



City of Evanston, Illinois

ADA Self-Evaluation and Transition Plan Update Spring 2012



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Department of Parks, Recreation and Community Services

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Executive Summary

Introduction

The Americans with Disabilities Act (ADA) is a civil rights law that mandates equal opportunity for individuals with disabilities. The ADA prohibits discrimination in access to jobs, public accommodations, government services, public transportation and telecommunications. The City of Evanston has undertaken a comprehensive reevaluation of its programs, policies and facilities to determine the extent to which individuals with disabilities may be restricted in their access to city services and activities.

In 1994, the City of Evanston with the assistance of the consulting firm of Rolf Jenson & Associates completed its first review of its physical facilities. This revision describes the process that was used to complete the reevaluation of Evanston's activities, provides program and policy recommendations and presents a Transition Plan update for the modification of facilities, public right-of-way and programs to ensure accessibility.

This document will assist staff in its future planning in the areas of capital improvement planning, budget planning and policy development that may occur in all areas of city government over the next several years. The ADA Self Evaluation and Transition Plan Update is significant because it establishes the City's ongoing commitment to the development and maintenance of programs, policies and facilities that include all of the citizens including those with disabilities.

Federal Accessibility Requirements

Overview of the ADA: The Americans with Disabilities Act (ADA) was signed into law in July, 1990. This act gives civil rights protection to those individuals with disabilities similar to those provided to other Americans on the basis of race, color, creed, gender, national origin, sexual orientation, age, and religion. The ADA guarantees equal access and opportunity for individuals with disabilities, and also those with a history of having impairment in the past in the areas of public accommodation, employment, and the receipt of services from private entities, the receipt of services from state and local government, transportation, and telecommunications.

The ADA is divided into the following titles:

Employment (Title I): Title I of the ADA requires that employers with 15 or more employees must not discriminate against qualified individuals with disabilities in all areas of the employment process. These employers must provide reasonable accommodations that protect the rights of these individuals in all areas of the employment process. Possible examples of reasonable accommodations may include: job restructuring, altering workstations and modifying equipment. Employment activities that are covered here include the application and interview process, advancement, wages and benefits.

State and local government (Title II): This title of the ADA covers all topics related to access to and participation in all services and programs that are offered by State and Local government entities. This provision in the law states that State and Local government entities can not deny services to persons with disabilities and can not deny participation in

programs or activities that are available to the general public. In addition, public transportation such as commuter rail or bus services must also be accessible.

Private Entities that provide public services (Title III): This title stipulates that all new construction must be accessible for individuals with disabilities. For existing facilities all barriers to goods and services must be removed if doing so is readily achievable. Places of public accommodation include facilities such as hotels, restaurants, grocery stores, retail stores, and transportation facilities.

Telecommunications (Title IV): Title IV mandates the operation of an Interstate Relay Service and closed captioning for all federally funded public service announcements.

The City of Evanston was required to observe all requirements of Title I in its employment practices, Title II in its programs, policies and services, any parts of Titles III and IV that apply to the City and its programs, services or facilities and all the requirements specified in the ADA Accessibility Guidelines (ADAAG) that apply to facilities and other physical holdings.

Title II has the broadest impact on the City. Included in Title II are administrative requirements for all government entities employing more than fifty people. There are five (5) action steps that are required under the Title II requirements of ADA compliance:

- Designate an individual(s) responsible for coordinating the implementation of the ADA requirements
- Provide notice of ADA requirements
- Establish a Grievance Procedure
- Conduct a self-evaluation
- Develop a transition plan

Other Applicable Accessibility Requirements

The City of Evanston is also required to ensure that its programs, policies and procedures are compliant with other federal, state and local accessibility laws including the Illinois Accessibility Code, Section 504 of the Rehabilitation Act of 1973, the Evanston City Code and local zoning laws.

State and local government facilities must follow the requirements of the new 2010 Standards, including both the Titles II regulations at 28CFR 35.151; and the 2004 ADAAG at 36CFR part 1191 appendices B and D. In the few places where requirements between the two differ, the requirements of 28 CFR 35.151 prevail.

If the start date for construction is on or after March 15, 2012, all newly constructed or altered State and local government facilities must comply with the 2010 Standards. Before that date, the 1991 Standards (without the elevator exemption), the UFAS, or the 2010 Standards may be used for projects when the start of construction commences on or after September 15, 2010.

First and foremost, any construction project that the city undertakes, or where money is given to an entity from city funds must comply with the above mentioned federal, state and local laws.

ADA Self-Evaluation and Transition Plan Update

Development Process and Summary of Findings

The process developed for the preparation of the ADA Self-Evaluation and Transition Plan Update included a review of all programs, as well as all department policy reviews and also prioritizing of architectural barriers to be removed.

Programs, Policies and Procedures

A complete overall review of all city programs, policies and facilities was begun to determine the level of compliance that currently exist within the city organization and where changes were needed in order to bring up the level of accessibility. These reviews consisted of all buildings as well as all city parks and recreation centers that were operated within the city.

Facilities Transition Plan Update:

A survey was conducted beginning in 2010 and finishing in 2011. This provided the City with a record of the architectural barriers that currently exist that restrict persons with disabilities from having complete access to city facilities and their programs.

Facility Surveys

The City conducted reviews of architectural barriers in its buildings and facilities. Only those areas open to the public were surveyed. These surveys were conducted using results of previous surveys as well as interviewed staff from the City's Facilities Management Division who has knowledge of any architectural barrier removal that had been completed within the last five years.

These surveys were conducted using ADAAG, IAC standards and the State of Illinois Attorney Generals ADA checklist. This information was compiled and was to be prioritized as part of the capital improvement program. There were a variety of areas covered within the survey including parking, accessible pathways, entrances, public rooms within the facility and restrooms.

Removal of Architectural Barriers

With the knowledge that the City has limited funds available and can not immediately make all buildings and facilities fully accessible, staff will utilize the following criteria as the basis for prioritizing the removal of architectural barriers:

- *Quality and frequency:* Determine the rate of public use.
- *Uniqueness of the facility:* Can the programs offered at this facility be shifted to an alternative, accessible location?
- *Age or condition of the facility:* Age or condition should not be major criteria, but can be factors if the building is scheduled to be vacated or demolished.

- *Critical nature of programs offered at the facility:* What types of programs are offered at the facility? Are the programs that are offered critical to the needs of citizens?

Prioritization of Barrier Removal

As part of the City's capital improvement planning process staff from the Facilities Management Division will produce a list of prioritized capital projects to be proposed to the City Council for approval on a yearly basis. This listing will include a prioritized list of facilities that currently are not in compliance and that have a high frequency of use by the general public including persons with disabilities.

City of Evanston reserves the right to make changes to this list at any time. These changes may be based upon any of the following factors but shall not be limited to: availability of funds, cost of barrier removal, frequency of use of the facility and requests from citizens including persons with disabilities.

It is the intention of the City to work in conjunction with Department heads and other staff to determine the need for barrier removal once funding has been identified. The ADA/CIP Project Manager in the Facilities Management Division will coordinate project priorities. ADA priorities will occur within a reasonable time frame as funding becomes available and construction schedules permit. Since the City of Evanston is located in a northern climate with harsh winters, construction is not conducive during the month of October through March and should be taken into consideration.

Undue Burden

Under the ADA, the City is not required to take any action that it can demonstrate would result in a fundamental alteration in the nature of its program or activity, would create a hazardous condition resulting in a direct threat to the participant or others, or would represent an undue financial and administrative burden. The determination that an undue burden would result must be based on an evaluation of all resources available for use in the City. For example, if a barrier removal action is judged unduly burdensome, the City must consider other options for providing access to the benefits and services of the program or activity by individuals with disabilities.

