.5)

If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance?

☐ ☐

Do not use a service entrance as the accessible entrance unless there is no other option.


Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?

☐ ☐

Can the alternate accessible entrance be used independently?


☐ ☐

- ☐ If it is not possible to make the main entrance accessible, create a dignified alternate accessible entrance. If parking is provided, make sure there is accessible parking near all accessible entrances.
- ☐ Install signs before inaccessible entrances so that people do not have to retrace the approach.
- ☐ Eliminate as much as possible the need for assistance—to answer a doorbell, to operate a lift, or to put down a temporary ramp, for example.
- ☐ Widen the door to 32 inches clear.
- ☐ If technically infeasible, widen to 31-3/8 inches minimum.
- ☐ Install offset (swing-clear) hinges.
- ☐ Remove or relocate furnishings, partitions, or other obstructions.
- ☐ Move door.
- ☐ Add power-assisted or automatic door opener.


 Does the entrance door have at least 32 inches clear opening (for a double door, at least one 32-inch leaf)?

☐ ☐


clear opening

 Is there at least 18 inches of clear wall space on the pull side of the door, next to the handle?

☐ ☐


clear space

A person using a wheelchair or crutches needs this space to get close enough to open the door.

QUESTIONS

POSSIBLE SOLUTIONS

Entrance, continued



Is the threshold edge 1/4-inch high or less, or if beveled edge, no more than 3/4-inch high?

Yes No

☐ ☐
☐

height

- ☐ If there is a single step with a rise of 6 inches or less, add a short ramp.
- ☐ If there is a threshold greater than 3/4-inch high, remove it or modify it to be a ramp.



If provided, are carpeting or mats a maximum of 1/2-inch high?

☐ ☐
☐

height

- ☐ Replace or remove mats.

Are edges securely installed to minimize tripping hazards?

☐ ☐

- ☐ Secure carpeting or mats at edges.



Is the door handle no higher than 48 inches and operable with a closed fist?

☐ ☐
☐

height

- ☐ Lower handle.
- ☐ Replace inaccessible knob with a lever or loop handle.
- ☐ Retrofit with an add-on lever extension.

The "closed fist" test for handles and controls: Try opening the door or operating the control using only one hand, held in a fist. If you can do it, so can a person who has limited use of his or her hands.



Can doors be opened without too much force (exterior doors reserved; maximum is 5 lbf for interior doors)?

☐ ☐
☐

force

- ☐ Adjust the door closers and oil the hinges.
- ☐ Install power-assisted or automatic door openers.
- ☐ Install lighter doors.

You can use an inexpensive force meter or a fish scale to measure the force required to open a door. Attach the hook end to the doorknob or handle. Pull on the ring end until the door opens, and read off the amount of force required. If you do not have a force meter or a fish scale, you will need to judge subjectively whether the door is easy enough to open.



If the door has a closer, does it take at least 3 seconds to close?

☐ ☐
☐

seconds

- ☐ Adjust door closer.

QUESTIONS

POSSIBLE SOLUTIONS

Priority

2 Access to Goods and Services

Ideally, the layout of the building should allow people with disabilities to obtain materials or services without assistance.

Horizontal Circulation (ADAAG 4.3)

Does the accessible entrance provide direct access to the main floor, lobby, or elevator?

Yes No


☐ ☐

- ☐ Add ramps or lifts.
- ☐ Make another entrance accessible.

Are all public spaces on an accessible route of travel?

☐ ☐

- ☐ Provide access to all public spaces along an accessible route of travel.


 Is the accessible route to all public spaces at least 36 inches wide?

☐ ☐

☐

width

- ☐ Move furnishings such as tables, chairs, display racks, vending machines, and counters to make more room.

 Is there a 5-foot circle or a T-shaped space for a person using a wheelchair to reverse direction?


☐ ☐

☐

width

- ☐ Rearrange furnishings, displays, and equipment.

Doors (ADAAG 4.13)


 Do doors into public spaces have at least a 32-inch clear opening?

☐ ☐

☐

clear opening

- ☐ Install offset (swing-clear) hinges.
- ☐ Widen doors.


 On the pull side of doors, next to the handle, is there at least 18 inches of clear wall space so that a person using a wheelchair or crutches can get near to open the door?

☐ ☐

☐

clear space

- ☐ Reverse the door swing if it is safe to do so.
- ☐ Move or remove obstructing partitions.


 Can doors be opened without too much force (5 lbf maximum for interior doors)?

☐ ☐

☐

force

- ☐ Adjust or replace closers.
- ☐ Install lighter doors.
- ☐ Install power-assisted or automatic door openers.


 Are door handles 48 inches high or less and operable with a closed fist?

☐ ☐

☐

height

- ☐ Lower handles.
- ☐ Replace inaccessible knobs or latches with lever or loop handles.
- ☐ Retrofit with add-on levers.
- ☐ Install power-assisted or automatic door openers.

 Are all threshold edges 1/4-inch high or less, or if beveled edge, no more than 3/4-inch high?

☐ ☐

☐

height

- ☐ If there is a threshold greater than 3/4-inch high, remove it or modify it to be a ramp.
- ☐ If between 1/4- and 3/4-inch high, add bevels to both sides.

QUESTIONS

POSSIBLE SOLUTIONS

Rooms and Spaces (ADAAG 4.2, 4.4, 4.5)



Are all aisles and pathways to materials and services at least 36 inches wide?

Yes No

☐ ☐

width

☐ Rearrange furnishings and fixtures to clear aisles.



Is there a 5-foot circle or T-shaped space for turning a wheelchair completely?

☐ ☐

width

☐ Rearrange furnishings to clear more room.

Is carpeting low-pile, tightly woven, and securely attached along edges?

☐ ☐

☐ Secure edges on all sides.
☐ Replace carpeting.



In circulation paths through public areas, are all obstacles cane-detectable (located within 27 inches of the floor or higher than 80 inches, or protruding less than 4 inches from the wall)?

☐ ☐

height/
protrusion

☐ Remove obstacles.
☐ Install furnishings, planters, or other cane-detectable barriers underneath.

Emergency Egress (ADAAG 4.28)

If emergency systems are provided, do they have both flashing lights and audible signals?

☐ ☐

☐ Install visible and audible alarms.
☐ Provide portable devices.

Signage for Goods and Services (ADAAG 4.30)

Different requirements apply to different types of signs.



If provided, do signs and room numbers designating permanent rooms and spaces where goods and services are provided comply with the appropriate requirements for such signage?

☐ ☐

☐ Provide signs that have raised letters, Grade II Braille, and that meet all other requirements for permanent room or space signage. (See ADAAG 4.1.3(16) and 4.30.)

- Signs mounted with centerline 60 inches from floor.

Y N ☐ ☐

height

- Mounted on wall adjacent to latch side of door, or as close as possible.

☐ ☐

- Raised characters, sized between 5/8 and 2 inches high, with high contrast (for room numbers, rest rooms, exits).

☐ ☐

character
height

- Brailled text of the same information.

☐ ☐

- If pictogram is used, it must be accompanied by raised characters and braille.

☐ ☐

QUESTIONS

POSSIBLE SOLUTIONS

Directional and Informational Signage

The following questions apply to directional and informational signs that fall under Priority 2.

Yes No



If mounted above 80 inches, do they have letters at least 3 inches high, with high contrast, and non-glare finish?

☐ ☐
☐

letter height

☐ Review requirements and replace signs as needed, meeting the requirements for character size, contrast, and finish.

Do directional and informational signs comply with legibility requirements? (Building directories or temporary signs need not comply.)

☐ ☐

☐ Review requirements and replace signs as needed.

Controls (ADAAG 4.27)



Are all controls that are available for use by the public (including electrical, mechanical, cabinet, game, and self-service controls) located at an accessible height?

☐ ☐
☐

height

☐ Relocate controls.

Reach ranges: The maximum height for a side reach is 54 inches; for a forward reach, 48 inches. The minimum reachable height is 15 inches for a front approach and 9 inches for a side approach.

Are they operable with a closed fist?

☐ ☐

☐ Replace controls.

Seats, Tables, and Counters (ADAAG 4.2, 4.32, 7.2)



Are the aisles between fixed seating (other than assembly area seating) at least 36 inches wide?

☐ ☐
☐

width

☐ Rearrange chairs or tables to provide 36-inch aisles.

Are the spaces for wheelchair seating distributed throughout?

☐ ☐

☐ Rearrange tables to allow room for wheelchairs in seating areas throughout the area.
☐ Remove some fixed seating.



Are the tops of tables or counters between 28 and 34 inches high?

☐ ☐
☐

height

☐ Lower part or all of high surface.
☐ Provide auxiliary table or counter.



Are knee spaces at accessible tables at least 27 inches high, 30 inches wide, and 19 inches deep?

☐ ☐
☐

height/
width/
depth

☐ Replace or raise tables.

QUESTIONS

POSSIBLE SOLUTIONS

Seats, Tables, and Counters, continued



At each type of cashier counter, is there a portion of the main counter that is no more than 36 inches high?

Yes No

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	
height	

- ☐ Provide a lower auxiliary counter or folding shelf.
- ☐ Arrange the counter and surrounding furnishings to create a space to hand items back and forth.



Is there a portion of food-ordering counters that is no more than 36 inches high, or is there space at the side for passing items to customers who have difficulty reaching over a high counter?

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	
height	

- ☐ Lower section of counter.
- ☐ Arrange the counter and surrounding furnishings to create a space to pass items.

Vertical Circulation (ADAAG 4.1.3(5), 4.3)

Are there ramps, lifts, or elevators to all public levels?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

- ☐ Install ramps or lifts.
- ☐ Modify a service elevator.
- ☐ Relocate goods or services to an accessible area.

On each level, if there are stairs between the entrance and/or elevator and essential public areas, is there an accessible alternate route?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

- ☐ Post clear signs directing people along an accessible route to ramps, lifts, or elevators.

Stairs (ADAAG 4.9)

The following questions apply to stairs connecting levels *not* serviced by an elevator, ramp, or lift.

Do treads have a non-slip surface?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

- ☐ Add non-slip surface to treads.

Do stairs have continuous rails on both sides, with extensions beyond the top and bottom stairs?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

- ☐ Add or replace handrails if possible within existing floor plan.

Elevators (ADAAG 4.10)

Are there both visible and verbal or audible door opening/closing and floor indicators (one tone = up, two tones = down)?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

- ☐ Install visible and verbal or audible signals.



Are the call buttons in the hallway no higher than 42 inches?

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	
height	

- ☐ Lower call buttons.
- ☐ Provide a permanently attached reach stick.

Do the controls inside the cab have raised and braille lettering?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

- ☐ Install raised lettering and braille next to buttons.

QUESTIONS

POSSIBLE SOLUTIONS

Elevators, continued

Is there a sign on both door jambs at every floor identifying the floor in raised and braille letters?

Yes No

☐ ☐

If an emergency intercom is provided, is it usable without voice communication?

☐ ☐

Is the emergency intercom identified by braille and raised letters?

☐ ☐

Lifts (ADAAG 4.2, 4.11)

Can the lift be used without assistance? If not, is a call button provided?


☐ ☐


- ☐ Install tactile signs to identify floor numbers, at a height of 60 inches from floor.
- ☐ Modify communication system.
- ☐ Add tactile identification.


- ☐ At each stopping level, post clear instructions for use of the lift.
- ☐ Provide a call button.

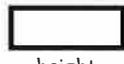
- ☐ Rearrange furnishings and equipment to clear more space.

- ☐ Move controls.

 Is there at least 30 by 48 inches of clear space for a person in a wheelchair to approach to reach the controls and use the lift?

☐ ☐

clear space

 Are controls between 15 and 48 inches high (up to 54 inches if a side approach is possible)?

☐ ☐

height

Priority

3 Usability of Rest Rooms

When rest rooms are open to the public, they should be accessible to people with disabilities.

Getting to the Rest Rooms (ADAAG 4.1)

If rest rooms are available to the public, is at least one rest room (either one for each sex, or unisex) fully accessible?

☐ ☐

Are there signs at inaccessible rest rooms that give directions to accessible ones?

☐ ☐

- ☐ Reconfigure rest room.
- ☐ Combine rest rooms to create one unisex accessible rest room.
- ☐ Install accessible signs.

