

Adopted by Common Council: March 9, 2020

CITY OF REEDSBURG, WISCONSIN

AMERICANS WITH DISABILITIES ACT TRANSITION PLAN

In 1990, the Federal Government enacted the Americans with Disabilities Act (ADA). Title II of the ADA requires public entities that employ 50 or more people to develop a transition plan, which outlines the steps and schedule for making facilities accessible to individuals. The City of Reedsburg (City) has elected to undertake a transition plan (Plan) because several significant changes to facilities operated and used by the City were contemplated.

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I. PURPOSE

The purpose of the Plan is to ensure that the citizens of Reedsburg are provided full access to programs, services and activities in as timely a fashion as is reasonably possible. The elected officials and staff believe the ability to accommodate disabled persons is essential to good customer service, the quality of life Reedsburg residents seek to enjoy and to effective governance.

This Plan has been prepared after careful study of all of the City's programs, services and activities. The City, in preparing this document, has received input from the following individuals:

Tim Becker, City Administrator
Matt Scott, Parks & Rec Director
Steve Zibell, DPW/City Engineer
Sue Ann Kucher, Library Director
Brian Duvall, Planner/Bldg. Inspector
Jamie Schulz, Receptionist
Josh Kowalke, Ambulance Director
Patrick Cummings, Chief of Police

Title II of the ADA requires that each of Reedsburg's facilities, services, programs and activities, when viewed in their entirety, be readily accessible and usable by individuals with disabilities. This Plan identifies two (2) forms of barriers: physical barriers and programmatic barriers.

Physical Barriers include physical features such as, but not limited to, the following:

1. Facility
2. Parking
3. Paths of entry/travel
4. Doorways
5. Restrooms
6. Service counters
7. Stairways
8. Curb ramps

Programmatic Barriers include, but are not limited to, the following:

1. Building signage
2. Customer communications and interaction
3. Access to public telephones
4. Emergency notifications, alarms, visible signals
5. Communications (via internet, public meetings, telephone)
6. Participation opportunities for events sponsored by the City
7. Type of program

City facilities, programs, services, policies, practices and procedures will continue to be surveyed on an on-going basis, and the Plan may be revised from time to time to account for changes to City activities. An accessibility inventory of facilities and programs will be conducted to ensure all deficiencies are identified and documented appropriately.

This Plan has been posted to the City's web site for review and consideration by the general public. In addition, notice has been provided of its existence in the City's official and unofficial City publications. Any individual may submit comments on the accessibility of City programs and facilities by contacting the City's ADA Coordinator or his/her designee by phone at (608) 524-6404.

II. PHYSICAL BARRIERS

The City owns a limited number of properties, and accordingly does not have many options on locations from which it can offer programs, activities and services without incurring significant financial cost. These facilities are as follows:

City Hall – 134 S Locust St
Fire Dept – 131 S Park St
Police Dept – 200 S Park St
Ambulance Garage – 230 Railroad St
Library – 370 Vine St
DPW Shop – 412 S Walnut St
Wastewater Treatment Plant (WWTP) – 850 Division St
Lions Bldg. – 1403 Viking Dr
RACA – 1411 Viking Dr
Boys & Girls Club – 310 Vine St

Anna Stone Park – 300 W. 2nd St
City Park – 222 N. Park St
Dog Park – 600 S. Golf Course Rd
Ernstmeyer Park – 946 Joseph Circle
Huntington Park – 1400 Wellington Dr
Nishan Park – 1700 8th St
Wellness Park – 1301 19th St
Oak Park – 550 N. Oak St
Popple Nature Area – 425 N. Webb Ave
Ramsey Park – 433 S. Preston St
Roloff Park – 231 Barbara Ann Dr
Skate Park – 145 Granite Ave
Smith Conservancy – 333 Granite Ave
South Park – 850 Division St
Veterans Memorial – 1700 8th St
Webb Park – 425 N. Webb Ave
Sorom Park – 344 S. Willow St

A self-evaluation/assessment of each of the Reedsburg's physical facilities has been conducted in conjunction with the preparation of this Plan. Summaries of these evaluations are included as Appendix _ attached hereto and by this reference incorporated herein. Deficiencies in the physical features of facilities that diminish the ability of disabled persons to benefit from the City's programs, services and activities are identified. A correction plan or other course of action is noted for each deficiency, along with a schedule for completion of the correction.