Ongoing Accessibility Improvements

Based on advances in technology, construction of new facilities in the future, and continued accessibility improvements to existing facilities, construction must be monitored to ensure that it is accessible for all citizens including those with disabilities. The City of Evanston keeps its programs up-to-date through increased community involvement, partnerships with organizations and those offering services to persons with disabilities in order to improve accessibility for all citizens.

Measuring the success of the ADA Self-Evaluation and Transition Plan Update

It is the intent of the City of Evanston to ensure that it periodically evaluates the success of improving access to its programs by a complete review of the Transition Plan. Examples of measurements that determine success would include:

- Statistics on the number of persons with disabilities participating in programming.
- Statistics on the number of ADA grievances received in the area of accessibility to programming.
- The number of requests for reasonable accommodations received from persons with disabilities.
- Soliciting feedback from participants.
- Asking staff to evaluate the success/outcome of a program.

Compliance Procedure

As part of the Self-Evaluation and Transition Plan, the City of Evanston has revised and adopted a citywide complaint procedure to resolve complaints related to discrimination under the ADA.

A public entity that employs fifty or more persons is required by the ADA to adopt a public grievance procedure that provides for prompt and equitable resolution of alleged violations of Title II of the ADA. The formal grievance procedure that was adopted by the Evanston City Council in February of 2003 follows:

City of Evanston ADA Grievance Procedure – Title II – Accessibility:

I. Purpose

The City of Evanston (“City”), a public entity, hereby establishes a grievance procedure providing for the prompt and equitable resolution of any complaints alleging actions prohibited by the U.S. Department of Justice regulating Title II of the Americans with Disabilities Act (ADA). This procedure shall be available to all individuals utilizing the service and facilities of the City of Evanston. Qualified disabled individuals shall not be excluded from participating in, or denied the benefits of, or subject to discrimination in any programs or activities sponsored by this public entity.

II. Procedure

1. All complaints regarding access or alleged discrimination are to be submitted in writing or in appropriate format to the City Manager and/or the Director of Parks, Recreation and Community Services for resolution. The complaint shall include a detailed description of the alleged discriminatory action to inform the City of the nature and date of the alleged violation. The complaint must be signed by the complainant or by someone authorized to do so on his or her behalf. No grievance shall be accepted which has been submitted more than one hundred and eighty (180) days after the occurrence of the event. Within five (5) calendar days of receiving the written grievance, the designated person will meet with the complainant and attempt to resolve the grievance. The designated person will provide a

written response in appropriate format to the complainant within fifteen (15) calendar days of the meeting.

2. Written complaints should be submitted to the City Manager, City of Evanston, 2100 Ridge Avenue, Evanston, Illinois 60201. A record of the complaint and the actions taken will be maintained on file.

3. If the response of the City Manager is not acceptable to the complainant, the complainant may within ten (10) calendar days request that the grievance be forwarded to the Human Services Committee of the City Council.

4. The committee shall establish procedures for hearing complaints, requests or suggestions from individuals with disabilities regarding access to and participation in public facilities, services, activities, and functions in the community.

5. The committee shall schedule a public meeting for reviewing the complaints, after adequate public notice is given. The committee shall issue a written decision within thirty (30) days of the public meeting.

6. Any decision of the Human Services Committee regarding the grievance may be appealed to the City Council within thirty (30) calendar days. The City Council will consider such appeal at an open meeting, unless the matter is to be discussed in an exception to the Open Meetings Act and the committee decides to discuss it in closed session. A determination must be made within thirty (30) days of the hearing. The decision made by the City Council is final.

7. A record must be made of the action taken at each level of the grievance process.

8. The individual's right to prompt and equitable resolution shall not impair his/her pursuit of other remedies such as the filing of a complaint with the U.S. Department of Justice or any other appropriate Federal agency. Furthermore, the filing of a lawsuit in a state or federal district court can occur at any time. The use of this grievance procedure is not a prerequisite to the pursuit of other remedies.

ADA Self-Evaluation and Transition Plan Update Development Process

Overview

This ADA Self-Evaluation and Transition Plan was prepared in fulfillment of the requirements set forth in Title II of the ADA. The ADA states that a public entity must reasonably modify its programs, policies or procedures to avoid discrimination against persons with disabilities. This report describes the process by which programs, policies, procedures and facilities were evaluated for compliance with the ADA, presents the findings of the evaluation and provides recommendations for ensuring accessibility.

Legislative Mandate

The development of a transition plan is a requirement of federal regulations implementing the Rehabilitation Act of 1973, which require that all organizations receiving federal funds for programs available will not discrimination towards persons with disabilities. Act, which has become known as the “Civil Rights Act” states that:

No otherwise qualified handicapped individual in the United States shall solely by reason of handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. (Section 504)

This legislative mandate, therefore, states that the City of Evanston will provide:

- Completion of a self-evaluation
- Development of an ADA complaint procedure
- Designation of a person/persons who are responsible for overseeing Title II compliance and
- Development of a transition plan if the self-evaluation identifies the need for structural modifications to be compliant. The transition plan must be retained for three years.

This report and certain documents incorporated by reference establish the ADA Self-Evaluation and Transition Plan Update for the City of Evanston, Evanston, Illinois.

Discrimination and Accessibility

There are two different types of accessibility- physical accessibility and program accessibility. Absence of discrimination requires that both be provided.

The ADA establishes requirements to ensure that buildings and facilities are accessible to and usable by people with disabilities. Design guidelines to achieve accessibility have been developed and are maintained by the U. S. Access Board under the jurisdiction of the ADA. The ADA Accessibility Guidelines (ADAAG) cover a wide variety of facilities including buildings, curbs/ramps, outdoor recreation areas and established minimum accessibility requirements for new construction and alterations to existing facilities. The City may achieve

physical accessibility by ensuring that facilities are barrier free and meets ADAAG technical requirements and the State of Illinois accessibility code.

Program accessibility requires that individuals with disabilities be provided an equally effective opportunity to participate in or benefit from the public entity's programs and services. The requirement is that a public entity operates each program so the program is readily accessible to and usable by people with disabilities

The City may achieve program accessibility by a number of methods, both structural and nonstructural such as:

- Structural methods such as altering an existing facility
- Acquisition or redesign of equipment
- Age accommodations
- Providing services at alternative accessible sites
- Changing components such as rules/regulations to include all

When choosing a method of providing program access, the City will give priority to one that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities. In compliance with the requirements of the ADA, the City provides equality of opportunity but does not guarantee equality of results.

City of Evanston Process

Introduction

Services and programs offered by the City of Evanston to the public must be accessible. Accessibility applies to all aspects of the program or service, including advertisement, orientation, eligibility, participation, testing or evaluation, physical access, provision of auxiliary aids and transportation if provided.

The goals of the Self-Evaluations were:

- To develop policy recommendations for the City and each of its departments, divisions and programs.
- To ensure that the views of the disabled community are included in the City's policies.
- To foster ties between the city staff and representatives of the disabled community.

The process of making City facilities and programs accessible to all individuals will be an ongoing process. The City will continue to review accessibility issues while resolution of complaints and reasonable modifications to programs are addressed. The City will periodically evaluate the success of improving access to programs by practices and procedures developed during the review of the self-evaluation questionnaires submitted by each department.

Review and Update of General Policies

The following is the process the City took in completing the ADA Self-Evaluation and Transition Plan Update:

- Each department was asked to complete and submit a departmental self-evaluation questionnaire that was divided into various sections highlighting certain aspects of policies and their level of accessibility.
- Once the departmental self-evaluation questionnaire was completed, each director received a written report detailing any irregularities that were noticed within the self-evaluation questionnaire.
- Recommendations were given to each director as to what policies and procedures needed to be modified to allow for persons with disabilities to have the most independent level of access available.