Doorways and Passages (ADAAG 4.2, 4.13, 4.30)

Is there tactile signage identifying rest rooms?

☐ ☐

Mount signs on the wall, on the latch side of the door, complying with the requirements for permanent signage. Avoid using ambiguous symbols in place of text to identify rest rooms.

- ☐ Add accessible signage, placed to the side of the door, 60 inches to centerline (not on the door itself).

QUESTIONS

POSSIBLE SOLUTIONS


Doorways and Passages, continued

Are pictograms or symbols used to identify rest rooms, and, if used, are raised characters and braille included below them?

Yes No

☐ ☐

- ☐ If symbols are used, add supplementary verbal signage with raised characters and braille below pictogram symbol.


 Is the doorway at least 32 inches clear?

☐ ☐

☐

clear width

- ☐ Install offset (swing-clear) hinges.
- ☐ Widen the doorway.


 Are doors equipped with accessible handles (operable with a closed fist), 48 inches high or less?

☐ ☐

☐

height

- ☐ Lower handles.
- ☐ Replace knobs or latches with lever or loop handles.
- ☐ Add lever extensions.
- ☐ Install power-assisted or automatic door openers.


 Can doors be opened easily (5 lbf maximum force)?

☐ ☐

☐

force

- ☐ Adjust or replace closers.
- ☐ Install lighter doors.
- ☐ Install power-assisted or automatic door openers.

 Does the entry configuration provide adequate maneuvering space for a person using a wheelchair?


☐ ☐

☐

clear width

A person in a wheelchair needs 36 inches of clear width for forward movement, and a 5-foot diameter or T-shaped clear space to make turns. A minimum distance of 48 inches clear of the door swing is needed between the two doors of an entry vestibule.

- ☐ Rearrange furnishings such as chairs and trash cans.
- ☐ Remove inner door if there is a vestibule with two doors.
- ☐ Move or remove obstructing partitions.

 Is there a 36-inch-wide path to all fixtures?

☐ ☐

☐

width


- ☐ Remove obstructions.

Stalls (ADAAG 4.17)

Is the stall door operable with a closed fist, inside and out?

☐ ☐

- ☐ Replace inaccessible knobs with lever or loop handles.
- ☐ Add lever extensions.

 Is there a wheelchair-accessible stall that has an area of at least 5 feet by 5 feet, clear of the door swing, OR is there a stall that is less accessible but that provides greater access than a typical stall (either 36 by 69 inches or 48 by 69 inches)?

☐ ☐

☐

length/
width

- ☐ Move or remove partitions.
- ☐ Reverse the door swing if it is safe to do so.

QUESTIONS

POSSIBLE SOLUTIONS

Stalls, continued

In the accessible stall, are there grab bars behind and on the side wall nearest to the toilet?

Yes No

☐ ☐

☐ Add grab bars.


 Is the toilet seat 17 to 19 inches high?

☐ ☐

height

☐ Add raised seat.

Lavatories (ADAAG 4.19, 4.24)


 Does one lavatory have a 30-inch-wide by 48-inch-deep clear space in front?

☐ ☐

clear space

A maximum of 19 inches of the required depth may be under the lavatory.


- ☐ Rearrange furnishings.
- ☐ Replace lavatory.
- ☐ Remove or alter cabinetry to provide space underneath.
- ☐ Make sure hot pipes are covered.
- ☐ Move a partition or wall.

 Is the lavatory rim no higher than 34 inches?

☐ ☐

height

☐ Adjust or replace lavatory.

 Is there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)?

☐ ☐

height

☐ Adjust or replace lavatory.

Can the faucet be operated with one closed fist?

☐ ☐

☐ Replace with paddle handles.

Are soap and other dispensers and hand dryers within reach ranges (see page 7) and usable with one closed fist?

☐ ☐

- ☐ Lower dispensers.
- ☐ Replace with or provide additional accessible dispensers.

 Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower?

☐ ☐

height

- ☐ Lower or tilt down the mirror.
- ☐ Add a larger mirror anywhere in the room.


Priority

4 Additional Access

Note that this priority is for items not required for basic access in the first three priorities.

When amenities such as drinking fountains and public telephones are provided, they should also be accessible to people with disabilities.

Drinking Fountains (ADAAG 4.15)

 Is there at least one fountain with clear floor space of at least 30 by 48 inches in front?

☐ ☐

clear space

☐ Clear more room by rearranging or removing furnishings.

QUESTIONS

POSSIBLE SOLUTIONS

Drinking Fountains, continued



Is there one fountain with its spout no higher than 36 inches from the ground, and another with a standard height spout (or a single "hi-lo" fountain)?

Yes No

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	
height	

Are controls mounted on the front or on the side near the front edge, and operable with one closed fist?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------



Is each water fountain cane-detectable (located within 27 inches of the floor or protruding into the circulation space less than 4 inches from the wall)?

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	
height/ protrusion	

☐ Provide cup dispensers for fountains with spouts that are too high.

☐ Provide accessible cooler.

☐ Replace the controls.

☐ Place a planter or other cane-detectable barrier on each side at floor level.

Telephones (ADAAG 4.31)



If pay or public use phones are provided, is there clear floor space of at least 30 by 48 inches in front of at least one?

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	
clear space	



Is the highest operable part of the phone no higher than 48 inches (up to 54 inches if a side approach is possible)?

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	
height	

☐ Move furnishings.

☐ Replace booth with open station.

☐ Lower telephone.



Does the phone protrude no more than 4 inches into the circulation space?

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	
protrusion	

☐ Place a cane-detectable barrier on each side at floor level.

Does the phone have push-button controls?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

☐ Contact phone company to install push-buttons.

Is the phone hearing-aid compatible?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

☐ Have phone replaced with a hearing-aid compatible one.

Is the phone adapted with volume control?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

☐ Have volume control added.

Is the phone with volume control identified with appropriate signage?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

☐ Add signage.

If there are four or more public phones in the building, is one of the phones equipped with a text telephone (TT or TDD)?

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

☐ Install a text telephone.

☐ Have a portable TT available.

☐ Provide a shelf and outlet next to phone.

Is the location of the text telephone identified by accessible signage bearing the International TDD Symbol?

<input type="checkbox"/>	<input type="checkbox"/>
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☐ Add signage.