1. BASELINE CONDITIONS

Each of the City's facilities was reviewed in light of several "baseline" conditions, including:

- A. Access to parking and entry into the facilities themselves;
- B. Access to a clear and distinct path of travel;
- C. Access to programs and services themselves;
- D. Access to public areas and restrooms; and
- E. Access to related amenities.

2. CRITERIA FOR DETERMINING EXISTENCE OF IMPEDIMENT

Criteria were established to determine whether corrective action needs to be taken at a particular facility. The criteria include, but are not limited to:

- A. **The nature of unique programs or services.** Some facilities and sites are the only location that a particular program or service may be provided;
- B. **Facilities already in compliance with ADA accessibility guidelines.** Some of the Reedsburg's facilities were constructed or underwent major renovations after the effective date of the ADA;
- C. **Ability to relocate programs from one facility to another accessible facility.** Because the City offers special programs and services at more than one location, consideration was given to distribution of the special programs and services when viewed in their entirety;
- D. **Staff input.** Self-evaluation surveys were also conducted with department representatives to identify how programs and services are provided by each City department;
- E. **Current state of accessibility.** The current condition of each facility in terms of barriers already removed, or planned to be removed, as identified by City administration;
- F. **Cost.** The cost of alternatives to physical barrier removal versus the cost of an alternative corrective action plan; and
- G. **Public use.** The population served by a particular program or service and whether the public can obtain service from an alternative City location.

3. BRIEF SUMMARY OF EXISTING CITY FACILITIES

Below is a summary of the City's facilities, the City's use of such facilities and the City's progress toward eliminating physical barriers to disabled persons at these facilities.

A. City Hall – Administration

In 1999, Reedsburg conducted a city hall space needs analysis. From and even before that time, the City has been working toward a solution that will provide long-term storage and office space needs, adequate meeting space, a location that can be easily found by City residents so that those residents can conduct business with the City and office space that is accessible to all residents and customers of the City.

In 2006-2007, the City explored options for remodeling City Hall from which it could provide services and offer programs and activities. Options considered included an elevator and ADA-compliant bathrooms. In May 2007, the City Council voted down this proposal. The City then began studying alternative solutions to make its services, programs and activities fully accessible to all residents.

Since 2007, the City has implemented smaller measure to ensure accessibility. The Rec Center bathrooms were closed and new ones constructed to ADA Title II standards. The City Hall Council Chambers will be updated in 2016 but will include maintenance only, no structural, use, or floor changes. Plans are in place for compliant City Hall window counter space. Other items being investigated include ADA parking on the west side of City Hall, the main floor public bathrooms, and the entrance ramp on the building's east side.

B. Reedsburg Police, Fire, & Ambulance Buildings

The current RPD building was constructed in 2003. Police functions that are open to the public in that facility are accessible to all individuals and are ADA-compliant. Building features include a fully accessible customer service counter, a fully accessible restroom and fully accessible hallways, doors and offices.

The fire department building was built in 1971. It has entrances to each the garage and office area that can accommodate wheelchairs but no power activation buttons. Additionally, the interior routes between the garage and offices are not accessible due to a step. There are three bathrooms in the building, none of which are ADA-compliant. There is no elevator to the second floor. The building is not open to the public, although a public event or two is held each year in the garage (e.g. crafters market).

The ambulance building was built in 1998, with a 962 square foot garage addition constructed in 2014. It contains accessible bathrooms with proper turning radii and grab bars, drinking fountains, hallways, doors and offices. However, like the FD, the entrance doors do not contain power activation buttons. The vestibule and conference rooms are useable by the general public during monthly meetings; the remaining building space is for employees only.

C. Public Works Facility Improvements

Public Works buildings include the shop at 412 S Walnut St and the Wastewater Treatment Plant (WWTP) at 850 Division St. The shop is not intended for use by the public. The WWTP contains a small area open to the public.

The Public Works garage at 412 S Walnut St is not intended as a public building. It is currently used to store vehicles, machinery and tools used by both the Street and Parks & Rec Departments. Maintenance activities are performed there, and the garage also contains an office, bathroom and break room spaces for the employees of both departments.