Program Accessibility Questionnaire

The self-evaluation of the City of Evanston's services, programs and activities required solicited information about current programs in the following categories:

- A summary of the program and its purpose, the specific activities that comprise the program and the nature of any advertising or program materials produced.
- Any program or admission eligibility requirements.
- An overview of participation in the program, including who participates and how participation is facilitated.
- The methods used by departments to provide accessibility.
- Any access complaints or requests for improving access to the programs.
- A list of facilities or portions of facilities used by the programs and activities that take place there.
- Program providers, including outside organizations.
- Transportation, if provided.
- Communication, including audiovisual presentations and the City's website.

Policies, Procedures, and Program Accessibility Findings City of Evanston General Policies and Practices

Following is a list of general policies and practices which will affect all city departments. These should be added to specific departmental policies and practices and made a part of each departments ADA implementation strategy to guide administration with any programs.

General Policies and Practices

In general, the City of Evanston is well-prepared in this area; the only issues that remain in this area are the following:

- Lack of funding available to make long-term capital improvement projects a reality.

- Lack of training in the areas of disability sensitivity and ADA compliance for all city staff.
- Need for better prioritization of ADA projects.

It is the City's goal to address all of the citywide programs, policies and procedures that act as barriers to accessibility. In those situations where a program, policy or procedure creates an accessibility barrier that is unique to a department or a particular program, the City intends to address the removal of the barrier in the most reasonable and expeditious manner possible.

Non-Discrimination Policy-Notice Requirements

The notice regarding the City's commitment to providing accessible services will be posted on the City of Evanston's Internet site.

Policy on non-discrimination on the basis of disability:

The City of Evanston does not discriminate on the basis of disability in any area of city services including employment.

The ADA Compliance Team has been designated to coordinate compliance with nondiscrimination requirements contained in the Department of Justice regulations that relate to Title II of the Americans with Disabilities Act which prohibits discrimination on the basis of disability by public agencies. The ADA Compliance Team may be reached at:

City of Evanston
 2100 Ridge Ave.
 Evanston, IL 60202
 (847) 866-2914 (phone), (847) 448-8051 (fax)
 (847) 448-8064 (TTY)
disabledsvcs@cityofevanston.org (E-mail)

General Facilities, Programs and Services Policy

The City of Evanston supports the ADA guidelines and requirements:

- Every effort shall be made that city-sponsored programs and facilities are accessible according to Illinois Accessibility Code and the Americans with Disabilities Act guidelines.
- The City will maintain in working order equipment and features in facilities that are required to run ready access to individuals with disabilities.
- The City will ensure that individuals with disabilities are not excluded from regular programs. Individuals with disabilities will be integrated into regular programs to the maximum extent possible.
- The City will ensure where specific requirements are necessary for the safe operations of the programs; those requirements are based on real risk, not on speculation, stereotypes or generalizations about individuals with disabilities.

- The City will modify policies, practices and procedures to avoid discrimination unless the modifications would fundamentally alter the nature of the program or create a hazardous situation.
- It is not required that each existing facility be accessible. This standard, known as "program accessibility," must be provided by methods including alteration of existing facilities, acquisition or construction of additional facilities, relocation of a service or program to an accessible facility or provision of services at alternate site.

Requests for Accommodations

The request for services should be made directly to the department involved. A specific request can be placed by phone into the 311 Center which would then forward the request to the specific department to be addressed.

- The determination whether to provide an accommodation is made on a case-by-case basis. This is an individual process through which the Department and an individual with a disability discuss and arrange for the necessary (and reasonable) accommodations.
- In assessing the accommodation, the City will give priority consideration to program accommodations that will be consistent with provisions of services, programs and activities in the most integrated setting appropriate to qualified individuals with disabilities.
- Accommodations may include, but are not limited to, making reasonable modifications in policies, practices, and procedures, furnishings, auxiliary aids and services and making services, programs or activities accessible, usable and integrated whenever appropriate.
- Specific lists of types of accommodations are not included in this policy as they vary depending on program and individual needs and also by types of accommodations available.
- In person requests for services or information at a counter will be handled on an individual basis. The individuals in those departments will determine an appropriate accommodation for the individual.
- A grievance procedure is available at the City of Evanston's Internet site for those situations where the individual and City representative may disagree about what is reasonable, appropriate and/or necessary.

Special Events

- In situations where private organization sponsor events at city facilities, the City of Evanston will require private organizations to comply with applicable ADA requirements. City will provide a checklist during the application process to inform the organizer of their responsibility for accessibility under the ADA requirements. The information for special events is handled by the Parks, Recreation and Community Services Department.

Equipment

- Limited specialized equipment may be available to assist persons with disabilities to participate in programs such as recreation. This information can be found by contacting the Parks, Recreation and Community Services Department.
- The City currently has an active TTY number which is connected to the Parks, Recreation and Community Services Department and is available for use by persons who are deaf or hard of hearing and wish to sign up for programs.

Public Meeting

- Public meetings will be scheduled in accessible locations whenever possible. An accessible location includes, but not limited to having the following: accessible restrooms, wheelchair access, accessible parking, accessible route, temperature control, and the ability to provide access to fresh air for people with chemical sensitivities.
- When a fully accessible site is not available, reasonable accommodations will be made so that an individual with a disability can participate.
- Information will be made available to City staff on the types of accommodation requests that may be made by persons with different types of disabilities. Types of possible accommodations may include sign language interpreters, readers, descriptive services and other assistive technologies such as "real-time" captioning.
- A notice will be displayed on meeting agendas indicating the availability of accommodations by request.
- Agendas will be provided in alternative format, when requested, if possible.
- The City will maintain a resource list of American Sign Language interpreters who may be brought to meetings to assist individuals with hearing impairments when requested.
- The City will maintain a list of accessible meeting spaces to facilitate the scheduling of meetings and/or the relocation of meetings if necessary.

Communications Policy

General

- Public information will be available on how to request sign language interpreters, equipment that enhances hearing, or other appropriate accommodations.
- Requests for reasonable accommodation will be responded to within two business days in the case of meeting agendas being close.
- Departments may provide appropriate auxiliary aids and services where necessary, to ensure effective communication with individuals with disabilities, unless doing so would result in a fundamental alteration of a program or service or if providing that service results in an undue burden as defined by law.
- The City will provide public information in alternative formats when requested.

City Website

- The City will maintain a webpage on the City's website that discusses disability services, the citywide grievance policy and how to apply for reasonable accommodations for programs and meeting participation.
- Comments or suggestions for additions to the City's website, such as adding links to the ADA webpage or specific departmental websites may be submitted to the City webmaster.

Printed Information

- When a Department receives a request to produce printed materials in alternative formats for persons with various disabilities, the Department will make every effort to accommodate a reasonable request providing that it does not cause a fundamental alteration in the nature of the program or service or cause undue financial burden.
- Requests for specialized formats of lengthy and/or bulky documents will be handled on an individual basis.
- Any charge for a publication will be uniform for all formats of that publication.
- The City will make program information more widely available to all city residents by publicizing available program brochures in alternative formats when request.
- On city-related printed material distributed to the public regarding programs, there will be reference to the City's non-discrimination policy and the phone number of the Recreation Superintendent and/or other contact information on who can provide assistance in meeting special requests.
- Information on the City's efforts to comply with the ADA will be available on request and included in the City's website.

Outreach of Information

- The City will use various media for outreach regarding information on accessibility.