ATTACHMENT 3: SUMMARY OF CITY FACILITIES SELF-EVALUATION

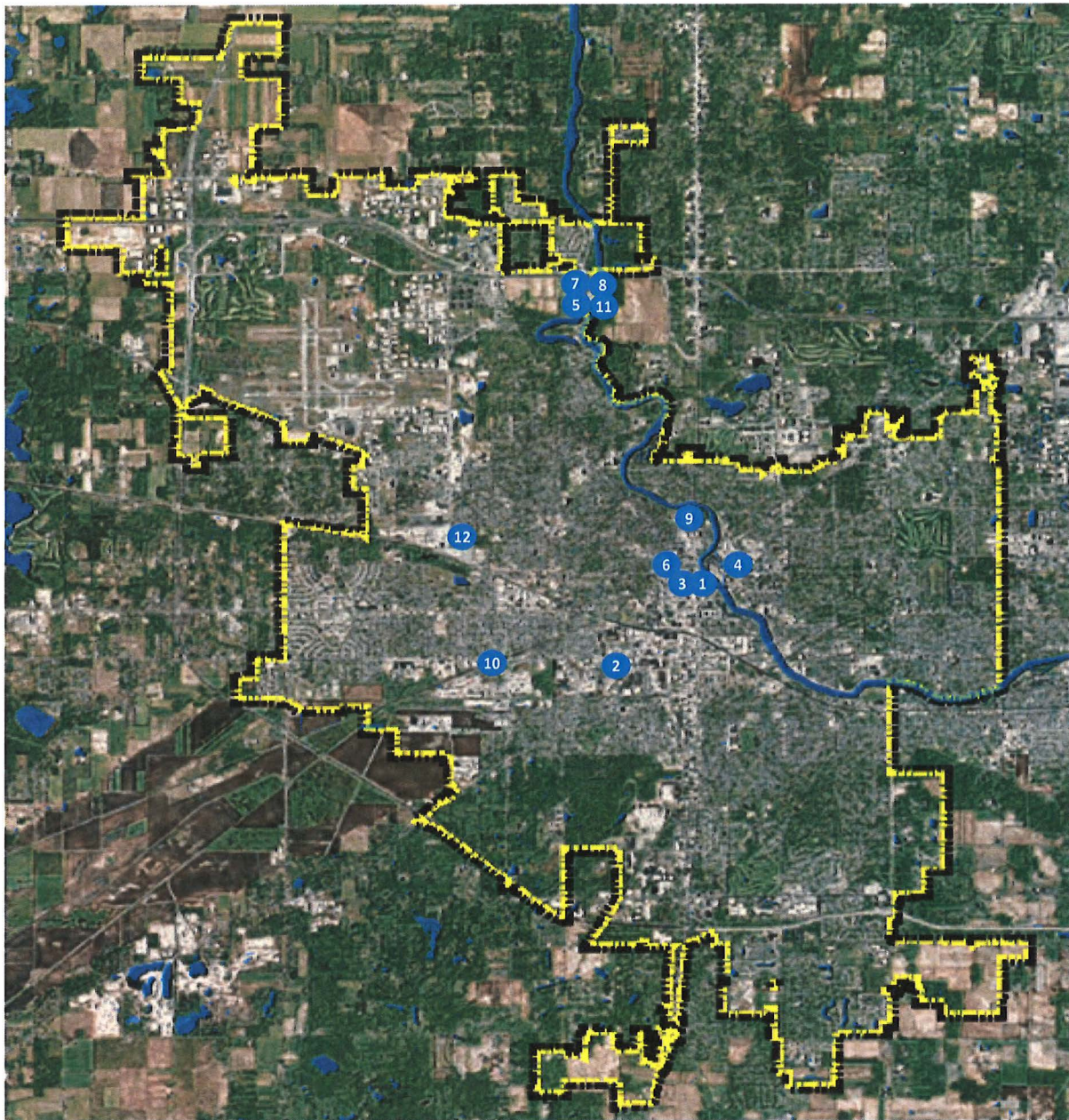
A. PUBLIC WORKS AND RELATED FACILITIES

B. PUBLIC ARTS AND ENTERTAINMENT FACILITIES

C. PUBLIC PARKS

D. PUBLIC SAFETY FACILITIES

Public Works & Other Facilities

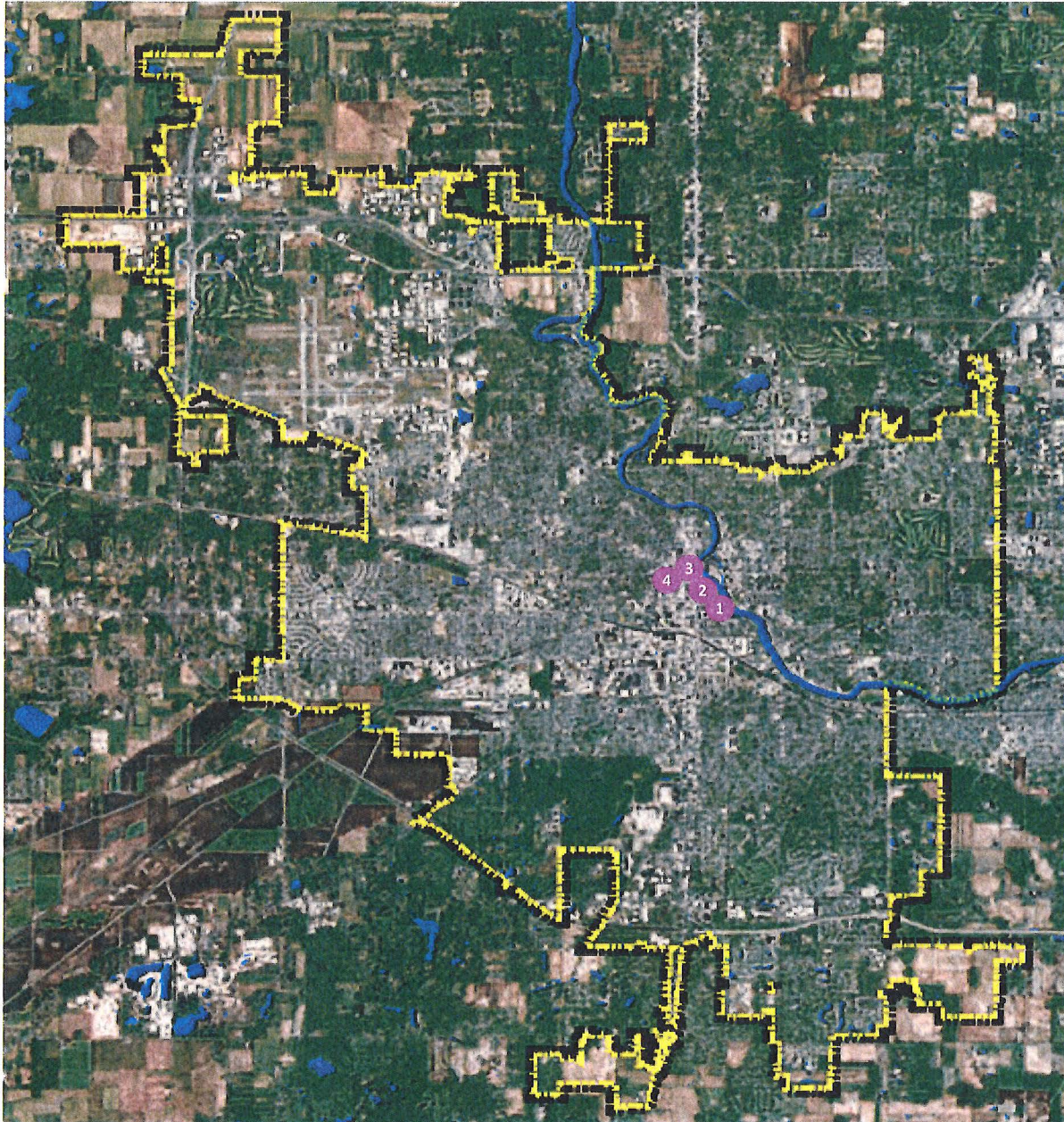


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|------------------------------|------------------------------|
| 1 Building Department | 8 Water Works: Headworks |
| 2 Central Services Bldg. | 9 Water Works: North Station |
| 3 County-City Building | 10 Water Works: Olive St. |
| 4 Human Rights Commission | 11 Water Works: Solid Waste |
| 5 Water Works: Admin | 12 Animal Control Facility |
| 6 Water Works: Colfax Office | |
| 7 Water Works: Dewatering | |

Public Works and Other Facilities				
ADA Barrier Priorities				
Facility	1. Accessible Approach/Entrance	2. Access to Goods and Services	3. Usability of Rest Rooms	4. Additional Access
2 Building Department 125 S. Lafayette Blvd.	There are no curb cuts at locations of drop offs or handicap parking areas. There are no van accessible handicap spots.	No ADA Barrier Present	No ADA Barrier Present	No ADA Barrier Present
2 Central Service Building 1045 W. Sample St.	Second accessible entrance requires signage. Sign needed to denote van accessibility parking space. Carpeting/mats not secured at edges.	Alarms should be the variety equipped with flashing lights. Signage installed at wrong heights, & lack Braille.	Improper bathroom signage.	No ADA Barrier Present
2 County City Building 227 W. Jefferson Blvd.	No ADA Barrier Present	Need to lower height of call buttons for elevators on all public floors, current height is above 42 inches. Also there are not signs on both sides of the elevator door jamb indicating floor level. On floors 4, 12, 13, 14, and in the court room/13th conference room, there needs to be designated handicap seating available. Court room handles are inaccessible. On floors 4, 12, 13, and 14 the counters are all too high except for city clerk office. Also in the conference room the aisles are too narrow between seats. Court room doors are too heavy.	Need to provide signs on each public floor indicating where accessible bathrooms are. Both bathrooms on ground level and 4th floor need to have signs mounted on latch side of the door. Signs on 4th floor are lacking braille on them. Handles on 4th floor are inaccessible. 4th floor bathroom does not have a 36 inch wide path to all fixtures. Stalls on both floors may need new handles that are more easily accessible. 4th floor bathroom needs grab bar behind toilet. Toilet seats on both floors sit too low (14 and 16 inches high). In basement bathroom there is not 29 inches from the floor to the bottom of the lavatory.	No ADA Barrier Present
6 Humans Right Commission 319 N. Niles Ave.	No ADA Barrier Present	No ADA Barrier Present	No ADA Barrier Present	No ADA Barrier Present
5 Waste Water: Administration 3113 Riverside Dr.	Stripe parking lot for ADA accessible spaces and van accessible spaces. Locate ADA accessible parking space nearest the accessible route.	Replace door knobs with pull handles and panic hardware. Adjust interior and exterior doors for opening pull force. Adjust interior and exterior doors closers for 3 seconds or more closing time.	Add signs denoting the accessible entrance, accessible restrooms, etc.	Not applicable
6 Water Works: Colfax Office 125 W. Colfax Ave.	Parking lot handicapped spaces need code-compliant signage posted.	Fire alarms must be type that flash when active.	Faucets in restrooms inoperable for people with mobility impairments, install "paddle type" handles. Soap dispensers/paper towels and cabinets must be no higher than 48" from the floor. Additionally, the mirror's bottom edge should be no more than 40" from the floor (alternatively, it may be angled downward instead).	Water fountains compliant.
2 Waste Water: Dewatering 3113 Riverside Dr.	Stripe parking lot for ADA accessible space. Locate ADA accessible parking space nearest the accessible route. Add signs denoting the accessible entrance.	Replace door knobs with pull handles and panic hardware. Adjust interior and exterior doors for opening pull force. Adjust interior and exterior door closers for 3 second or more closing time. Add railing and/or floor markings for accessible routes due to low clearances near machinery. Update emergency egress signs for flashing lights and audible signals. Provide signage for rooms.	Upgrade rest room facility for ADA accessibility (stall, lavatory bottom height, hardware, toilet seat height, tactile signs)	Water fountain is too high

Public Works and Other Facilities				
ADA Barrier Priorities				
Facility	1. Accessible Approach/Entrance	2. Access to Goods and Services	3. Usability of Rest Rooms	4. Additional Access
8 Waste Water: Headworks 3113 Riverside Dr.	Elevator. Stripe parking lot for additional ADA accessible spaces. Locate ADA accessible parking space nearest the accessible route	No ADA Barrier Present	Add signs denoting the accessible entrance, accessible restrooms, etc.	Water fountain is not cane-detectable and it is not within 27 inches of the floor; its is 28 inches.
12 Water Works: North Station 830 N. Michigan St.	Where routes cross curbs and steps, ramps need to be installed. At least one parking space must be van-accessible as well, with appropriate stripes painted and signage posted. (It was unclear from assessment if this was already up to code; if so, disregard)	Everything compliant as of assessment	All lavatories require a minimum of 30" x 48" clear space in front. Any noncompliant handicapped stall should be reconfigured accordingly.	Assessor indicated that water fountain was too high (better than 36"), but no exact measurement was provided by the assessor. If need be, the fountain may require height adjustment. If that is the case, keep in mind that the fountain must also be detectable by the visually impaired (part of it must be within 27")
10 Water Works: Olive Street 915 S. Olive St.	The entrance needs an extra 10" of clear wall space on the pull side of the door, next to the handle. All other parts of the form that apply to this structure apply.	Need to provide signs that have raised letters, Grade II Braille, and that meet all other requirements for permanent room or space signage.	The lavatory rim is higher than 34", it is 35". The mirror is mounted at 43" instead of the required 40" so the mirror should be lowered or tilted down.	Not applicable
12 Waste Water: Solid Waste 3113 Riverside Dr.	Stripe parking lot for ADA accessible space. Locate ADA accessible parking space nearest the accessible route. Replace ADA accessible space sign (faded) and provide signs denoting the accessible entrance. Secure mats at edges	Adjust interior and exterior doors for opening pull force. Adjust interior and exterior door closers for 3 second or more closing time. Update emergencyegress signs for flashing lights and audible signals. Provide updated signage for rooms, goods and services.	Provide accessible counter for public access if window counter is utilized in the future. Upgrade rest room facility for ADA accessibility (stall, path widths to fixtures, hardware, toilet seat height, tactile signs)	Complies to all applicable features.
12 Animal Control Facility 521 Eclipse Pl.	Access aisles for parking and drop-off are only 5ft wide, might need to be reconfigured. There are no van accessible spaces.	Complies to all applicable specifications.	There are 28.5" between the floor and the bottom of the lavatory apron, which is just under the 29" requirement.	Complies to all applicable specifications.
12 Wayne Street Parking Garage NW corner of St. Joseph St. & Wayne St.	Not enough handicap parking is provided, there also needs to be one van accessible spot for every eight handicap accessible spaces	Call buttons for elevator are installed at a height that is too high, need to be no more than 42 inches high. Also there are not signs on both door jambs identifying the floor after exiting elevator	Not Applicable	No ADA Barrier Present
10 Main & Colfax Parking Garage SE Corner of Main & Colfax	No handicap parking is provided at all, there also needs to be one van accessible spot for every eight handicap accessible spaces, with the spaces there needs accessible aisles that are closest to accessible entrance. Make sure enforcement procedure is in place.	No ADA Barrier Present	Not Applicable	No ADA Barrier Present

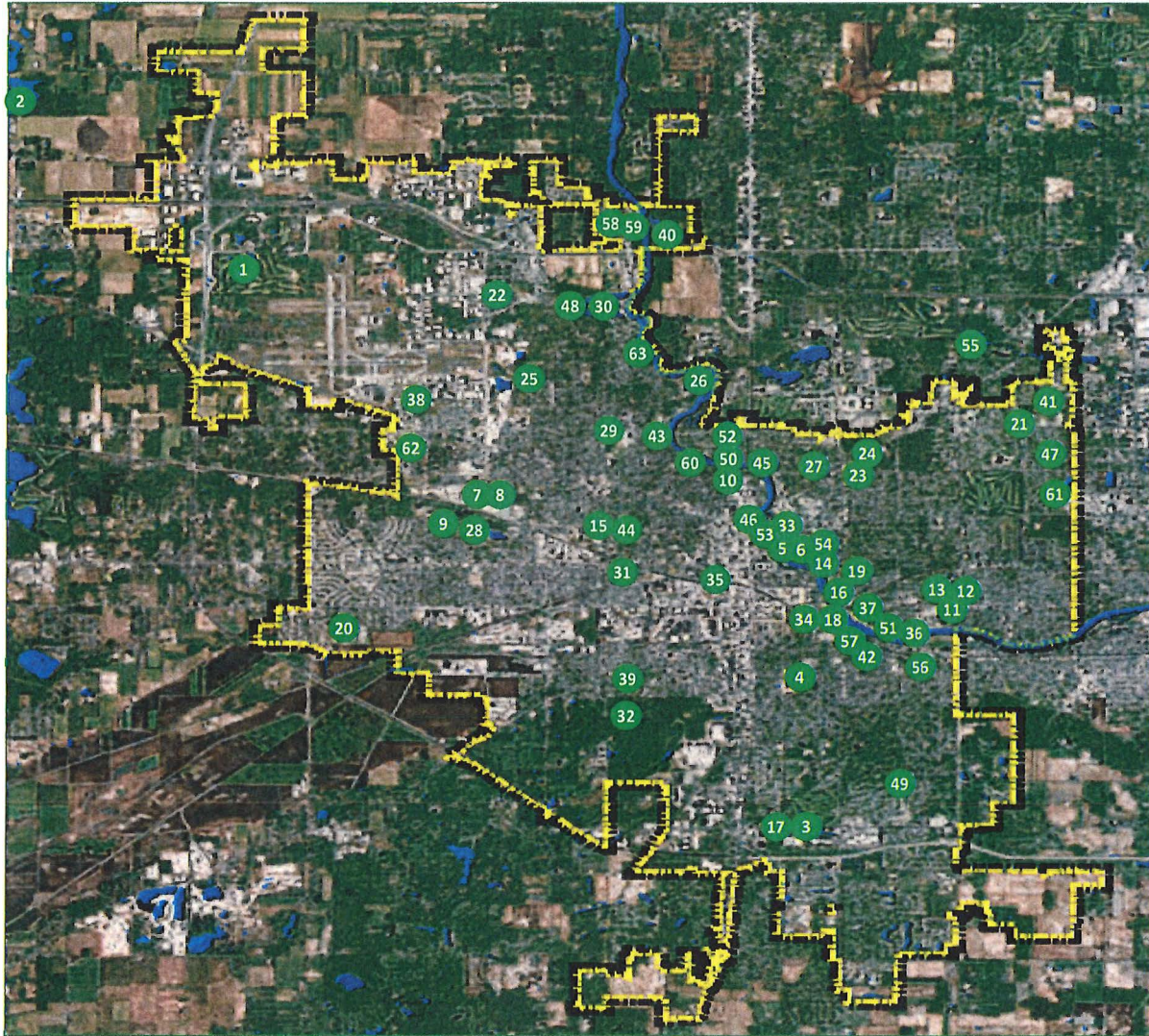
Public Arts & Entertainment Facilities



- 1 Century Center
- 2 College Football Hall of Fame
- 3 Morris Performing Arts Center
- 4 Palais Royale