D. Curb Ramps and Pedestrian Crossings

The City has taken the following actions in regards to pedestrian ramps and crossings:

- 1) The City has implemented policies and procedures to ensure that curb ramps and other sloped surfaces were provided wherever walkways intersected curbs that were constructed or altered.
- 2) The City has implemented policies and procedures to ensure that curb ramps at pedestrian crossings were constructed to Accessibility standards.
- 3) The City has designed new curb ramps to ADA specifications.
- 4) The City has constructed new curb ramps that allow those with disabilities to go from the sidewalk on one side, across any traffic island, to sidewalks on the opposite side.
- 5) The City has evaluated pre-ADA pedestrian crossings to identify locations needed for program access. It has begun implementing such ramps.
- 6) The City has sought input from those with disabilities for the planning of streets, sidewalks, and pedestrian crossings.
- 7) The City has a mechanism which allows those with disabilities to request curb ramps. Such requests receive priority.

E. Streets and Sidewalks

The City has a revolving 10-year sidewalk inspection program. This means that the City is broken down into 11 sections and each is inspected every 10 years (two of the sections are done the same year). This program helps identify problem areas where individual sidewalk blocks can be replaced to prevent pedestrian falls and other hazards.

The City also has a Capital Improvement Plan that prioritizes and repairs dilapidated streets. Every year a worn out street or section of street is replaced, plus new curbs and ramps are installed to ADA-compliance.

F. Parks and Recreation Improvements

- 1) The Reedsburg Park and Recreation Dept offers programs at the following facilities:
 - Recreation Center – Theater workshop, dances, pot luck, Senior cards & bingo.
 - Municipal Pool – Open swim, swim lessons, and swim team.
 - Oak Park – Tee-ball, Rookie Tee-ball, youth tennis, Little League baseball, ice skating, and youth basketball.
 - Nishan Park – Adult softball, Babe Ruth baseball, Little League baseball, Girls youth softball, Legion baseball, Home Talent baseball, and Hockey (inside RACA).
 - RAHS – Youth gymnastics, Youth open gym basketball, Adult volleyball (3 leagues), Youth & Adult tennis, Theater workshop (CAL Center), and Men’s basketball league.
 - Webb Middle School – Open gym basketball and volleyball.
 - Pineview School – Soccer clinic.
 - Boys & Girls Club.
- 2) There are currently deficiencies that need to be corrected for programs, such as:
 - Staff is not informed of policy of non-discrimination on basis of disability.
 - Have not informed RAHS of our non-discrimination policy as a facility provider of our programming.
 - Have not informed outside groups that, as users of City facilities, they are bound by our non-discrimination policy.

- Have not ensured that it is communicated to potential disabled participants concerning program accessibility.
- 3) Staff training & knowledge, funding and communication/advertising are all items the Dept will work on to ensure that Reedsburg is meeting its requirements for ADA accessibility.

G. Parks & Recreation Plan

1. The current Comprehensive Outdoor Recreation Plan was adopted in 2011 and will soon be updated. The Plan includes information on:
 - Goals/Objectives/Policies
 - Park Classification
 - Park & Playground Equipment Inventory
 - City Demographics
2. The Plan lists a ‘Prioritization of Needs’. Under the highest priority, accessibility improvements to ADA standards of parks, equipment, and facilities is included.

III. PROGRAMMATIC BARRIERS

Reedsburg recognizes not all barriers to the City's programs, services and activities are physical in nature. Other administrative barriers exist that must be overcome to provide complete government services to those who are disabled.

1. COMMUNICATIONS

The City's Plan incorporates steps to ensure that communications with people with disabilities are as effective as communications with others, as required by 28 C.F.R. § 35.160. Effective communication means that whatever is written or spoken must be as clear and understandable to people with disabilities as it is for people who do not have disabilities. The City does coordinate 9-1-1 and emergency communications services (also referred to as Public Safety Answering Points), which are required by 28 C.F.R. § 35.162 to provide direct and equal access to persons with disabilities. The 9-1-1 calls in the City are dispatched through the Reedsburg Police Dept, as well as emergency service calls for fire and ambulance services in the City.

As to communications the City does handle, including web site communications, communications relating to City administration and open public meetings, and other communications regarding the City's programs, services and activities, the City is in the process of:

- Identifying local resources for auxiliary aids and services,
- Identifying ways of producing documents in Braille or acquiring other aids or services, including software that can convert text into speech, and
- Contacting qualified interpreter services and other providers so that interpreters and other aids and services may be available on short notice.