Signs

- City directional and informational signs are designated as needed to include accessibility standards.
- When signs are replaced, priority will be given to signs related to public access. These signs will be replaced with signage that includes information about accessibility.
- The International Symbol of Accessibility (ISA) will be included whenever required on directional or informational signs. The City will consider its use whenever possible.

Staff Training Policy

The ADA Compliance Team will monitor and oversee the ADA training requirement.

- All employees shall be trained in ADA policies applicable to their departments and positions. Emphasis on training will be given to senior management as well as Department Directors and Supervisors.

- Appropriate city staff members will be provided with training in general building evacuation procedures for assisting people with disabilities in an emergency.

Funding Policy

ADA compliance is one of the evaluation criteria used in allocating money for the Capital Improvement Program (CIP).

- ADA compliance cost will be identified for each CIP project and a summary of these costs will be available as part of the bidding process.
- When a reasonable accommodation is needed, the cost will not be incurred by the individual requesting it. It is the responsibility of the Department to identify, request funds, support and insure the accommodation. The individual shall notify the department of the need for an accommodation in writing, either via e-mail or with a letter or by phone through the 311 Center.
- The City is a grantee of federal Community Development Block Grant funds from the United States Department of Housing and Urban Development. When an organization or city department submits an application requesting funding for a program that is permitted using these funds, it must ensure that the program or service being funded is fully accessible to persons with disabilities or that reasonable accommodations can be made if necessary. The CDBG program is administered by the Community and Economic Developed Department.

City of Evanston Department - Specific Services Review

Administrative Services Department

This department is divided into the following divisions:

- **Human Resources**
- **Parking Service**
- **Finance**
- **Information Technology**

Administrative Services is responsible for the day to day administrative functions of the divisions listed above. Included within these departments are the GIS functions as well as the recruiting, hiring, salary and benefits, employee performance evaluations, budget preparation, parking enforcement, and other associated administrator functions.

The Human Resources Division is responsible for ensuring that there is equal access in all areas of employment as stated in Title I of the ADA. This division also handles request for reasonable accommodations, as well as FMLA requests and other related benefits issues.

The Parking Services Division handles all parking enforcement related issues. It handles 35 surface parking lots, 3 municipal garages and 2400 street parking spaces. This division ensures that all state regulations regarding accessible parking are enforced and tickets are issued when appropriate.

Finance compiles appropriate internal financial information to facilitate management control of financial operations and prepares the Comprehensive Annual Financial Report (CAFR).

Information Technology oversees all technology installation as well as any request for accessible software installation.

City Clerk's Office

This office provides the following programs and services:

- **Freedom of Information Act:** Fulfills any FOIA request that is received on behalf of a department.
- **Publications/Codes for Sale:** Will provide publications when requested.
- **Temporary Disabled Placard:** Issues requests for ninety-day temporary disabled parking placard.
- **Real Estate Transfer Tax:** Whenever a property is sold within the City of Evanston, a transfer tax is paid at the closing of the sale.
- **Notarization and certification service:** Notary Public services are available as well as certification service for a fee.
- **Voter Information:** Provides information regarding voting.

This Department is compliant with all aspects of ADA to ensure that its services are accessible. All department policies and procedures are consistent with the requirements of the ADA.

City Manager's Office

This office is divided into the following divisions:

- **Public Information Division:** Provides information to the public via web, calendar, news, press releases, highlights newsletter, E newsletters, Facebook, Twitter, YouTube and other means of communication.
- **311 Division:** Established to provide a central location for disseminating information about city services and programs.
- **Sustainability Division:** Implements the climate action plan for the City of Evanston.
- **Website Management Division:** Creates and maintains the City website.
- **Inter-Governmental Affairs Division:** Coordinates with State, Federal and other regional officials and agencies to advocate for the needs and interests of Evanston.
- **Development/Fundraising Division:** Raises money to sponsor Evanston events and programs.
- **Volunteer Program:** Manages the new Evanston volunteer program.

In addition, the City Manager's Office has the responsibility for preparing and coordinating the agendas for City Council meetings and provides policy support to elected officials.

This Department is aware of its obligations under the ADA so that all of the programs and services provided by this office are compliant with the Americans with Disabilities Act.

Community and Economic Development Department

This department is divided into the following divisions:

- **Building, Inspection and Permits**
- **Planning and Zoning**
- **Housing Rehabilitation**
- **Economic Development**

This Department and its divisions provide a number of services to the community including Community Development Block Grant funds(CDBG), security light and fencing assistance, building plans, permits and rehab, facade improvement programs, alley assessment assistance, guidance in relocating businesses, plan developments, home purchasing assistance and emergency home guidance.

Staff in this department is aware of their responsibilities under the ADA as well as section 504 of the Rehabilitation Act of 1973, which governs the regulations for CDBG grant recipients.

Under the supervision of the Director, this Department will continue to provide changes to their policies and implement training which is inclusive of persons with disabilities. Staff will be made aware of any important issues that may arise, particularly in the area of ADA grievances that may be received by the department from staff or citizens.

Fire and Life Safety Department

This department is divided into the following divisions:

- **Fire Suppression**-This division serves as first responders during emergency; this includes fire and EMS.
- **EMS**- Department paramedics provide vital services to the citizens and support to the department's other functions.
- **Special Teams**- Fire Suppression, Dive Team, Personal Water Craft Team, Technical Rescue Team, Hazardous Materials Team, Auto-Aid response, and MABAS request response.
- **Fire Prevention**-This division provides public education on how to prevent fires.

This Department provides all fire and life safety services for the City of Evanston. Staff has been trained in the proper way to interact with persons who have disabilities. This training occurred in 2007.

All of the fire departments programs are accessible for all individuals with the exception of firefighter recruitment which needs an individual to be physically fit in order to serve as a firefighter or EMS technician.

Health Department

This department is divided into the following divisions:

- **Community Health Division**
- **Environmental Health Division**

The **Community Health Division** provides the following programs and services:

- Women Out Walking-a physical fitness program for women.
- Children's Dental Clinic
- All Kids Programs
- Federally Qualified Health Center
- Mental Health
- Health Summit
- Vital Records: Issues Birth and Death certificates

The **Environmental Health Division** provides the following programs and services:

- Food Establishment Inspections-inspections of food establishments
- Communicable Disease Surveillance-Disease Monitoring throughout Evanston
- Emergency Response
- Public Health Licensing and Permits

- Lead Program-Testing of homes for lead
- West Nile Virus-Bird and Mosquito testing
- Beach water Quality-Beach water Testing
- Pest Control
- Clean Air Act/Smoking program
- Food Service Manager Certification

This Department handles all aspects of health monitoring throughout the City of Evanston. The Evanston Health Department is in compliance with the Americans with Disabilities Act and its programs and policies are consistent with Title II of the ADA.

With proper notice, the Department will make arrangements to ensure that all of its meetings are held in accessible locations along with proper notification.

Law Department

This department serves as legal counsel for all departments and divisions of the City of Evanston. The Law Department will provide a response when the City receives a grievance that involves one of the city departments and is ADA related. The City's Law Department will respond to all civil suits filed against the City of Evanston.

Library Department

This department provides a number of services including:

- **Administrative and maintenance support of library operations**
- **Computer classes and workshops**
- **Public arts, literary, literacy and cultural programs including story times**
- **Books on wheels services**

All Library policies take into account participation by persons with disabilities and staff will make reasonable attempts to accommodate requests of patrons with disabilities and has been trained on the proper use of the TTY machine as well as the Illinois Relay Service which can assist patrons who are deaf and hard of hearing or may have speech issues.