Public Arts & Entertainment Facilities				
ADA Barrier Priorities				
Facility	1. Accessible Approach/Entrance	2. Access to Goods and Services	3. Usability of Rest Rooms	4. Additional Access
1 Century Center 120 S. St. Joseph St.	Long ramp requires railing on both sides, handicapped parking spaces accessible to vans need to be marked as such	Interior doors may be inoperable to people with mobility issues, should be able to open w/ a closed fist. Signage mounted too high (must be 60" from centerline to floor), also not up to code (needs Braille, high contrast lettering, non-glare finish, etc.). No data available for accessibility of Controls (lightswitches, cabinets, toilet flush handles, etc). These should be checked. Elevator should indicate audibly when doors are opening & closing, and whether it's going up or down. Also needs an emergency intercom in case it gets stuck, with appropriate Braille and raised lettering.	Stall doors not operable with a closed fist.	No ADA Barrier Present
2 College Football Hall of Fame 111 S. St. Joseph St.	Main entrance door is too heavy, exceeds 5lbf	No ADA Barrier Present	Signs outside of bathrooms do not have raised Braille, stall doors are not operable with a closed fist	Water fountains are not cane detectable, can not protrude from the wall four or more inches
3 Morris Performing Arts Center 211 N. Michigan St.	No ADA Barrier Present	No ADA Barrier Present	Toilet seat is 16 inches high, which is too short	No ADA Barrier Present
4 Palais Royale 105 W. Colfax Ave.	No ADA Barrier Present	No ADA Barrier Present	Toilet seat is 16 inches high, which is too short. Also sign outside of door needs to be on latch side, mounted on centerline 60 inches from floor	No ADA Barrier Present

Public Parks



- | | | |
|---------------------------------|--------------------------------|------------------------------|
| 1 Blackthorn Golf Course | 22 Boland Park | 49 Brownfield Park |
| 2 Elbel Clubhouse | 23 Coquillard Park | 44 City Cemetery |
| 3 Erskine Park Clubhouse | 24 Fredrickson Park | 45 East Race Trail |
| 4 Studebaker Golf Shop | 25 Fremont Park | 46 Gwen Stiver Memorial Park |
| 5 Howard Park Ice Rink | 26 Keller Park | 47 Helman Mini Park |
| 6 Howard Park Senior Center | 27 Kelly Park | 48 LaSalle Landing Park |
| 7 Kennedy Park Baseball Diamond | 28 LaSalle Park | 43 Marshall Park |
| 8 Kennedy Park Pool | 29 Muessel Grove Park | 50 Nokomis Park |
| 9 LaSalle Recreation Center | 30 Pinhook Park Pavilion | 51 Northside Blvd. Riverwalk |
| 10 Leeper Park Tennis Courts | 31 Pulaski Park | 52 Parkovash Park |
| 11 Potawatomi Conservatory | 32 Rum Village Nature Center | 53 Pier Park |
| 12 Potawatomi Pool | 33 Seitz Park | 54 Plaza Park |
| 13 Potawatomi Zoo | 34 Southeast Neighborhood Park | 55 Ponader Park |
| 14 Forester | 35 Stanley Coveleski Stadium | 56 Randolph Mini Park |
| 15 Martin Luther King Jr Center | 36 Veteran's Park | 57 Ravina Park |
| 16 Newman Center | 37 Viewing Park | 58 Riverside Manor Park |
| 17 O'Brien Fitness Center | 38 Voorde Park | 59 Riverside Park |
| 18 Parks Maintenance Facility | 39 Walker Field Park | 60 Shetterley Park |
| 19 Parks and Recreation | 40 Wheelock Park | 61 Sorin Park |
| 20 Bellville Park | 41 Booth Tarkington Park | 62 Westhaven Park |
| 21 Boehm Park | 42 Bowman Cemetery | 63 Woodlawn Park |

Public Parks				
ADA Barrier Priorities				
Facility	1. Accessible Approach/Entrance	2. Access to Goods and Services	3. Usability of Rest Rooms	4. Additional Access
1 Blackthorn Golf Course 6100 Nimtz Pkwy.	Spaces need to be reconfigured to provide van-accessible spaces. There are currently no van-accessible spaces. Furnishings, partitions, or other obstructions need to be relocated to allow for at least 18 inches of clear wall space on the pull side of the door, next to the handle.	Furnishings such as tables, chairs, display racks, vending machines, and counters need to be moved to allow for more room to the check-in counter. In the rooms, furnishings and fixtures need to be rearranged to clear aisles and to clear more room. The aisles between fixed seatings are 32" wide instead of the needed 36". The tops of the tables are compliant but the height of the bar is not. The main counter is too high.	Pictograms and symbols are either not used to identify rest rooms or, if they are used, there are no raised characters or braille included below them. There is not a wheelchair-accessible stall. The lavatory rim is higher than 34". The soap and other dispensers are too high. The mirror is too high.	Not applicable
3 Ebel Park Golf Course 26595 Auten Road	Insufficient number of accessible parking spots: require 3 more (6 total) with appropriate signage and placement (i.e. closest to the entrance). One (1) must be van accessible with signage and stripes to indicate. All entrances wheelchair inaccessible as of assessment, reconfigure at least one (1) entrance step into a ramp. Pro Shop thresholds noncompliant. Beveled edges must be no higher than ¼ of an inch. Replace thresholds or add ramps. Doors with knobs inoperable for individuals with mobility issues, replace with lever or loop handles. Interior doors too heavy, any door with a closer must take 3 seconds to close.	Suggestion box and red cabinet not cane detectable. Move/replace or put a cane detectable barrier next to obstacle (such as a planter or other large object) so the blind will know it's there. No fire alarms. Install the kind that flash. Make any signage comply with code	Require compliant signage for restrooms. Approaches to restrooms are compliant, but may be difficult for wheelchairs to navigate. It is compliant to leave them, but if they can be reconfigured without undue hardship or financial commitment, they probably should be. All stalls are completely inaccessible. Make sure at least one in either bath room is up to code/outfitted with grab bars etc. Lower mirrors so that bottom edge is less than 40" from the floor.	Fountain too high; replace if possible, or else provide cup dispenser or accessible cooler.
3 Erskine Park Clubhouse 4200 Miami Rd.	Handicapped parking spaces not closest to accessible entrance; no procedure in place to check/enforce parking. Exterior doors potentially too heavy or otherwise inoperable; insufficient data (doors may have been locked, they apparently couldn't be opened by the assessor. I believe they may have been referring to the "closed fist" test: i.e. the doors are inoperable to people with mobility issues).	Interior doors too heavy or otherwise inoperable (insufficient data, see above). No data available for controls (light switches, cabinets, toilet flush handles etc), not enough knee space under tables to be strictly wheelchair accessible (but may be de minimus; 2" short on depth).	No ADA Barrier Present	No ADA Barrier Present

Public Parks				
ADA Barrier Priorities				
Facility	1. Accessible Approach/Entrance	2. Access to Goods and Services	3. Usability of Rest Rooms	4. Additional Access
4 Studebaker Park Golf Shop 718 E. Calvert St.	At the entrance, there is no ramp, lift, or alternative accessible entrance besides the stairs. The door closers need to be adjusted, the hinges need to be oiled, and the door closer needs to be adjusted so it takes at least 3 seconds to close (it currently takes 2 seconds).	The doors cannot be opened with a force less than 5 lbf. Need to install visible and audible alarms for emergency systems. Need to provide signs that have raised letters, Grade II Braille, and that meet all other requirements for permanent room or space signage. Need to review requirements for the legibility of directional and informational signs and then replace signs as needed. Chairs and tables need to be rearranged to provide 36" aisles. Tables need to be rearranged to allow room for wheelchairs in seating areas throughout the area. All or part of the tables or counters need to be lowered.	Accessible signs must be installed at inaccessible rest rooms giving directions to accessible ones and accessible signage must be added and placed to the side of the door, 60" to the centerline. Needs to be made clear whether pictograms or symbols are used. Doors are not equipped with accessible handles, 48" high or less. The entry configuration does not provide adequate maneuvering space for someone using a wheelchair. Need to add a raised seat to the toilet seat. The furnishing of the lavatory must be rearranged. The lavatory must be replaced or adjusted. The soap dispensers must be lowered and the mirror must be lowered or tilted down.	No ADA Barrier Present
5 Howard Park Ice Rink 219 S. Saint Louis St.	As of assessment, there is nary a wheelchair ramp to be found. There must be at least one accessible entrance into the building. Additionally, there needs to be at least one accessible entrance to the rink itself. It would be helpful to trace a route through the building from any accessible parking spots, making notes to add ramps wherever the route crosses a curb or steps. Parking spaces earmarked for the disabled need to be reconfigured such that they are situated as close as practicable to accessible entrances. They must be painted appropriately, and display code-compliant signage. Signs should be placed that direct people toward accessible entrances as well.	Inside, either the bench or vending machine should be relocated such that there is at least 36" between them. Water fountain not cane-detectable; putting something large, like a planter there would enable the blind to know the fountain is there. Fire alarms must visibly flash when active. Signs should be 60" from the centerline to the floor, mounted on the latch side of a door, and code compliant. The assessment stated that a number of lockers/shelves were too high, but this may still be compliant, so long as a reasonable number are within reach (i.e. can the person use the bottom locker effectively?). However, the lockers and vending machine may be inoperable to individuals with mobility problems. Countertops are too high, must be between 28-34".	Restrooms completely inaccessible. Must be at least one stall for each gender (or a single one if bathroom is unisex) with room to maneuver, grab bars, etc. Only compliant items as of assessment are faucets and soap dispensers. Bathrooms must be reconfigured and signage displayed.	Apart from not being cane-detectable, water fountain otherwise compliant.