The City is exploring the following additional specific actions to improve communications:

- Aids and services for individuals who are deaf or hard of hearing include qualified interpreters, note takers, computer-aided transcription services, written materials, telephone handset amplifiers, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open

and closed captioning, telecommunications devices for deaf persons (TDD's), videotext displays, and exchange of written notes.

- Aids individuals with vision impairments include qualified readers, taped texts, audio recordings, Braille materials, large print materials, and assistance in locating items.
- Aids individuals with speech impairments include TDD's, computer terminals, speech synthesizers, and communication boards.

A. Agenda text.

The City has begun printing certain portions of meeting agendas in large-font type so that the content of agendas of public meetings can be more easily reviewed. Major agenda points will be printed in 14 point font.

B. Website communication.

The City has also posted, and will continue to post, agendas on the City's web site, which, when used with the free Adobe Acrobat Reader function, allows for enlargement so that the contents of agendas may be viewed from one's personal computer. The City may explore software upgrades with its web site operator to ensure handicap accessibility. The City may also consider the addition of text equivalents for every image on the web site, as well as using alternative document formats (such as HTML and Rich Text Formats) to the portable document format (pdf), which is incompatible with certain screen reader functions. The City may also request that forms and tables be modified to include descriptive HTML tags.

C. Accommodations for hearing impaired persons/use of auxiliary aids.

The bottom of each public meeting agenda includes a note that hearing impaired persons may request an appropriate format. **Furthermore, the City has equipment, available upon request, specially designed to assist hearing impaired persons to participate in City meetings in the council chambers.**

D. Participation in/accessibility to public meetings.

The City has, as discussed above, already taken substantial efforts toward ensuring public meetings are held in ADA-accessible facilities. The City conducts all public meetings in ADA accessible facilities, and will make specific accommodations, where necessary, to ensure that meetings among residents and City staff can be held within ADA-accessible facilities.

2. PROGRAMMING

Programs, Activities, Services, Rules, Policies or Procedures Evaluated for the Reedsburg Library (underlined) and *Parks & Recreation Dept* (italics):

Reedsburg Public Library, 370 Vine Street

This facility hosts library programming, to include adult & children's services and room use by outside agencies.

Park and Recreation Department: Recreation Programs:

Nishan Park – 1700 8th St; Oak Park – 55- N Oak St; Reedsburg Area High School (RAHS) – 1100 S Albert Ave; Webb Middle School – 707 N Webb Ave; Rec Center – 134 S Locust St; Municipal Pool – 425 N Webb Ave.; Pineview School – 1121 8th St;

- A. Participation of Disabled Persons – List steps taken to ensure that disabled persons (or their representatives) participate in the completion of this self-evaluation.

None

We give all patrons a chance to express concerns through a program evaluation.

- B. Nature of Program – Describe, in general, the nature of the program, including its purpose, scope, general activities and participants and any sub-elements or activities that are a part of the program.

Literacy activities for youth and adults, including storytimes, book discussion, book talks and reader’s advisory, educational presentations, craft and maker-type programs. Staff and outside organization training, public educational and informational presentations.

Recreation Programs – to provide residents with recreational and leisure services that are affordable and accessible to all.

For each element or sub-element or activity that is part of the program, determine any that are or have the potential to be barriers or render the program inaccessible to disabled persons and list them on the summary (last page). Consider such services or benefit such as transportation services, health services/insurance/other benefits, housing, financial aid, counseling services, food services and social, recreational or athletic activities.

- C. Recruitment and advertisement.

- 1) Does the public entity engage in any of the following activities to recruit program participants, or otherwise inform persons of the program's existence?

a)	Meetings or oral presentations	<input checked="" type="checkbox"/> Yes	No
b)	Printed recruitment materials	<input checked="" type="checkbox"/> Yes	No
c)	Advertisements	<input checked="" type="checkbox"/> Yes	No
d)	Other (specify)	<input checked="" type="checkbox"/> Yes	No

Website www.reedsburglibrary.org

Radio PSAs

a)	Meetings or oral presentations	<input checked="" type="checkbox"/> Yes	No
b)	Printed recruitment materials	<input checked="" type="checkbox"/> Yes	No
c)	Advertisements	<input checked="" type="checkbox"/> Yes	No
d)	Other (specify)	<input checked="" type="checkbox"/> Yes	No

Website, TV

If yes to any of the above, briefly describe activities involved and materials used.