Parks, Recreation and Community Services Department

This department is divided into the following divisions:

- **Recreation Division**
- **Parks and Forestry Division**
- **Facilities Management Division**
- **ADA Compliance/Disability Services and Youth Services**

The Department manages 75 parks, 6 community centers, 6 guarded beaches and all city-owned buildings.

The Recreation Division operates various recreation, sports programming and special events throughout the city. Arrangements on a case-by-case basis provide reasonable accommodations to anyone with a disability who wishes to participate in programming provided that the accommodation does not create an undue financial hardship or a fundamental alteration in the nature of the program as it was intended.

Recreation staff receives disability/sensitivity training on a regular basis. The Special Recreation program provides on-going training and resources to all center staff.

Parks and Forestry maintains all the community parks and parkway trees within the city. They will address any requests received through our 311 system that pertain to an ADA issue.

Facilities Management is responsible for all city owned buildings and their compliance with the ADA. All new projects are reviewed to ensure that they will be compliant under the ADA.

The Department oversees the ADA Compliance/Disability Services for the City. The duties of this position are divided among three individuals: Inclusion Coordinator, ADA/CIP Project Manager and the Law Department.

All department policies and procedures are consistent with the requirements of the ADA.

Police Department

This department is divided into the following divisions:

- **Field Operations Division**
- **Investigative Services Division**
- **Support Services Division**

This Department supports all law enforcement activities as well as the enforcement of all state and federal laws including ADA. Within each division are different bureaus that encompass different aspects of the day-to-day operations of the Police Department.

This Department has been trained over the last seven years in the area of disability sensitivity and ADA compliance. An additional online training course was given to command staff and supervisors of the department to educate them on all aspects of the ADA Amendments Act which took effect January 1, 2009. Department staff has been trained in ADA compliance issues as well as disability awareness issues. The last training that was conducted occurred in 2008. An online training was conducted for command staff in the fall of 2010.

All department policies and procedures are consistent with the requirements of the ADA. There is a wide network of service providers throughout the City of Evanston that can be called upon to assist police officers who may encounter persons with mental illness or cognitive issues and may be unable to speak for themselves.

Public Works Department

This department is divided into the following divisions:

- **Engineering Division**
- **Streets and Sanitation**
- **Fleet Service**

The Department is aware of its responsibilities under the ADA. In the Engineering Division all contractors are required to provide proof that they understand what is required by the ADA and the Illinois Accessibility Code. This Department provides programs such as ADA curb ramp replacement which is incorporated as part of the street resurfacing and water main replacement programs. The ADA curb ramp are funded through Motor Fuel Tax (MFT), Capital Improvement Program & CDBG funds and provides for the replacement of non-compliant curb ramps at the end of intersections to increase the level of mobility that is available for all including individuals with disabilities.

The City of Evanston maintains hundreds of miles of arterial and residential streets. The City has a number of on-going programs devoted to making the City's streets and sidewalks more accessible. Through the use of Motor Fuel Tax (MFT) Funds and Capital Improvement Program (CIP) accessibility is incorporated into the design of projects for pedestrian safety, pedestrian paths, and traffic signals. Ramps are installed or upgraded on all projects including street resurfacing and street rehabilitation.

ADA Curb Ramp Replacement Program: This program is CDBG funded and began in FY 2001/02. The purpose of the program is to address the issue of curb ramps that do not currently meet the design specifications of the Americans with Disabilities Act Accessibility Guidelines (ADAAG) and replace them with ramps that are compliant in their design as well as their function.

The engineering division of Public Works is responsible for upgrading ADA Handicap Ramps at the street intersections. As part of the street projects we identify the substandard handicap access ramps and reconstruct these ramps as part of the project. The locations are identified as part of the five year street resurfacing program. The 2012 street resurfacing/water main and street resurfacing program is the last year of the 2007-2011 Program. The development of a new 5 year program (2013-2017) is planned for this summer (2012) upon Council approval.

The City of Evanston will continue to improve sidewalk accessibility as funding is available.

Utilities Department

This department is divided into the following divisions:

- **Water Division**
- **Sewer Division**

The Department provides water and sewer services for the City of Evanston as well as surrounding communities. This Department is compliant with ADA regulations and has limited contact with persons who have disabilities except in cases where there is water and sewer work being done on the street, or when an individual has issues with their water or sewer bill.

Conclusions

The City of Evanston continues to maintain a proactive approach toward addressing the issue of accessibility for persons with disabilities in its programs and facilities. Department directors and supervisors work to address accessibility issues that may exist in city owned or leased facilities as well as in any programs that are run or funded by the city. As this report shows, the City of Evanston maintains a continuing commitment to insuring equal access for all citizens including persons with disabilities.

The City of Evanston is aware of its obligations under the ADA, and has intentions to do everything within reasonable expectations in a reasonable timeframe to address any issues of accessibility in its programs, policies, and facilities.

The City of Evanston is committed to providing equal access in all areas of public services, and does not discriminate on the basis of race, color, creed, national origin, religion, age, sexual orientation, or disability. Each department director and division manager is expected to insure that equal access is provided at all times and to resolve any accessibility-related issues in a timely manner.

Definitions

The following is a summary of many definitions found in the ADA. Please refer to the Americans with Disabilities Act for the full text of definitions and explanations.

Disability

The term disability means, with respect to an individual:

- A physical or mental impairment that substantially limits one or more of the major life activities of such individual;
- A record of such impairment; or
- Being regarded as having such impairment.

Qualified Individual with a Disability

A qualified individual with a disability means an individual with a disability who, with or without reasonable modification to rules, policies, or practices; the removal of architectural, communication, or transportation barriers; or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the City.

Discrimination on the Basis of Disability

Discrimination on the basis of disability means to:

- Limit, segregate, or classify a citizen in a way that may adversely affect opportunities or status because of the person's disability;
- Limit, segregate, or classify a participant in a program or activity offered to the public in a way that may adversely affect opportunities or status because of the participant's disability;
- Participate in a contract that could subject a qualified citizen with a disability to discrimination;
- Use any standards, criteria, or methods of administration that have the effect of discriminating on the basis of disability;
- Deny equal benefits because of a disability;
- Fail to make reasonable accommodations to known physical or mental limitations of an otherwise qualified individual unless it can be shown that the accommodation would impose an undue burden on the City's operations;
- Use selection criteria that exclude otherwise qualified people with disabilities from participating in the programs or activities offered to the public; and
- Fail to use tests, including eligibility tests, in a manner that ensures that the test results accurately reflect the qualified applicant's skills or aptitude to participate in a program or activity.

Complaint

A complaint is a claimed violation of the ADA.

Physical or Mental Impairments

Physical or mental impairments may include, but are not limited to: vision, speech, and hearing impairments; emotional disturbance and mental illness; seizure disorders; mental retardation; orthopedic and neuromotor disabilities; learning disabilities; diabetes; heart disease; nervous conditions; cancer; asthma; hepatitis B; HIV infection (HIV condition); and drug addiction if the addict has successfully completed or is participating in a rehabilitation

program and no longer uses illegal drugs. The following conditions are not physical or mental impairments: transvestitism; illegal drug use; homosexuality or bisexuality; compulsive gambling; kleptomania; pyromania; pedophilia; exhibitionism; voyeurism; pregnancy; height; weight; eye color; hair color; left-handedness; poverty; lack of education; a prison record; and poor judgment or quick temper if not symptoms of a mental or physiological disorder.