Public Parks				
ADA Barrier Priorities				
Facility	1. Accessible Approach/Entrance	2. Access to Goods and Services	3. Usability of Rest Rooms	4. Additional Access
8 Howard Park Senior Center 604 E. Jefferson Blvd.	Parking spaces earmarked for the disabled need to be reconfigured such that they are situated as close as practicable to accessible entrances. They must be painted appropriately, and display code-compliant signage. One space for every eight (8) disabled spots must be van accessible, with appropriate stripes and signage. Signs should be placed that direct people toward accessible entrances as well. Entrance itself needs to be widened (32" minimum) and the door is too heavy. Install lighter door or add power assistance.	Space between wall and desk not compliant; need at least 36". Doorway into south room requires widening to at least 32". Restroom doors too heavy, cannot require more than 5 lbf to open. Fire alarms must be flashing kind. Any permanent directional signage must be brought up to code. Kitchen counter seemingly too high (unless there is a lower auxiliary section available).	Restrooms require signage and lighter or powered doors. Otherwise 100% compliant.	No ADA Barrier Present
8 Kennedy Park Baseball Diamond 2700 Westmoor St.	Not all objects protruding into the circulation paths can be detected by a person with a visual disability using a cane. There are no accessible parking spots available.	Not applicable	Pictograms and symbols are either not used to identify rest rooms or, if they are used, there are no raised characters or braille included below them. There is not a wheelchair-accessible stall. There are no grab bars. The distance from the floor to the bottom of the lavatory apron is too small.	Not applicable
8 Kennedy Park Pool 2700 Westmoor St.	IMPORTANT! Since this assessment was done, the law has been updated, and swimming pools now have their own standards for compliance. This was not an issue when the assessment was originally taken, but data should be gathered and adjustments made.	Fire alarms must be the sort that flash when activated. Signage mounted a little too high and not up to code (Braille, raised lettering, etc.)	No ADA Barrier Present	No ADA Barrier Present
9 Charles Black Recreation Center 3419 W. Washington St.	Doors to entrance could not be opened with a closed fist	All doors inside the building cannot be opened with a closed fist.	There are no signs to indicate where the accessible restroom is at inaccessible restroom. Signs mounted at accessible restroom does not have pictograms or braille to indicate restroom. There is 28 inches from the ground to the bottom of lavatory apron.	No ADA Barrier Present
10 Leeper Park Tennis Courts 907 Riverside Dr.	Sidewalk needed paving as of assessment (parking lot entrance). Green trash cans placed in such a way as to obstruct entrance. Not enough space on latch side of exterior door; requires powered and/or automatic door opener.	Interior doors inoperable to some individuals with mobility impairments (they should be able to be opened with a closed fist). Obstacles along routes not detectable to individuals using a cane (specifically the water fountain, see § IV). Fire alarms must flash when activated. Directional signs too high (should be 60" from centerline to floor), and not up to code (braille, raised lettering, etc.). No data present for controls (light switches, cabinets, etc.), these should be at an accessible height.	Restrooms need compliant signage. Not quite enough room for wheelchair access (needs to be 36" path to all fixtures), perhaps move privacy wall toward lockers if possible/not unduly expensive. Stall doors must be operable, inside & out, with a closed fist. Mirror mounted too high (should have lower edge under 40").	No ADA Barrier Present

Public Parks				
ADA Barrier Priorities				
Facility	1. Accessible Approach/Entrance	2. Access to Goods and Services	3. Usability of Rest Rooms	4. Additional Access
11 Potawatomi Conservatory 2105 Mishawaka Ave.	Ramps on lower level potentially noncompliant: their ratio is 1:8. It is, however, right on the line and the steepest slope allowed under the law. The one at the entrance is also problematic because it covers more than 30 inches of rise, which requires a landing to be added. One parking space must additionally be designated as van-accessible (w/ 8' access aisles), and have signage indicating it as such. Additionally, interior doors are too heavy. Lighter doors must be installed (or, alternatively, be made automatic or power-assisted).	Assessor indicated plants needed to be trimmed back from the walkways, and that fire alarms & emergency systems needed to be made compliant (i.e. the type of alarms with flashing strobes). Assessor indicated restroom signage was too glossy (this can be problematic for the visually impaired). Replace with something closer to a matte or eggshell finish. Other than finish, signs compliant.	No ADA Barrier Present	No ADA Barrier Present
12 Potawatomi Pool 2000 Wall St.	Railings need to be installed and ramps must have non-slip surface material put down. The only accessible entrance is a service entrance. There are no signs indicating an accessible entrance because there is no accessible entrance. The threshold to the entrance is too high so a short ramp should be put in.	The tables protrude too much into public areas. Signs need to be provided that have raised letters, Grade II Braille, and that meet all other requirements for permanent room or space signage. Legibility requirements for signs need to be reviewed and signs should be replaced as needed to meet the requirements for character size, contrast, and finish. The tops of the tables or counters are too high and should be lowered or auxiliary tables/counters should be provided. The counter and surrounding furnishings should be rearranged to create space to pass items. A call button needs to be provided.	Need to add accessible signage, placed to the side of the door, 60" to centerline. For doorways and passages, if symbols are used, add supplementary verbal signage with raised characters and braille below pictogram symbol. Need to replace stall door handles with lever or loop handles.	Need to provide cup dispensers for fountains with spouts that are too high. Need to place a cane-detectable barrier on each side of water fountains at floor level.
11 Potawatomi Zoo 500 S. Greenlawn Ave.	It would appear that there are spaces in the zoo which are open to the public but which lack suitable ramps. Unfortunately, there aren't any measurements provided. The ADA mandates that any area open to the public should have barriers removed to the maximum extent feasible; it may be helpful to trace a route from the disabled spaces in the parking lot, making a note to add ramps wherever the path crosses curbs or steps.	Any directional or informational sign on the interior of a building should provide Braille, unless that sign is mounted up high (greater than 80"). If mounted lower, and if the sign designates a permanent area (say, a gift shop) the sign should have Braille, raised lettering, or pictograms to aid the visually impaired. A sign like that should be mounted with its centerline 60" from the ground, and on the latch side of an entrance. Counters where cashiers are present, or where food is sold should be 36" from the ground or lower. If that is not feasible, a lowered section or portion would be helpful.	Signage should be posted indicating where accessible restrooms are. Other than that, restrooms compliant	No ADA Barrier Present

Public Parks				
ADA Barrier Priorities				
Facility	1. Accessible Approach/Entrance	2. Access to Goods and Services	3. Usability of Rest Rooms	4. Additional Access
16 Martin Luther King Jr. Center 1522 W. Linden Ave.	Ramps longer than 6' require sturdy railings on either side, between 34" & 38" high, and all ramps should be non-slip. Van accessible parking designated, but needs appropriate signage. If no parking monitoring/enforcement procedure is currently in place, one should be implemented. Signs should direct people toward accessible entrances. Secondary accessible entrance should be widened to 32" minimum, if it is to be used. Exterior doors too heavy, need to be replaced with lighter doors or power assistance installed.	Two (2) interior doors need widening: the theater entrance and the east community room entrance. Assessor notes several interior doors too heavy (Take fewer than 5 sec. to close/more than 5 lb. force to open). Conference room door inoperable with closed fist, replace with lever style handle. Fire alarms must be strobe-type that flash. Countertops too high. Directional signage not code compliant on the interior.	Restroom signage inadequate, otherwise restroom fixtures/stalls compliant	No ADA Barrier Present
15 Newman Center 727 S. Eddy Street	As of assessment, there are no ramps. There must be at least one accessible entrance into the building which does not require stairs. Assessor noted that what stairs were present were "crumbling". There are several exterior obstacles that are not cane detectable. Number of designated parking spaces adequate, but at least one must be van accessible, with appropriate stripes and signage. Also, extant spaces need to be reconfigured such that they are closest to an accessible entrance. The exterior entrance must be widened to at least 32" clear. Exterior door also too heavy, and inoperable to individuals with impairments. Replace thumb latch with lever-style handle. Mats should have edges thoroughly secured, lest they become a tripping hazard.	Many interior doorways too narrow (less than 32" opening), too heavy (less than 5 lbs of force to open, and inoperable (fail "closed fist" test). Replace or retrofit. All thresholds must be a maximum of ¼ inch high (or if beveled, ¾ inch). Replace noncompliant thresholds. Fire alarms must be the type that flash. Any signs identifying permanent rooms or facilities must comply with statutory regs. Two light switches too high to reach from chair (54" or lower).	Restroom doors too heavy. No stalls accessible. No signage. Sinks, mirrors, and faucets inaccessible. Reconfigure everything, such that you have at least one handicapped stall available for either gender, with grab bars, etc. But the soap dispensers are compliant if you want to leave them in.	Water fountain should be 36" or less.
16 O'Brien Fitness Center 321 E. Walter St.	Signage should direct people to accessible entrance. At least one (1) parking space needs to be made van-accessible (8 feet wide, min. stripes painted to indicate as such, signage indicating van accessibility). Anterior doors too heavy, inoperable to people with mobility issues, and one door had a brcomplianten closer as of the assessment. Assessor didn't indicate which door.	Some interior doors inoperable with closed fist, and also too heavy, lacking sufficient space (at least 18" of clear space on pull side). Assessor did not indicate which doors. Interior signage requires Braille, but is otherwise compliant. Controls at inaccessible height. Lift difficult to operate independently, also needs 30 x 48" of clear space in front of it to be compliant. Stairs need non-slip surface.	Floor to bottom of the lavatory apron is 22" should be at least 29"	Water fountain too high.

Public Parks				
ADA Barrier Priorities				
Facility	1. Accessible Approach/Entrance	2. Access to Goods and Services	3. Usability of Rest Rooms	4. Additional Access
19 Parks Maintenance Facility 1020 High St.	A ramp must be added since the route of travel is interrupted by stairs. The route does not meet the minimum requirement of 36" wide. Curb cuts must be installed. There are no spaces marked for accessible parking nor are there any drop-off areas. The edges of the carpeting or mats at the entrance are not securely installed. There is an inaccessible door knob at the entrance that must be replaced with a lever or a loop handle. The doors are heavy and should probably be replaced with lighter ones.	The door handles must be replaced with lever or loop handles. There needs to be an auxiliary table or counter provided and tables should be replaced or the tables should be raised.	Accessible signs need to be installed at the inaccessible rest rooms to give directions. Lighter doors need to be installed.	No ADA Barrier Present
19 Bellville Park 1300 S. Mayflower Rd.	No ADA Barrier Present	Not applicable	Wheelchair-accessible stall is 34" by 48" smaller than required 60" by 60". There are no grab bars in the accessible stalls. Toilet seat is not high enough. Lavatory rim is 35" higher than required max of 34".	Not applicable
19 Boehm Park 1600 Edison	Not all objects protruding into the circulation paths can be detected by a person with a visual disability using a cane. The ramps have a slope of 1 1/4:12 instead of 1:12. Ramps are not non-slip. The clearance available for parking spaces is 6.5' instead of 8'.	Not applicable	Pictograms and symbols are either not used to identify rest rooms or, if they are used, there are no raised characters or braille included below them. There is no wheelchair accessible stall (the dimensions are 36x48 which is not long enough). There are no grab bars. The distance between the floor and the bottom of the lavatory apron is 28" which is 1" short of the minimum. The faucet should be replaced with paddle handles.	Not applicable
19 Boland Park 2800 Corpus Christi Dr.	Parking spaces are not wide enough for lift-equipped vans; a reconfiguration of spaces could provide the adequate space and the proper signage.	Not applicable	Pictograms and symbols are either not used to identify rest rooms or, if they are used, there are no raised characters or braille included below them. There is not a wheelchair-accessible stall. There are no grab bars in the accessible stalls. Toilet seat is not high enough. There is not at least 29 inches from the floor to the bottom of the lavatory apron.	Not applicable
19 Coquillard Park 1235 Chalfant Rd.	Not Applicable	Not Applicable	Not Applicable	Not applicable
22 Fredrickson Park 1300 South Bend Ave.	Not Applicable	Not Applicable	Not Applicable	Not applicable
23 Fremont Park 1800 N. Fremont St.	Not Applicable	Not Applicable	Not Applicable	No ADA Barrier Present