Meetings and oral presentations are given at local schools, service organization meetings and local radio and cable TV to promote services, programs and activities. Printed materials are displayed in-library, posted at local businesses, distributed in schools and in some cases mailed or e-mailed to potential participants. Library website is promoted in all oral and printed handouts and publications.

We use all the above to promote recreational activities. When we have a program, we use the newspaper too and the website to promote the activity. We also print a booklet

Yes No
Yes X No

If yes, proceed to "7" below.

If no, list steps to ensure the inclusion of notices of your compliance with the ADA in all materials on summary form (last page).

The notice can be added to future forms.

- 7) List steps to ensure that applicants are not asked pre-admission inquiries as to the nature and extent of a disability, and that no forms or other written materials make mandatory inquiries related to disability.

Sign-up for programs and events is generally not required. Those events that do require sign up are simply to ensure that supply needs and space restrictions are addressed. No information beyond name and contact information is requested.

We do not include that question on any of our forms. We ask for medical conditions and special accommodation needed. Both of those questions are answered voluntarily.

E. Participation in the Program

- 1) Are post-admission inquiries made regarding disabled status to make accommodations for disabled persons?

Yes No
Yes X No

If no, proceed to "2" below.

If yes, list steps to ensure that information is provided to participants of the City's desire to obtain information on accommodation needs. Such information should be gathered voluntarily, not be used to adversely affect any disabled person and be kept confidential.

Is there any orientation for new participants?

Yes No
Yes X No

- 2) List below all written materials, tools, equipment or other aids or devices used for the program.

A wide variety of event types falls under the Library's programming umbrella. The most common materials, equipment, aids and devices include books, music, DVD, LED/LCD projector and craft supplies.

Athletic Balls, arts & crafts materials, gymnastics equipment, and wheelchair lift at pool.

- 3) For each item above, list on the summary sheet (last page) all barriers to use of all written materials, booklets, equipment or other aids or devices used for the program.

None

- 4) Are there boards, councils or similar bodies on which program participants serve:

Yes X No
Yes X No

If yes, list barriers to ensuring equal opportunities for selection to, and participation in, such boards by disabled persons on the summary sheet (last page).

- 5) Are these facilities accessible to people with disabilities, including people who use wheelchairs? Is the program "when viewed in its entirety," accessible?
(Refer to Building and Site Accessibility Checklist)

Yes No

Yes No

If yes, explain alternative accessibility measures here. If no, list as barrier on summary sheet (last page).

Accessibility measures include appropriate spacing of furnishings, accessible restrooms and powered entry doors.

Access to all buildings and facilities are wheelchair accessible be it a park, rec facility or school. We have a wheelchair lift at the pool, and all restroom facilities are handicap accessible. Parking at all facilities have adequate handicap parking stalls.

F. Staff Information

List steps here that have been taken or have been scheduled to ensure that all staff involved in this program (i.e., recruitment, admission, testing, the conduct of the program, the provision of any services or benefit) will be informed periodically of, and understand fully, your policy of non-discrimination on the basis of disability. List any steps have not been taken to date.

Provision of library services, at its very core, regularly involves provision of services to and accommodations for individuals with a variety of physical and other impairments, restrictions and needs. Our employee handbook states, in part, "All members of the public are to be welcomed fairly and courteously, without discrimination".

Staff is not informed on policy of non-discrimination on basis of disability.

G. "Outside" Persons and Organizations

- 1) List below all "outside" persons and organizations that are involved in the provision of any aid, benefit or service for the program (as discussed in sections "C" through "E" above). Specify how they are involved.

We utilize a variety of community partners and vendors, including professional entertainers, local authors, educators and other individuals to provide library programs. Library staff members are present for all Library-sponsored events. Additionally, the Library Meeting and Community Rooms are made available for reservation by members of the public.

Reedsburg School District provides facilities for some programs.

- 2) List steps that have been taken to inform those listed above of your organization's commitment to non-discrimination on the basis of disability. Remember that the non-discrimination mandate extends to the awarding of procurement contracts. If steps have not been taken to notify "outside" persons or organizations, list them as deficiencies.