Substantial Limitation of Major Life Activities

An individual is disabled if she or he has a physical or mental impairment that (a) renders her or him unable to perform a major life activity or (b) substantially limits the condition, manner, or duration under which she or he can perform a particular major life activity in comparison to other people. Major life activities are functions such as walking, seeing, hearing, speaking, breathing, learning, performing manual tasks, or caring for oneself. In determining whether physical or mental impairment substantially limits the condition, manner, or duration under which an individual can perform a particular major life activity in comparison to other people, the following factors shall be considered:

- The nature and severity of the impairment;
- The duration or expected duration of the impairment; and
- The permanent or long term impact (or expected impact) of or resulting from the impairment.

Having a Record of Impairment

An individual is disabled if he or she has a history of having an impairment that substantially limits the performance of a major life activity; or has been diagnosed, correctly or incorrectly, as having such impairment.

Regarded as Having a Disability

An individual is disabled if she or he is treated or perceived as having an impairment that substantially limits major life activities, although no such impairment exists.

Reasonable Program Modifications

If the individuals' disabilities prevent them from performing the essential functions of the program or activity, it is necessary to determine whether reasonable program modifications would enable these individuals to perform the essential functions of the program or activity. Reasonable program modification is any change in program or activity or in the way things are customarily done that enables an individual with a disability to enjoy equal program opportunities. Accommodation means modifications or adjustments:

- To a registration or application process to enable an individual with a disability to be considered for the program or activity;
- To the program or activity environment in which the duties of a position are performed so that a person with a disability can perform the essential functions of the program or activity; and
- That enables individuals with disabilities to enjoy equally the benefits of the program or activity as other similarly situated individuals without disabilities enjoy.

Modification includes making existing facilities and equipment used by individuals readily accessible and usable by individuals with disabilities.

Modification applies to:

- Known disabilities only. Modification is not required if it changes the essential nature of a program or activity of the person with a disability, it creates a hazardous situation, adjustments or modifications requested are primarily for the personal benefit of the individual with a disability, or it poses an undue burden on the City.

Auxiliary Aids and Services

The term auxiliary aids and services include:

- Qualified interpreters or other effective methods of making orally delivered materials available to individuals with hearing impairments;
- Qualified readers, taped texts, or other effective methods of making visually delivered materials available to individuals with visual impairments;
- Acquisition or modification of equipment or devices; and
- Other similar services and actions.

ADA Resources List

Federal Accessibility Standards and Regulations U.S. Department of Justice

The U.S. Department of Justice provides many free ADA materials including the Americans with Disability Act (ADA) text. Printed materials may be ordered by calling the ADA Information Line: (800) 514-0301 (Voice) or (800) 514-0383 (TDD). Publications are available in standard print as well as large print, audiotape, Braille, and computer disk for people with disabilities. Documents, including the following publications, can also be downloaded from the Department of Justice website at <http://www.ada.gov>

ADA Regulation for Title II: This publication describes Title II of the Americans with Disabilities Act, Pub. L. 101-336, which prohibits discrimination on the basis of disability by public entities. Title II of the ADA protects qualified individuals with disabilities from discrimination on the basis of disability in the services, programs, or activities of all state and local governments. This rule adopts the general prohibitions of discrimination established under section 504, as well as the requirements for making programs accessible to individuals with disabilities and for providing equally effective communications. It also sets forth standards for what constitutes discrimination on the basis of mental or physical disability, provides a definition of disability and qualified individual with a disability, and establishes a complaint mechanism for resolving allegations of discrimination.

Title II Technical Assistance Manual and Yearly Supplements: This 56-page manual explains in lay terms what state and local governments must do to ensure that their services, programs, and activities are provided to the public in a nondiscriminatory manner. Many examples are provided for practical guidance.

Accessibility of State and Local Government Websites to People with Disabilities: A 5-page publication providing guidance on making state and local government websites accessible.

ADA Information for Law Enforcement: This page contains compliance assistance materials to help state and local law enforcement officers understand how to interact with victims, witnesses, suspects, and others who have disabilities.

U.S. Access Board

The full texts of federal laws and regulations that provide the guidelines for the design of accessible facilities and programs are available from the U.S. Access Board. Single copies of publications are available free and can be downloaded or ordered by completing a form available on the Access Board's website at <http://www.access-board.gov> In addition to regular print, publications are available in: large print, disk, audiocassette, and Braille. Multiple copies of publications can be ordered by sending a request to pubs@access-board.gov

In addition to the guidelines, guidance material is also available to assist staff in understanding and implementing federal accessibility guidelines.

The following publications are currently available from the U.S. Access Board.

Guidelines and Standards for Facilities

ADA Accessibility Guidelines (ADAAG): This document contains scoping and technical requirements for accessibility to buildings and facilities by individuals with disabilities under the Americans with Disabilities Act (ADA) of 2010. These scoping and technical requirements are to be applied during the design, construction, and alteration of buildings and facilities covered by Titles II and III of the ADA to the extent required by regulations issued by federal agencies, including the Department of Justice and the Department of Transportation, under the ADA. This document must be used in conjunction with Title 24 of the California Building Code:

<http://www.dsa.dgs.ca.gov/Access>

State and Local Government Facilities: ADAAG Amendments: The Access Board is issuing final guidelines to provide additional guidance to the Department of Justice and the Department of Transportation in establishing accessibility standards for new construction and alterations of State and local government facilities covered by Title II of the ADA. The guidelines will ensure that newly constructed and altered State and local government facilities are readily accessible to and usable by individuals with disabilities in terms of architecture, design, and communication.

Building Elements for Children: ADAAG Amendments: The Access Board is issuing final guidelines to provide additional guidance to the Department of Justice and the Department of Transportation in establishing alternate specifications for building elements designed for use by children. These specifications are based on children's dimensions and anthropometrics and apply to building elements designed specifically for use by children ages 12 and younger.

Play Areas: ADAAG Amendments: The Access Board is issuing final accessibility guidelines to serve as the basis for standards to be adopted by the Department of Justice for new construction and alterations of play areas covered by the ADA. The guidelines include scoping and technical provisions for ground level and elevated play components, accessible routes, ramps and transfer systems, ground surfaces, and soft contained play structures.

Recreation Facilities: ADAAG Amendments: The Access Board has issued final accessibility guidelines to serve as the basis for standards to be adopted by the Department of Justice for new construction and alterations of recreation facilities covered by the ADA. The guidelines include scoping and technical provisions for amusement rides, boating facilities, fishing piers and platforms, golf courses, miniature golf, sports facilities, and swimming pools and spas.

Guidance Material and Advisory Reports for Facilities

The following publications provide additional information on specific aspects of the above guidelines and standards for facilities. Employees are encouraged to refer to these publications to obtain more detailed and up-to-date information when evaluating and implementing accessibility improvements to facilities.

Using ADAAG Technical Bulletin: This bulletin was developed to serve the specific needs of architects and other design professionals who must apply the ADAAG to new construction and alterations projects covered by Titles II and III of the ADA. It is also intended to clarify accessibility regulations generally, including those that apply to existing facilities covered by the ADA.

Visual Alarms Technical Bulletin: In passing the ADA in 1990, Congress specifically directed the Access Board to provide greater guidance regarding communications accessibility. Thus the ADAAG require that where emergency warning systems are provided in new or altered construction, they must include both audible and visible alarms that meet certain technical specifications. This bulletin was developed to provide more technical information about the types of visual fire alarms available and how and where their use is required.

Text Telephones Technical Bulletin: Text telephones are machinery or equipment that employs interactive graphic (i.e., typed) communications through the transmission of coded signals across the standard telephone network. Text telephones can include, for example, devices known as TDDs (telecommunications display devices or telecommunications devices for deaf persons) or computers. This bulletin was developed to provide more technical information about the types of text telephones available and how and where their use is required.