Public Parks				
ADA Barrier Priorities				
Facility	1. Accessible Approach/Entrance	2. Access to Goods and Services	3. Usability of Rest Rooms	4. Additional Access
32 Keller Park 1858 Riverside Dr.	There are no accessible parking spaces available.	Not applicable	Pictograms and symbols are either not used to identify rest rooms or, if they are used, there are no raised characters or braille included below them. There are no grab bars in the accessible stalls. The lavatory rim is higher than 34 inches.	Not applicable
25 Kelly Park 750 Howard St.	Not Applicable	Not applicable	UNDER CONSTRUCTION	Not applicable
25 LaSalle Park 162 N. Falcon St.	Not Applicable	Not applicable	Not Applicable	Not applicable
32 Muesel Grove Park 1222 Wilber St.	No slopes, 2-4" drop at edge of concrete. No accessible parking spots.	Not applicable	Pictograms and symbols are either not used to identify rest rooms or, if they are used, there are no raised characters or braille included below them. There are no grab bars in the accessible stalls.	Not applicable
28 Pinhook Park Pavilion 2801 Riverside Dr.	Enough designated parking spaces present, but at least one must be painted to reflect that it is van accessible, and have signage that indicates that as well.	Kitchen doorways too narrow, must be at least a 32" opening. Interior doors (except coatroom and one kitchen door) were noncompliant as of last assessment. Assessor noted they were all inoperable with a closed fist (meaning people with mobility issues wouldn't be able to use them either.) These need to be replaced with lever or loop style handles. Fire alarms must be the sort that flash when activated. Check signage requirements and make any permanent signs code compliant. Kitchen countertops too high (41"), should be between 28 and 34" high.	Assessor noted that there are accessible bathrooms outdoors, but the ones inside lack accessible stalls/room to maneuver a wheelchair (need either a 5' x 5', or a 48" x 69"). Grab bars must be added and accessible stalls created, and this is going to require moving toilets or partitions as necessary. Also, the mirrors need to be lowered such that the bottom edge is a maximum of 40" from the floor.	No ADA Barrier Present
29 Pulaski Park 1308 Huron St.	Not Applicable	Not Applicable	Not Applicable	Not applicable
32 Rum Village Nature Center 2626 S. Gertrude St.	No designated parking spaces/signage. Designate spots closest to entrance, put up signs, and implement a policy to monitor cars that park there. Exterior doors too heavy. Entrance door can not be opened with closed fist	Auditorium is problematic: hallway outside too narrow (2 1/2 inches short), not enough space available for a wheelchair to make a U-turn. Not enough space on pull-side of auditorium door (inside or out), must be 18" minimum. No seating spaces for wheelchairs (aisles might be used, but some people find that demeaning and might sue. Better to make room.)	Signs need to be posted on latch side of door, not door itself. Signs do not have pictogram or raised braille to identify restroom. Doors could be problematic, may need levers on them. Stall doors need levers on them to be opened and closed with a closed fist. No grab bar behind toilet. The floor to bottom of lavatory apron height is too short. Soap and towel dispensers are too high. Faucets cannot be operated with closed fist	Water fountains compliant, but assessor indicated more room could be made by moving obstructions out of the way
32 Seitz Park 118 N. St. Joseph	No ADA Barrier Present	No signage is present to direct people to the public goods and services. No railing is available on stairs	Not Applicable	No ADA Barrier Present

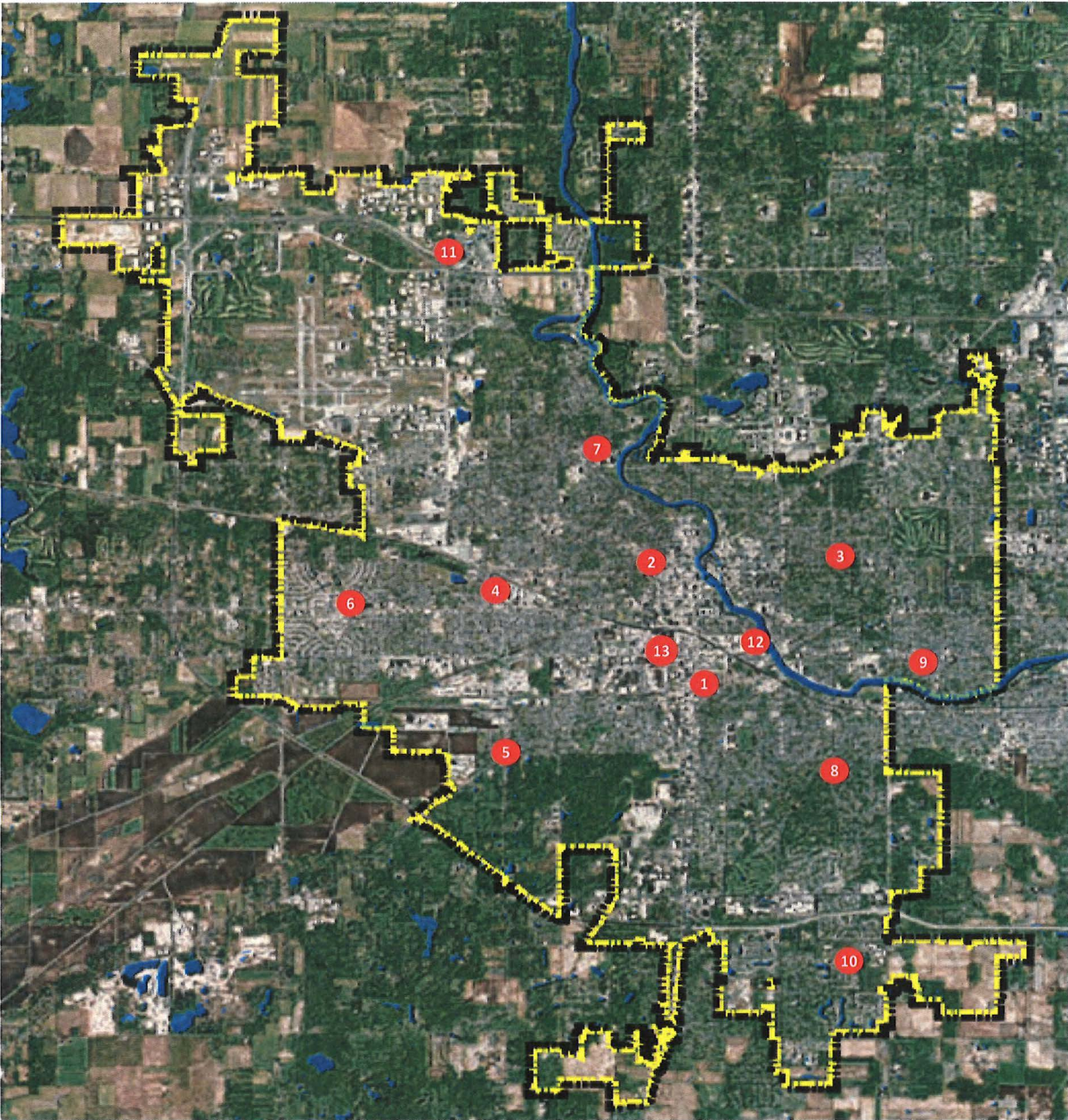
Public Parks				
ADA Barrier Priorities				
Facility	1. Accessible Approach/Entrance	2. Access to Goods and Services	3. Usability of Rest Rooms	4. Additional Access
33 Southeast Neighborhood Park Keasey St.	Not all objects protruding into the circulation paths can be detected by a person with a visual disability using a cane. There are no accessible parking spots available.	Not applicable	Doors cannot be opened easily but are propped open.	The drinking fountain has a clear space of 26" rather than the 30 by 48 needed.
33 Stanley Covelski Stadium 501 W. South St.	Accessible aisles are not apart of the route to the accessible entrance	Concession counters too high, should be lower than 36"	No ADA Barrier Present	No ADA Barrier Present
33 Veteran's Park 1621 Northside Blvd.	Most travel routes are over grass. No accessible parking spaces.	Not applicable	No pictograms or symbols used to identify restrooms. There is not a wheelchair accessible stall. Once an accessible stall is created, grab bars should be installed as well. There are 24" from the floor to the bottom of the lavatory apron instead of the 29" required. The faucet must be replaced with paddle handles.	Not applicable
33 Viewing Park Northside Blvd.	Not Applicable	Not Applicable	Not Applicable	Not applicable
33 Voorde Park 3433 Keller St.	Parking and drop-off areas: 2 accessible spaces. Spaces are available for lift-equipped vans (with 9' width and 9' vertical clearance). Access aisles are not part of the accessible route to the accessible entrance. There are spaces marked with the International Symbol of Accessibility. There is enforcement that those using the accessible parking are those who need it.	No ADA Barrier Present	Restrooms are accessible except that the toilet seats are 16" in height, under the 17"-19" specified height.	No ADA Barrier Present
33 Walker Field Park 2198 S. Walnut St.	Need to add a ramp and repair uneven paving. There are no curb cuts and there are no ramps. There are no accessible parking spots.	Not applicable	Pictograms and symbols are either not used to identify rest rooms or, if they are used, there are no raised characters or braille included below them. The doorway is less than 32" clear. Restrooms have been locked for a long time and couldn't be opened after unlocking. The rest of the form is not filled out for restrooms.	Not applicable
33 Wheelock Park 20400 Darden Rd.	Slopes are 1.5:12 instead of 1:12. There aren't any accessible spaces. The threshold edge is too high at 1".	Not applicable	One outside handicap accessible rest room.	Not applicable
39 Booth Tarkington Park N. Hickory Rd. @ Hepler	Not Applicable	Not Applicable	Not Applicable	Not applicable
33 Bowman Cemetery 1630 Miami St.	Not Applicable	Not Applicable	Not Applicable	Not Applicable
33 Brownfield Park 1010 W. Angela Blvd.	Not Applicable	Not Applicable	Not Applicable	Control for the water fountain is minuted on top of the spout
33 City Cemetery Colfax St. @ Elm St. Street	Not Applicable	Not Applicable	Not Applicable	Not Applicable
33 East Race Trail Angela Blvd. to Niles Ave.	Not Applicable	Not Applicable	Not Applicable	Not Applicable

		Public Parks			
		ADA Barrier Priorities			
	Facility	1. Accessible Approach/Entrance	2. Access to Goods and Services	3. Usability of Rest Rooms	4. Additional Access
68	Gwen Stiver Memorial Park N. St Joseph St. @ Lasalle Ave.	Not Applicable	Not Applicable	Not Applicable	Not Applicable
41	Helman Mini Park E. Voll Ln.	Not Applicable	Not Applicable	Not Applicable	Not Applicable
41	Lasalle Landing Park 2300 Portage Ave.	Not Applicable	Not Applicable	Not Applicable	Not Applicable
41	Marshall Park 1507 Byron Dr.	Not Applicable	Not Applicable	Not Applicable	Not Applicable
68	Nokomis Park 341 Marquette Ave.	Not Applicable	Not Applicable	Not Applicable	Not Applicable
68	Northside Blvd. Riverwalk Sample St. to Greenlawn Ave.	Not Applicable	Not Applicable	Not Applicable	Not Applicable
68	Parkovash Park 277 Parkovash Ave.	Not Applicable	Not Applicable	Not Applicable	Control for the water fountain is minuted on top of the spout
41	Pier Park Island Park @ Century Center	Not Applicable	Not Applicable	Not Applicable	Not Applicable
68	Plaza Park 2800 Riverside Dr.	Not Applicable	Not Applicable	Not Applicable	Not Applicable
53	Ponader Park 17772 Douglas Rd.	Not Applicable	Not Applicable	Not Applicable	Not Applicable
58	Randolph Mini Park Randolph St. @ Sampson St.	Not Applicable	Not Applicable	Not Applicable	Not Applicable
53	Ravina Park 1543 Dale Ave.	Not Applicable	Not Applicable	Not Applicable	Not Applicable
58	Riverside Manor Park 3811 Glenview Dr.	Not Applicable	Not Applicable	Not Applicable	Not Applicable
53	Riverside Park 4060 Riverside Dr.	Not Applicable	Not Applicable	Not Applicable	Not Applicable
58	Shetterley Park 1000-1150 Riverside Dr.	Not Applicable	Not Applicable	Not Applicable	Not Applicable
58	Sorin Park 3366 Sorin St.	Not Applicable	Not Applicable	Not Applicable	Not Applicable
68	Westhaven Park Sussex Dr. @ Grove St.	Not Applicable	Not Applicable	Not Applicable	Not Applicable
41	Woodlawn Park 2166 Riverside Dr.	Not Applicable	Not Applicable	Not Applicable	Not Applicable
62	O'Brien Park 321 E. Walter St.	Not Applicable	Not Applicable	Not Applicable	#REF!
68	Potawatomi Park Mishawaka Ave. at Greenlawn Ave.	Not Applicable	Not Applicable	Door handles are at 58 inches from the ground, needs to be 48 inches high or less, doors do no not open easily, too heavy, floor to bottom of lavatory is 26 inches, must at least be 29 inches	Water fountain is not cane dectectable
62	Rum Village Park Ewing Ave. at Gertrude St.	Route to park is not safe, gravel and grass path. No handicap accessible oarking available.	Not Applicable	Pictograms and braille are not used to identify bathrooms. Flilor to to bottom of lavatory apron is 28.5", which is too short	Not Applicable

65

Public Parks				
ADA Barrier Priorities				
Facility	1. Accessible Approach/Entrance	2. Access to Goods and Services	3. Usability of Rest Rooms	4. Additional Access
Ryer Park 1564 Kenmore St.	Not Applicable	Not Applicable	Not Applicable	Not Applicable