Outside groups or individuals utilizing the Library meeting spaces must sign an application in which they agree to abide by the Library's policies, including the Meeting Room Acceptable Use guidelines which read, in part:

- Meeting rooms are intended primarily for the use of the library's programs and library- sponsored activities. When not required for library use, the rooms will be available for use by community and other not-for-profit groups and local businesses, for programs of an informational, educational, cultural or civic nature. Admission fees may not be charged.
- Meeting rooms are available during regular library hours. However, groups may request to continue past library closing time by indicating this on the application. The request must be approved by the Library Director.
- All promotional material relating to events must clearly state that the meeting is not sponsored by the library. Use of the library as the contact for any group is prohibited.
- Groups using the meeting rooms must agree to meet ADA requirements and provide requested accommodations to meetings and programs.
- Library Staff may attend or observe any meeting or program at any time.

Have not informed the High School of our non-discrimination policy as a facility provider to our program.

- 3) For each "outside" person or organization listed in "G1" above, list steps that have been taken to ensure that their provision of aid, benefits or services do not constitute a barrier for the disabled. This includes certifications from such persons or individuals that they comply with the ADA. If such steps have not been taken to date, list them as deficiencies on the summary sheet (last page).

Agreement with the Library's policy on the application form, and occasional drop-in or review of program or promotional materials are the steps taken to-date.

Schools per federal law must comply with ADA. I believe the schools are strictly monitored and the law enforced.

- 4) List those persons and organizations from "G1" above that receive "significant assistance" from your organization in the provision of aids, benefits or services to your program participants (example - rent or use City facilities, involve City staff in assistance or coordination of programs).
- *Reedsburg School District – use of athletic facilities*
 - *People of rent shelters/RACA for parties*
 - *General public use of parks and facilities*
 - *Youth sport groups who use athletic facilities*

- 5) List steps taken to ensure that outside persons or organizations listed in "G4" above do not discriminate on the basis of disability. If no steps have been taken to provide assurance, list as a deficiency.

Have not yet taken steps to ensure that outside groups who use our facilities do not discriminate based on disability.

H. Facilities Used

NOTE: The definition of "facility" under the ADA includes all or any portion of buildings, structures, equipment, roads, walks, parking lots or other real or personal property or interest in such property, owned, operated or leased.

- i. List steps to ensure periodic communications with (potential) disabled program participants concerning accessible and inaccessible facilities. If such steps have not been taken, list them as deficiencies on the summary sheet (last page).

Library staff regularly interacts with our program participants and library users during the routine provision of programs and services to ensure the needs of library users are met by our programming and facilities.

Steps have not been taken to ensure periodic communication with potential disabled program participants concerning accessible and inaccessible facilities.

- ii. Is the facility in question considered "historic" (i.e., is it either on National Register of Historic Places or on a state or local list of historic places?)

Yes X No

Yes X No

If yes, list steps to ensure program accessibility, including any structural changes. If structural changes would compromise the historic value, list alternative methods to ensure program accessibility. (Note: If the program held at a historic facility is not a "historic preservation" program, it must be relocated if structural accessibility is not possible.)

If no steps have been taken, list as deficiency on summary sheet (last page)

- 3) Barriers to ensuring accessibility and opportunities for full participation by disabled persons; Barriers to ensuring effective communication with persons with vision and hearing impairments; Barriers to including a notice of the public entities compliance with ADA in all materials and advertisements.

Use by outside agencies requires responsible agency to adhere to Library Meeting Room Policy to ensure accessibility and opportunity for full participation for the non-library program.

Since most programs do not require advance sign-up or registration, the potential needs of attendees with disabilities may not be known in advance.

- 4) Barriers to Devices used in programming:

Books – limitations for users with visual impairment. Large print, audio and braille materials are available upon advance request.

Music – Limitations for users who may be deaf or hard of hearing. ASL assistance may be available upon request.

PowerPoint presentations, DVD, LED/LCD projector – limitations for users with hearing or visual impairment. Generally both audio and visual representations are available in this instance. Closed captioned or described versions of some content may be available upon advance request.

Craft Supplies – Some limitations for the visually or mobility impaired, which is often overcome with program alterations or available assistance.

3. 9-1-1 AND EMERGENCY COMMUNICATION SERVICES.