Ground and Floor Surfaces Technical Bulletin: Over twenty-seven million Americans report some difficulty in walking. Of these, eight million have a severe limitation and one-fifth of this population is elderly. Ambulatory persons with mobility impairments—especially those who use walking aids—are particularly at risk of slipping and falling even on level surfaces. The information in this bulletin is intended to provide designers with an understanding of the variables that affect the measurement and performance of materials specified for use on walking surfaces and to better describe the requirements of an accessible route.

Parking Technical Bulletin: Accessible parking requires that sufficient space be provided alongside the vehicle so that persons using mobility aids, including wheelchairs, can transfer and maneuver to and from the vehicle. Accessible parking also involves the appropriate designation and location of spaces and their connection to an accessible route. This bulletin was developed to provide more detailed information about the requirements for accessible parking including the configuration, location, and quantities of accessible parking spaces.

Detectable Warnings Update (March 2003): Currently, the Access Board is in the process of developing guidelines on public rights-of-ways that, once finalized, will supplement the new ADAAG. While ADAAG covers various features common to public streets and sidewalks, such as curb ramps and crosswalks, further guidance is necessary to address conditions unique to public rights-of-way. Constraints posed by space limitations at sidewalks, roadway design practices, slope, and terrain raise valid questions on how and to what extent access can be achieved. Guidance on providing access for blind pedestrians at street crossings is also considered essential. This bulletin outlines the requirements of detectable warnings, a distinctive surface pattern of domes detectable by cane or underfoot, which are used to alert people with vision impairments of their approach to streets and hazardous drop-offs. The ADA Accessibility Guidelines (ADAAG) require these warnings on the surface of curb ramps, which remove a tactile cue otherwise provided by curb faces, and at other areas where pedestrian ways blend with vehicular ways. They are also required along the edges of boarding platforms in transit facilities and the perimeter of reflecting pools.

Assistive Listening Systems Technical Bulletins: Assistive listening systems (ALS) are devices designed to help people with hearing loss improve their auditory access in difficult

and large-area listening situations. Typically, these devices are used in such venues as movie houses, theaters, auditoriums, convention centers, and stadiums, where they are piggybacked on a public address system. They may also be used in smaller listening locations like courtrooms, museums, classrooms, and community centers. This bulletin provides information about the types of systems that are currently available and tips on choosing the appropriate systems for different types of applications.

Guide to the ADA Accessibility Guidelines for Play Areas: The Access Board has developed accessibility guidelines for newly constructed and altered play areas. This bulletin is designed to assist in using the play area accessibility guidelines and provides information regarding where the play area guidelines apply, what a play component is considered to be, how many play components must be within an accessible route, and the requirements for accessible routes within play areas.

Summaries of Accessibility Guidelines for Recreation Facilities: The Access Board issued accessibility guidelines for newly constructed and altered recreation facilities in 2002. The recreation facility guidelines are a supplement to ADAAG. They cover the following facilities and elements: amusement rides, boating facilities, fishing piers and platforms, miniature golf courses, golf courses, exercise equipment, bowling lanes, shooting facilities, swimming pools, wading pools, and spas.

Accessibility Guidelines for Outdoor Developed Areas: The Regulatory Negotiation Committee on Accessibility Guidelines for Outdoor Developed Areas was established in June 1997. The accessibility guidelines proposed by the Committee include consideration of the latest information, design, and construction practices in existence. Proposed section 16 of ADAAG requires all areas of newly designed or newly constructed and altered portions of existing trails connecting to designated trailheads or accessible trails to comply with this section. This proposed section also provides design guidelines for all newly constructed and altered camping facilities, picnic areas, and beach access routes. It is recognized that compliance with this section will not always result in facilities that will be accessible to all persons with disabilities. These guidelines recognize that often the natural environment will prevent full compliance with certain technical provisions, which are outlined in this publication.

Guidelines for Transportation

ADA Accessibility Guidelines for Transportation Vehicles: This publication provides minimum guidelines and requirements for accessibility standards for transportation vehicles required to be accessible by the Americans with Disabilities Act (ADA) of 1990, including over-the road bus and tram systems.

ADA Accessibility Guidelines for Transportation Vehicles; Over-the-Road Buses: This publication outlines the amendments to the accessibility guidelines for over-the-road buses (OTRB) made by the Architectural and Transportation Barriers Compliance Board and the Department of Transportation to include scoping and technical provisions for lifts, ramps, wheelchair securement devices, and moveable aisle armrests. Revisions to the specifications for doors and lighting are also adopted. The specifications describe the design features that an OTRB must have to be readily accessible to and usable by persons who use wheelchairs or other mobility aids.

Guidance Material for Transportation

Manuals on ADA Accessibility Guidelines for Transportation Vehicles: This technical assistance document is one of a series provided to help in understanding the background and underlying rationale of the Americans with Disabilities Act Accessibility Guidelines for Transportation Vehicles (Vehicle Guidelines) and how the guidelines may apply in a particular case. The documents in this series include:

Buses, vans, and systems;

Over-the-road buses and systems;

Automated guide way transit vehicles and systems; and

Trams, similar vehicles, and systems.

Securement of Wheelchairs and Other Mobility Aids: As a public or private transit authority, the responsibility of safe, efficient service from public agencies who offer transportation services has been enlarged to affording ridership to people using a wide variety of mobility aids. In considering not only the many types of mobility aid devices, but also the variety and sizes of lifts, and the numerous makes of buses and vans, it can be easily seen that there is no single, definitive solution to accessibility on mass transit vehicles. This publication reports on the experience of two transit accessibility leaders who have taken the initiative to involve the ridership in needs assessment and have established policies, educated operators, and informed the public to achieve greater accessibility in their bus transit systems.

Guidelines and Standards for Communication

Standards for Electronic and Information Technology: The Access Board is issuing final accessibility standards for electronic and information technology covered by section 508 of the Rehabilitation Act Amendments of 1998. Section 508 requires the Access Board to publish standards setting forth a definition of electronic and information technology and the technical and functional performance criteria necessary for such technology to comply with section 508. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Guidance Material for Communication

Bulletin on the Telecommunications Act Accessibility Guidelines: As technology continues to improve our means of telecommunication, it can pose challenges to accessibility on one hand, while on the other hold the key to innovative access solutions. Section 255 of the Telecommunications Act requires telecommunications products and services to be accessible to people with disabilities. This is required to the extent access is "readily achievable," meaning easily accomplishable, without much difficulty or expense. Telecommunications products covered include: wired and wireless telecommunication devices, such as telephones (including pay phones and cellular phones), pagers, and fax machines; other products that have a telecommunication service capability, such as

computers with modems; and equipment that carriers use to provide services, such as a phone company's switching equipment.

Summary of Standards for Electronic and Information Technology: An Overview: This bulletin presents an overview of the new standards for electronic and information technology and section 508. Federal guidelines and standards are subject to periodic revision based on research findings and guidance from advisory committees.

Resources for Providing Accessible Programs and Facilities

ADA Document Portal: This website provides links to an ADA Collection consisting of more than 7,400 documents on a wide range of topics. The ADA Document Portal is supported by the ten ADA & IT Technical Assistance Centers, <http://www.adaportal.org>

DisabilityInfo.Gov: A one-stop interagency portal for information on Federal programs, services, and resources for people with disabilities, their families, employers, service providers, and other community members.