Public Safety Facilities



- 1 Central Fire Station
- 2 Fire Station, # 2
- 3 Fire Station, # 3
- 4 Fire Station, # 4
- 5 Fire Station, # 5
- 6 Fire Station, # 6

- 7 Fire Station, # 7
- 8 Fire Station, # 8
- 9 Fire Station, # 9
- 10 Fire Station, # 10
- 11 Fire Station, # 11
- 12 Fire Training Center
- 13 Police Department

Public Safety Facilities				
ADA Barrier Priorities				
Facility	1. Accessible Approach/Entrance	2. Access to Goods and Services	3. Usability of Rest Rooms	4. Additional Access
3 Central Fire Station 1222 S. Michigan St.	No signage to direct people to accessible entrances. Handicapped parking is not enforced.	Some public levels in the building are only accessible by stairs. The elevator must provide an audible cue that it is ascending/descending and that the doors opening/closing	Mirror in handicapped accessible restroom installed too high.	Water fountain too high to be detected by the blind.
2 Fire Station, # 2 402 Martin Luther King Blvd.	No signage to direct people to accessible entrances. Handicapped parking is not enforced.	No ADA Barrier Present	Not enough space in Handicapped restroom stall to maneuver wheelchair.	No ADA Barrier Present
3 Fire Station, # 3 1805 McKinley Ave.	No accessible entrances to the building recorded. No wheelchair ramps present. No handicapped parking present. Anterior doors too heavy, also inoperable to individuals with mobility issues and close too fast for individuals to wheel themselves through.	Alarms must be able to flash. Obstacles not cane detectable in hallways. Signage installed too high, lacks appropriate Braille, and may not comply with legibility requirements. Controls (light switch, cabinets, etc) inaccessible/inoperable. Tables/countertops not accessible.	No designated restroom facility, no signage, no stall, no grab bars etc. Only complaint items in restroom are mirror and soap dispenser.	No ADA Barrier Present
3 Fire Station, # 4 220 N. Olive St.	No curb cuts or ramps present at appropriate places. Parking not designated, appropriate stripes not painted. Van accessible spots too far from entrance, no signage present. System to monitor parking should be implemented, after parking is designated. Add signage directing people to accessible entrance. Entrance thresholds too high; add ramp, replace, or bevel edges appropriately.	Door handles inside station inoperable. Thresholds too high, add ramps, replace, or bevel edges. Obstacles not cane detectable. Alarms must be able to flash. Signs too high, not in Braille, on wrong side of doors, and lack raised print. Controls inoperable.	No designated restroom facility, no signage, no stall, no grab bars etc. Nothing compliant or accessible.	Water fountain too high to be used.
3 Fire Station, # 5 2221 Prairie Ave.	Entrance not wide enough. But only one inch short. If feasible, install different hinges so as to be compliant. Low priority. No ramps present. No accessible, designated parking present. Remedy ASAP.	Interior doors and hallways also an inch short of compliance. See if they can be inexpensively finessed into compliance. Thresholds too high. Improper alarms, need flashing ones. Apparently no signage present anywhere. Inoperable controls (lights, cabinets, etc.)	No accessible restrooms/stalls. Remedy ASAP.	No ADA Barrier Present
6 Fire Station, # 6 4302 Western Ave.	Entrance not wide enough, one inch short. If feasible, install different hinges so as to be compliant. Low priority. No ramps present. No accessible or designated parking present. Remedy ASAP.	Thresholds too high, improper alarms, need flashing ones. No signage present, inoperable controls	No accessible restrooms/stalls. nonoperable faucets and soap dispenser. Mirror too high. Remedy ASAP.	Fountains inaccessible, nonoperable, and not cane detectable.

Public Safety Facilities				
ADA Barrier Priorities				
Facility	1. Accessible Approach/Entrance	2. Access to Goods and Services	3. Usability of Rest Rooms	4. Additional Access
7 Fire Station, # 7 1616 Portage Ave.	No curb cuts or ramps present. Parking not designated, appropriate stripes not painted. Van accessible spots too far from entrance, no signage present. System to monitor parking should be implemented. Add signage directing people to accessible entrance. Entrance thresholds too high; add ramp, replace, or bevel edges appropriately. Anterior hallway an inch short of compliance, Widen if possible.	Inside thresholds too high, installed signage too high. Require flashing alarm system and lower controls.	Restroom facility has accessible stall with bars, but toilet is too low. Mirrors are too high, and faucets and soap are inoperable. Needs signage outside.	Inaccessible/inoperable water fountain.
8 Fire Station, # 8 2402 Twykenham Ave.	Entrances need to be significantly widened, objects along route not cane detectable. No curb cuts or ramps present. No designated parking, no signage, and no enforcement policy present. Thresholds too high.	Route along interior of building too narrow, thresholds too high, alarms must flash when activated. No signage present	No restroom access. Only compliant item is soap dispenser	No ADA Barrier Present
9 Fire Station, # 9 2520 Mishawaka Ave.	No accessible entrances to the building recorded. No curb cuts/wheelchair ramps present. No handicapped parking present. No Signage. Thresholds too high, inoperable doors.	Doors too narrow. Thresholds too high, paths too narrow. Fire alarms must flash. No directional signage present. Inoperable controls	No designated, accessible restrooms in building	No ADA Barrier Present
13 Fire Station, # 10 5303 York Rd.	No curb cuts/wheelchair ramps present. Parking needs stripes painted and signs hung. Enforcement policy should be devised & implemented.	No ADA Barrier Present	No ADA Barrier Present	No ADA Barrier Present
11 Fire Station, # 11 3505 N. Bend Ave.	No curb cuts/wheelchair ramps present. No handicapped parking present. Bathroom signage needed. Water fountain inaccessible.	No ADA Barrier Present	No ADA Barrier Present	No ADA Barrier Present
13 Fire Training Center 710 E. Sample St.	No ADA Barrier Present	No ADA Barrier Present	No ADA Barrier Present	Phone is not hearing-aid compatible. Does not specify how many phones are in the building. If there are four or more, one must be equipped with a text telephone that is identified by accessible signage bearing the International TDD symbol.
13 Police Department 701 W. Sample St.	Within the Parking and Drop-off areas, the access aisles are not part of the accessible route to the accessible entrance. Need 18" of clear wall space on the pull side of the door, next to the handle.	No ADA Barrier Present	The doors are not easily opened. Closers should be adjusted or replaced, lighter doors should be installed, or power-assisted or automatic door openers should be installed. The mirror needs to be lowered or tilted down.	No ADA Barrier Present

ATTACHMENT 4-A: TITLE VI VOLUNTARY PUBLIC INVOLVEMENT SURVEY FORM (ENGLISH)

VOLUNTARY TITLE VI PUBLIC INVOLVEMENT SURVEY

As a recipient of federal funds, the Indiana Department of Transportation (INDOT) is requiring cities and other local agencies to develop a procedure for gathering statistical data regarding participants and beneficiaries of its federal-aid highway programs and other city services, programs, and activities (23 CRF §200.9(b)(4)). The City of South Bend is distributing this voluntary survey to fulfill that requirement to gather information about the populations affected by proposed projects and by all city programs.

You are not required to complete this survey. Submittal of this information is voluntary. This form is a public document that the City of South Bend will use to monitor its programs and activities for compliance with Title VI and the Civil Rights Act of 1964, as amended and its related statutes and regulations. These laws protect citizens from government discrimination in services, programs, and activities based on race, color, gender, national origin, age, disability, religion, income status, or Limited English Proficiency (LEP).

If you have any questions regarding the City of South Bend's responsibilities under Title VI of the Civil Rights Act of 1964 or the Americans with Disabilities Act, please contact Aladean DeRose, ADA/Title VI Coordinator, 1200 County-City Building, South Bend, IN, 46601, aderose@southbendin.gov.

You may return the survey by folding it and placing it on the registration table or by mailing or e-mailing it to the address below.

Date:		
Project/Program Name:		
Proposed Project or Program Location:		
Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male Ethnicity: <input type="checkbox"/> Hispanic or Latino <input type="checkbox"/> Not Hispanic or Latino		
Race: (Check one or more) <div><input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> White <input type="checkbox"/> Black or African-American <input type="checkbox"/> Multiracial</div>		
Age: Disability:		
<input type="checkbox"/> 1-21 <input type="checkbox"/> 22-40 <input type="checkbox"/> Yes		
<input type="checkbox"/> 41-65 <input type="checkbox"/> 65+ <input type="checkbox"/> No		
Household Income:		
<input type="checkbox"/> \$0-\$12,000 <input type="checkbox"/> \$12,001-\$24,000 <input type="checkbox"/> \$24,001-\$36,000		
<input type="checkbox"/> \$36,001-\$48,000 <input type="checkbox"/> \$48,001-\$60,000 <input type="checkbox"/> \$60,001+		
Aladean DeRose, ADA/Title VI Coordinator 1200 County-City Building South Bend, IN, 46601 (574) 235-9241 aderose@southbendin.gov		

ATTACHMENT 4-B: TITLE VI VOLUNTARY PUBLIC INVOLVEMENT SURVEY FORM (SPANISH)

ENCUESTA VOLUNTARIA DE PARTICIPACIÓN PÚBLICA DE TÍTULO VI

Como beneficiario de fondos federales, el Departamento de Transporte de Indiana (INDOT) está requiriendo que las ciudades y otras agencias locales desarrollen un procedimiento para reunir datos estadísticos sobre los participantes y beneficiarios de sus programas de autopistas de ayuda federal y otros servicios, programas, y actividades de la ciudad (23 CRF § 200.9(b)(4)). La ciudad de South Bend está distribuyendo esta encuesta voluntaria para cumplir con ese requisito para reunir información sobre las poblaciones afectadas por los proyectos propuestos y por todos los programas de la ciudad.

No está obligado a completar esta encuesta. La presentación de esta información es voluntaria. Este formulario es un documento público que la ciudad de South Bend usará para monitorizar sus programas y actividades para cumplir con el Título VI y la Ley de Derechos Civiles de 1964, en su forma enmendada y sus estatutos y reglamentos relacionados. Estas leyes protegen a los ciudadanos de la discriminación del gobierno en servicios, programas, y actividades basadas en la raza, el color, el género, el origen nacional, la edad, la discapacidad, la religión, el estatus de ingreso o la habilidad limitada del inglés (LEP).

Si usted tiene alguna pregunta acerca de las responsabilidades de la ciudad de South Bend bajo el Título VI de la Ley de Derechos Civiles de 1964 o la Ley de Americanos con Discapacidades, por favor comuníquese con Aladean DeRose, ADA/ Coordinadora de Título VI, 1200 County-City Building, South Bend, IN, 46601, aderose@southbendin.gov.

Puede devolver la encuesta al doblarla y colocarla en la mesa de registro o por correo o por correo electrónico a la dirección que aparece a continuación.