These services are part of the Reedsburg Police Dept and Dispatch Center. The Department has a Policy & Procedures manual that was issued in February 2001 and updated in 2019. The following item shall be corrected once the current equipment is updated/replaced: not all additional emergency service features, such as automatic number and location identification, are available to TTY users. Call takers do not respond to silent, open line calls by querying the line with TTY. The current equipment in use cannot meet this standard.

The following items are within ADA compliance:

- A. There is TTY equipment at all call-taking positions.
- B. Refresher training for TTY equipment is not offered as much as voice equipment, which shall be every six months.
- C. Procedures are in place for maintaining TTY equipment as effective as voice equipment.
- D. A back-up plan is in place for TTY equipment in case of malfunctions or power failure.
- E. Response time and quality for TTY users is the same for other users.
- F. Hours of operation are the same for TTY uses as other users.
- G. Call takers can switch between TTY and voice mode during calls.
- H. TTY training is mandatory for all communications personnel.
- I. Telephone emergency services are tested to ensure direct, equal access for TTY users.

4. EMERGENCY MANAGEMENT

- A. The following items may be in ADA compliance through the Sauk County Emergency Operations Plan (Annex E – Public Protection Plan) and the Red Cross:
 - 1) There are written procedures to ensure that the City regularly seeks out input from those with disabilities.
 - 2) The City does seek input from those with disabilities when staging emergency simulations.
 - 3) The City has planned for people with disabilities needing individualized notification, transportation and other assistance.
 - 4) The City has identified resources for those with disabilities needing additional assistance.
 - 5) There are written procedures for notification in addition to the City's warning siren.
 - 6) There is a plan for those with disabilities who require assistance leaving their homes.
 - 7) There are written plans for those with disabilities to evacuate or to assist them in evacuating.
 - 8) There is voluntary, confidential registry for those with disabilities to request notification, transportation or other assistance.
 - 9) There is emergency transportation plan that identifies resources for those with disabilities.
 - 10) There are plans or policies to ensure those with disabilities are transported to shelters with their families.
 - 11) There are plans or policies to ensure that those with disabilities are not separated from service animals.
 - 12) Additional training may be needed for first responders, staff and volunteers according to Chapter 7 and its addenda (facilities, evacuation, transportation, security, etc).
 - 13) Emergency facilities have been surveyed for accessibility; there are no current plans for future surveys.

- 14) There are policies to ensure that programs relocated from a damaged facility remain accessible.
- B. The following items are within ADA compliance:
- 1) There are policies to ensure that medical & social services and other benefit programs are accessible to those with disabilities as well as for the application procedures.
 - 2) There are policies to ensure that medical & social services and other benefit programs are effectively communicated to those with disabilities while giving them primary consideration.
 - 3) There are policies that ensure repaired and rebuilt government facilities comply with Title II of the ADA.

5. WEBSITE ACCESSIBILITY

- A. The City of Reedsburg has its own website, which is maintained by City Hall staff. The following items require correction for ADA compliance:
- 1) The top of each page does not have a 'skip navigation' link.
 - 2) Links do not have a text description that can be read by a screen reader.
 - 3) Photos, graphs, maps, and other images do not have HTML tags with text equivalents of the material being visually conveyed.
 - 4) All website documents are not available in HTML or other text-based format.
 - 5) Webpages are not designed so that they can be viewed using visitors' web browser and operating system settings for color and font.
 - 6) The City does not have a written policy and formal procedure to ensure that added content has been made accessible.
 - 7) The website manager does not check the HTML of new webpages to confirm accessibility before posting.
 - 8) When PDF documents are added, text-based versions are not always added with them.
 - 9) There has been no formal training on accessibility for website staff, nor have they received copies of "Accessibility of State and Local Government Websites to People with Disabilities".
 - 10) No plan is currently in place to make inaccessible content on the website accessible, and no plan to improve the website has been posted.
 - 11) There are no procedures in place to assure a quick response to those with disabilities who are having difficulty in accessing the website.
 - 12) Disability groups have not been consulted for feedback.
 - 13) The website does not have a website accessibility policy, and no products have been used to test website accessibility.
 - 14) The website does have some online forms.
- B. The following items do not apply to the City's website:
- 1) The website does not have data charts or tables.
 - 2) The website does not have video files.
 - 3) The website does not have audio files.
- C. The following items are within ADA compliance:
- 1) The website home page contains locatable information for use in reporting accessibility problems and requesting accessible services and information.
 - 2) There are alternative ways for accessing web-based information, programs, activities, and services for those who cannot use computers.