American Association of Museums: Accessible exhibit design publications are available for purchase from AAM's website, including Everyone's Welcome (available in a variety of formats), which addresses museum programs and the ADA, The Accessible Museum, which offers model programs of accessibility for older people and people with disabilities, and What Museum Guides Need to Know to provide access to blind and visually impaired visitors at <http://www.aam-us.org>

Beneficial Design: Beneficial Designs works toward universal access through research, design, and education. Beneficial Designs develops assistive and adaptive technology, performs rehabilitation research, contract design, legal consultation, standards development, and serves as a rehabilitation information resource. Contact Beneficial Designs, Inc. at 2240 Meridian Blvd, Suite C, Minden, NV 89423-8628, (775) 783-8822, <http://www.beneficialdesigns.com/>

Smithsonian Institution: The Accessibility Program has developed the Smithsonian Guidelines for Accessible Exhibition Design (1996), which are available for downloading from their website: <http://www.si.edu/opa/accessibility/exdesign/start.htm>

Further information is available from the Smithsonian Accessibility Program at the Arts and Industries Building, Room 1239 MRC 426, Washington, D.C. 20560, (202) 786-2942.

National Center on Accessibility: The Center is a cooperative project between the National Park Service and Indiana University to provide information and technical assistance, primarily on recreation access. An example of the research activities of the NCA is the National Trails Surface Study. This study is primarily the result of questions that NCA has, for many years and continues to receive from organizations, agencies and individuals who desire to make their trails accessible; are interested in an unobtrusive surface that blends and is friendly to the environment; and provides a quality trail experience for people with and without disabilities. NCA also publishes 'What is an Accessible Trail?', which summarizes the federal guidelines for outdoor developed areas and is available for downloading from its website. The NCA website also has information on campground

accessibility, accessible picnic tables, access to beaches, and inclusion of people with disabilities in aquatic venues: <http://www.ncaonline.org>

National Center on Physical Activity and Disability: The Center provides information and resources on physical activity to help people with disabilities find ways to become more active and healthier. The Center also provides information on how to provide access to fitness centers, schools, recreation facilities, camps, and health and leisure services: <http://www.ncpad.org>

Resources for Assistive Technologies (General)

The National Institute on Disability and Rehabilitation Research of the U.S. Department of Education maintains a national web-based service which provides up-to-date links to assistive technologies and disability-related resources <http://www.abledata.com/>

Resources to produce standardized publications such as applications and registration forms in Braille, audiotape, large-print text, and accessible electronic media will be assembled. Information regarding Braille Services and other accommodations for people with visual disabilities is available by contacting:

American Council of the Blind: ACB is a national organization advocating on behalf of persons who are blind or have low vision. ACB also publishes —A Guide to Making Documents Accessible to People Who Are Blind or Visually Impaired, which is available online, in regular print, large print, Braille, or on cassette tape. ACB is located at 1155 15th St. NW, Suite 1004, Washington, DC 20005, (800) 424-8666 or by email at info@acb.org

National Center on Accessibility: NCA publishes —What are Alternative Formats? How Do They Apply to Programs and Services? which is available for downloading from their website: <http://www.ncaonline.org>

National Center for Accessible Media: NCAM is a research and development facility dedicated to the issues of media and information technology for people with disabilities in their homes, schools, workplaces, and communities. Developers of Web- and CD-ROM-based multimedia need an authoring tool for making their materials accessible to persons with disabilities. NCAM has developed two such tools, version 1.0 and 2.01 of the Media Access Generator (MAGpie), for creating captions and audio descriptions for rich media. MMAGpie is available for downloading from NCAM's website: <http://ncam.wgbh.org>

American Sign Language Interpreters and Assistive Listening Systems and Devices

As part of the City's Reasonable Accommodation Policy, the City will provide interpreters or assistive listening devices upon request. The City will obtain access to optical readers or services that provide closed captioning for films or video tapes that are used for programs, and equipment that can translate printed information into an audio format. Every department has access to the Illinois Relay Service in order to communicate with individuals who are deaf, hard-of-hearing, or speech disabled. City departments routinely receive communications through the Illinois Relay Service, which is a free service provided by the State of Illinois.

Transportation

Federal Transit Administration: FTA regulates and enforces requirements of the ADA covering transportation facilities and systems. FTA maintains a technical assistance line on ADA questions at (888) 446-4511 and on their website at <http://www.fta.dot.gov>

Assistive Technology Equipment Resources

A number of agencies and services are available to the community as resources for assistive technology equipment. They include:

DisabilityInfo.gov Online Resources for High School: Guidelines for Accessing Alternative Format, inclusion materials, educational technology.

<http://www2.ed.gov/print/about/offices/list/ocr/transitionguide.html>

American Association of People with Disabilities: The American Association of People with Disabilities is the largest nonprofit, nonpartisan, cross-disability organization in the United States <http://www.aapd-dc.org>

American Foundation for the Blind: The American Foundation for the Blind is committed to improving accessibility in all aspects of life—from cell phones to ATMs, on web sites and in workplaces. Services include assistance in making products and services accessible to people with visual impairments. AFB offers expert consulting services and accessible media production. AFB provides objective product evaluations of adaptive technologies through its assistive technology product database at <http://www.afb.org>

Adaptive Environments: This educational non-profit organization is committed to advancing the role of design in expanding opportunity and enhancing experience for people of all ages and abilities. Adaptive Environments provides education and consultation to public and private entities about strategies, precedents, and best practices that go beyond legal requirements to design places, things, communication, and policy that integrate solutions to the reality of human diversity: <http://www.adaptenv.org>

Disability Resources, Inc.: Disability Resources, Inc. is a national nonprofit organization that provides information about resources for independent living. DRI maintains an on-line directory of assistive technology resources <http://www.disabilityresources.org>

National Association of the Deaf: NAD is a national consumer organization representing people who are deaf and hard of hearing. NAD provides information about standards for American Sign Language Interpreters and the Captioned Media Program on its website <http://www.nad.org>

National Federation of the Blind: NFB is a national organization advocating on behalf of persons who are blind or have low vision. NFB provided on-line resources for technology for the blind, including a technology resource list, a computer resource list, screen access technology, sources of large print software for computers, and sources of closed circuit TV (CCTV's) <http://www.nfb.org>

National Organization on Disability: The National Organization on Disability promotes the full and equal participation and contribution of America's 54 million men, women and children with disabilities in all aspects of life. NOD maintains an on-line directory of information and links including transportation-related resources <http://www.nod.org>

Paralyzed Veterans of America: PVA is a national advocacy organization representing veterans. PVA's Sports and Recreation Program promotes a range of activities for people with disabilities, with special emphasis on activities that enhance lifetime health and fitness. PVA's website, <http://www.pva.org> provides information on useful sports publications and a list of contacts.

United Cerebral Palsy Association: UCP's mission is to advance the independence, productivity, and full citizenship of people with cerebral palsy and other disabilities, through their commitment to the principles of independence, inclusion, and self-determination. UCP's Sports and Leisure Channel is designed for people with disabilities who are interested in sports and other leisure activities and proposes creative ideas for inclusive community recreation programs, including outdoor adventure activities for people with disabilities. Information about the Sports and Leisure Channel is available on UCP's website http://www.ucp.org/ucp_channel.cfm/1/15

United Spinal Association: United Spinal Association is a membership organization serving individuals with spinal cord injuries or disease. Formerly known as the Eastern Paralyzed Veterans Association, the organization expanded its mission to serve people with spinal cord injuries or disease regardless of their age, gender, or veteran status. Information on accessibility training and consulting services and recreational opportunities for people with spinal cord injuries or disease is available on their website <http://www.unitedspinal.org>

World Institute on Disability: WID is an international public policy center dedicated to carrying out research on disability issues and overcoming obstacles to independent living. WID maintains an on-line information and resource directory on technology, research, universal design, and the ADA <http://www.wid.org/resources>