Fecha:		
Nombre del proyecto/programa:		
Proyecto propuesto o ubicación del programa:		
Género: <input type="checkbox"/> Femenino <input type="checkbox"/> Masculino Etnicidad: <input type="checkbox"/> Hispano o latino <input type="checkbox"/> No hispano o latino		
Raza: <div><input type="checkbox"/> Indio Americano o Nativo de Alaska <input type="checkbox"/> Asiático</div> <div><input type="checkbox"/> Nativo de Hawái u otro isla del pacífico <input type="checkbox"/> Blanco</div> <div><input type="checkbox"/> Negro o Afroamericano <input type="checkbox"/> Multirracial</div>		
Edad: <div><input type="checkbox"/> 1-21 <input type="checkbox"/> 22-40</div> <div><input type="checkbox"/> 41-65 <input type="checkbox"/> 65+</div>		Discapacidad: <div><input type="checkbox"/> Si</div> <div><input type="checkbox"/> No</div>
Ingreso familiar: <div><input type="checkbox"/> \$0-\$12,000 <input type="checkbox"/> \$12,001-\$24,000 <input type="checkbox"/> \$24,001-\$36,000</div> <div><input type="checkbox"/> \$36,001-\$48,000 <input type="checkbox"/> \$48,001-\$60,000 <input type="checkbox"/> \$60,001+</div>		
Aladean DeRose, ADA/ Coordinadora de Título VI 1200 County-City Building South Bend, IN, 46601 (574) 235-9241 Correo electrónico: aderose@southbendin.gov		

ATTACHMENT 5: I-SPEAK CARDS

- | | | |
|--------------------------|---|------------------------|
| <input type="checkbox"/> | ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية. | 1. Arabic |
| <input type="checkbox"/> | Խոսողո՞ւմ ե՞ս, կ՞արեա՞րք այս քառակուսում,
եթե խոսում կամ կարդում եք հայերեն: | 2. Armenian |
| <input type="checkbox"/> | যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন। | 3. Bengali |
| <input type="checkbox"/> | ល្អបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។ | 4. Cambodian |
| <input type="checkbox"/> | Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro. | 5. Chamorro |
| <input type="checkbox"/> | 如果你能读中文或讲中文，请选择此框。 | 6. Simplified Chinese |
| <input type="checkbox"/> | 如果你能讀中文或講中文，請選擇此框。 | 7. Traditional Chinese |
| <input type="checkbox"/> | Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik. | 8. Croatian |
| <input type="checkbox"/> | Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky. | 9. Czech |
| <input type="checkbox"/> | Kruis dit vakje aan als u Nederlands kunt lezen of spreken. | 10. Dutch |
| <input type="checkbox"/> | Mark this box if you read or speak English. | 11. English |
| <input type="checkbox"/> | اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید. | 12. Farsi |

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérte vagy beszéli a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această căsuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukrainian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

ATTACHMENT 6: CONTRACT ASSURANCES UNDER TITLE VI

Title VI Assurance – General

During the performance of this contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

1. **Compliance with Regulations:** The contractor shall comply with the Regulations relative to nondiscrimination in Federally-assisted programs of the Department of Transportation (hereinafter "DOT") Title 49, Code of Federal Regulations, Part 21, and the Federal Highway Administration (hereinafter "FHWA") Title 23, Code of Federal Regulations, Part 200 as they may be amended from time to time (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this contract.
2. **Nondiscrimination:** The contractor, with regard to the work performed by it during the contract, shall not discriminate on the grounds of race, color, national origin, sex, age, disability, and low income in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor shall not participate either directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
3. **Solicitations for Subcontractors, Including Procurements of Materials and Equipment:** In all solicitations either by competitive bidding or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the contractor of the contractor's obligations under this contract and the Regulations relative to nondiscrimination on the grounds of race, color, national origin, sex, age, disability, and low income.
4. **Information and Reports:** The contractor shall provide all information and reports required by the Regulations, and directives issues pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the City of South Bend ("South Bend"), Indiana or the Indiana Department of Transportation ("INDOT") or to the FHWA to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information the contractor shall so certify to South Bend, Indiana or INDOT or the FHWA, as appropriate, and shall set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of the contractor's noncompliance with the nondiscrimination provisions of this contract, South Bend, Indiana shall impose such contract sanctions as it or INDOT or the FHWA may determine to be appropriate, including but not limited to:
 - a. Withholding of payments to the contractor under the contract until the contractor complies, and/or
 - b. Cancellation, termination or suspension of the contract, in whole or in part.

6. **Incorporation of Provisions:** The contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurements of materials and leases of equipment, unless exempt by Regulations, or directives issued pursuant thereto.

The contractor shall take such actions with respect to any subcontract or procurement as South Bend, Indiana or INDOT or the FHWA may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, however, that if the contractor becomes involved in, or is threatened with litigation by a subcontractor or supplier as a result of such direction, the contract may request South Bend, Indiana to enter into such litigation to proceed the interests of South Bend, Indiana and, in addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

ATTACHMENT 7: CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY

CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY

The following clauses shall be included in all deeds effecting or recording the transfer of real property, structures, or improvements thereon, or granting interest therein from the United States pursuant to the assurances required by Title VI:

(Granting Clause)

NOW, THEREFORE, the U.S. Department of Transportation, as authorized by law, and upon the condition that the City of South Bend, St. Joseph County, Indiana ("South Bend") will accept title to the lands and maintain the project constructed thereon, in accordance with Title 23, United States Code of Federal Regulations, the Regulations for the Administration of the Federal Aid Highway Programs and the policies and procedures prescribed by the FHWA, also in accordance and in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally assisted programs of the U.S. Department of Transportation and Title 23 Code of Federal Regulations, Part 200, Title VI Program and Related Statutes (hereinafter referred to as the Regulations) pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. § 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto South Bend, Indiana all the right, title and interest of the U.S. Department of Transportation in and to said lands described in Exhibit A attached hereto and made a part hereof.

(Habendum Clause)

TO HAVE AND TO HOLD said lands and interests therein unto South Bend, Indiana and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and shall be binding on South Bend, Indiana, its successors and assigns.

South Bend, Indiana, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person on the grounds of race, color, national origin, sex, age, disability, or low income be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part on, over, or under such lands hereby conveyed [,] [and]* (2) that South Bend, Indiana shall use the lands and interests in lands and interests in the land so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21 Nondiscrimination in Federally assisted programs of the U.S. Department of Transportation, Effectuation of Title VI of the Civil Rights Act of 1964, Title 23 Code of Federal Regulations, Part 200, Title VI Program and Related Statutes - Implementation and Review Procedures, and as said Regulations and Acts be

amended [, and (3) that in the event of breach of any of the above-mentioned nondiscrimination conditions, the Department shall have a right to enter or re-enter said lands and facilities on said land, and the above described land and facilities will thereon revert to and vest and become the absolute property of the U.S. Department of Transportation and its assigns as such interest existed prior to this instruction].*

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary order to make clear the purpose of Title VI.)

ATTACHMENT 8: CLAUSES FOR REAL PROPERTY ACQUIRED OR IMPROVED UNDER PROGRAM

**CLAUSES FOR TRANSFER OF REAL PROPERTY ACQUIRED OR
IMPROVED UNDER THE ACTIVITY, FACILITY, OR PROGRAM**

The following clauses will be included in deeds, licenses, leases, permits, or similar instruments entered into by the City of South Bend, Indiana (“South Bend”):

- A. The (grantee, lessee, permittee, etc., as appropriate) for himself, his heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add "as a covenant running with the land"] that:
 - 1. In the event facilities are constructed, maintained, or otherwise operated on the property described in this (deed, license, lease, permit, etc.) for a purpose for which a U.S. Department of Transportation activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) will maintain and operate such facilities and services in compliance with all requirements imposed by the Acts and Regulations, as may be amended, such that no person on the grounds of race, color, national origin, sex, age, disability, or low income will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities.
- B. With respect to licenses, leases, permits, etc., in the event of breach of any of the above nondiscrimination covenants, South Bend, Indiana will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said land and the facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued.*
- C. With respect to a deed, in the event of breach of any of the above nondiscrimination covenants, South Bend, Indiana shall have the right to enter or re-enter the lands and facilities thereon, and the above described lands and facilities shall thereupon revert to and vest in and become the absolute property of South Bend, Indiana and its assigns.*

The following clauses will be included in deeds, licenses, permits, or similar instruments/agreements entered into by South Bend, Indiana:

- A. The (grantee, licensee, lessee, permittee, etc., as appropriate) for himself, his heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add "as a covenant running with the land") that (1) no person on the ground of race, color, national origin, sex, age, disability, or low income shall be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over, or under such land, and the furnishing of services thereon, no person on the ground of race, color, national origin, sex, age, disability, low income, or limited English proficiency will be excluded from participation in, denied the benefits of, or

otherwise be subjected to discrimination, (3) that the (grantee, licensee, lessee, permittee, etc.) shall use the premises in compliance with all other requirements imposed by or pursuant to the Acts and Regulations, as may be amended, set forth in this Assurance.

- B. With respect to (licenses, leases, permits, etc.), in the event of breach of any of the above nondiscrimination covenants, South Bend, Indiana shall have the right to terminate the (license, lease, permit, etc., as appropriate) and to enter or re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, lease, permit, etc., as appropriate) had never been made or issued.*
- C. With respect to deeds, in the event of breach of any of the above nondiscrimination covenants, South Bend, Indiana shall have the right to re-enter said land and facilities thereon, and the above described lands and facilities shall thereupon revert to and vest in and become the absolute property of South Bend, Indiana and its assigns.*

(*Reverted clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.)

ATTACHMENT 9: CITY GRIEVANCE POLICY

**CITY OF SOUTH BEND, INDIANA
GRIEVANCE PROCEDURE UNDER
THE AMERICANS WITH DISABILITIES ACT (ADA) AND TITLE VI OF THE CIVIL
RIGHTS ACT OF 1964**

The City of South Bend, Indiana, in accordance with the Americans with Disabilities Act ("ADA") and with Title VI of the Civil Rights Act of 1964 (Title VI) has adopted this Grievance Procedure to insure prompt and equitable resolution of complaints alleging discrimination based on disability and/or on race, color national origin, sex, age, or income status and English proficiency in the provision of programs, services, benefits, or activities provided by the City of South Bend. Employment related claims of disability or other stated bases for discrimination are governed by the City's Personnel Policies. South Bend is prohibited from retaliating against any individual because he/she opposed an unlawful policy or practice, filed charges, testified, or participated in any complaint action under the ADA, Title VI, or any other non-discrimination law.

The steps in the city of South Bend's Grievance Procedure are as follows:

1. File written Complaint using South Bend's form (attached) no later than 60 calendar days after the **date of the violation**. Information must include:

- Name, address, phone number, e-mail (if applicable) of person filing the grievance.
- Name, address, phone number, e-mail (if applicable) of person alleging grievance on behalf of someone else.
- Date and approximate time violation occurred.
- Narrative description of the violation
- Remedy or desired City corrective action

The complaint should be submitted to:

ADA/Title VI Coordinator,
City of South Bend Legal Department
227 W. Jefferson Blvd., Suite 1200
South Bend, IN 46601

Alternative means of filing Complaints such as personal interviews or a tape recording of the Complaint will be made available upon request for persons with disabilities. Assistance

will also be provided for persons with limited English proficiency upon request. The South Bend ADA/Title VI Coordinator phone number is (574) 234-9241.

2. South Bend's ADA/Title VI Coordinator will acknowledge the Complaint with 21 days from date of filing. The ADA/Title VI Coordinator may meet with Complainant to discuss the Complaint and explore informal resolution to the problem.

3. If informal resolution is not reached, then within 30 days after initial response under Step 2, the ADA/Title VI Coordinator or Designee will respond in writing, and where appropriate, in a format accessible to the Complainant such as large print, or audio tape. The response will explain City's position and offer options for resolution of the Complaint.

4. If the ADA/Title VI Coordinator's response does not satisfactorily resolve the issue, the Complainant and/or his/her designee may appeal that decision. This appeal should be made to the Board of Public Works President or designee within 15 days after receipt of the response of the ADA Coordinator, and this appeal request must be made in writing.

5. The Board of Public Works President or designee shall meet with the Complainant within 15 days after receipt of the appeal to discuss the complaint and possible resolutions.

6. Within 15 days after that meeting, the Board Public Works President or designee will respond in writing, and, where appropriate, in a format accessible to the Complainant, with a final resolution of the complaint.

All written Complaints received by the ADA/Title VI Coordinator or designee or appeals to the Public Works Director or designee will be retained by the City of South Bend for a period of three years.

It is recommended that you retain a copy of your complaint form for your personal records. Please remember to SIGN YOUR COMPLAINT form.

ATTACHMENT 10: CITY GRIEVANCE FORM

**ADA/TITLE VI GRIEVANCE FORM
CITY OF SOUTH BEND, INDIANA**

Today's Date: _____

Complainant Identification (name): _____

Address: _____

City, State, Zip: _____

Telephone: _____

E-mail: _____

Individual Discriminated Against: _____
(If Different from Complainant)

Address: _____

City, State, Zip: _____

Telephone and E-mail: _____

Alleged Violation: Date(s) & Approximate Time
of Occurrence: _____

Detailed Description of Violation and City Department Involved: _____

Requested Action by City to Correct Violation: _____

Has Complaint been filed with State or Federal Agency: _____ Yes _____ No

Name of Agency: _____ Date Filed _____

Contact Person: _____

Signature; _____

If there are witnesses, please list names and addresses separately. You may also use this space to add other information if needed.