6. ADA GRIEVANCE COORDINATION/ADMINISTRATION

The City has established an ADA Grievance Policy and Procedures (Appendix A), including a grievance form (Appendix B). The City has affixed ADA grievance policy signs to City facilities, and has appointed the Planner as the ADA Coordinator. That individual will, on a case by case basis, forward ADA grievances to the Ordinance Committee. The ADA Coordinator will provide a forum for affected persons to bring about direct communication with the City in the event of potential ADA violations. It is the City's hope that good communication will ensure that the City provides a forum in which individuals can raise issues related to access.

7. ACCOMMODATION OF DISABLED PERSONS IN MUNICIPALLY SPONSORED PROGRAMS

The City is committed to allowing persons with disabilities to participate in municipally sponsored programs. This includes recreation opportunities sponsored by the City's parks and recreation program, community forums and other events hosted or sponsored by the City. The City will achieve this goal by integrating all of the steps outlined above into these programs, including providing for effective communications and ensuring meeting and events are, to the extent possible, held in ADA-accessible facilities.

8. CONCLUSION/ACTION LOG

The City is taking the actions referenced above and will continue to look for and timely remedy barriers to access in an effort to ensure that the disabled citizens of Reedsburg are given access to the City's programs, services and activities.

To confirm follow-up on corrective actions required under the Plan, the City will institute an ADA Action Log, documenting its efforts at compliance with the ADA. At a minimum, the Action Log will identify items that are not ADA compliant and will include anticipated completion dates. From and after the adoption of this Plan by the Reedsburg Common Council, the ADA Action Log will be updated on an annual basis. The ADA Action Log shall be available upon request.

APPENDIX A - Notice



NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

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

Employment: The City does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the US Equal Employment Opportunity Commission under Title I of the ADA.

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

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

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the City, should contact City Hall (608-524-6404, cityhall@ci.reedsburg.wi.us) as soon as possible but no later than 48 hours before the scheduled event.

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

Complaints that a City program, service, or activity is not accessible to persons with disabilities and complaints of disability-based discrimination against applicants for City employment or City employees should be directed to City Hall (608-524-6404; cityhall@ci.reedsburg.wi.us).

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

APPENDIX B – Grievance Procedure

GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Reedsburg (City).

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or an audio recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 30 calendar days after the alleged violation to:

City of Reedsburg
ADA Coordinator
134 S. Locust St
Reedsburg, WI 53959
cityhall@ci.reedsburg.wi.us

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator will respond in writing, and where appropriate in a format accessible to the complainant such as large print, Braille, or audio recording. The response will explain the position of the City and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Reedsburg Ordinance Committee.

Within 30 calendar days after receipt of the appeal, the Ordinance Committee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ADA Coordinator will respond in writing based on the outcome of the Ordinance Committee, and where appropriate, in a format accessible to the complainant with a final resolution of the complaint.

All written complaints received by the ADA Coordinator, appeals to the Ordinance Committee, and responses from these two offices will be retained for at least three years.

APPENDIX C – Grievance Form

Grievance Procedure Form under the Americans with Disabilities Act

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

ADA Coordinator
City of Reedsburg
134 S. Locust St
Reedsburg, WI 53959
cityhall@ci.reedsburg.wi.us

Please fill out form completely. Alternative means of filing complaints, such as personal interviews or a recording of the complaint will be made available for persons with disabilities upon request.

Grievant/Designee: _____

Address: _____

City, State, and Zip Code: _____

Telephone Primary: _____

Telephone Secondary: _____

Program, department, or organization which you believe has discriminated:

Name: _____

Address: _____

City, State, and Zip Code: _____

Telephone Number: _____

Date of Alleged Discrimination: _____

Please describe the alleged acts of discrimination, providing the name(s) where possible of individuals involved in the incident:

Have efforts been made to resolve this complaint through the internal grievance procedure of the program, department, or organization?

Yes: _____ No: _____

If yes, what is the status of this grievance?

Has this complaint been filed with any bureau of the Department of Justice or any other Federal, State, or local civil rights agency or court?

Yes: _____ No: _____

If yes:

Agency or Court: _____

Contact Person: _____

Address: _____

City, State, and Zip Code: _____

Telephone Number: _____

Date Filed: _____

Do you require the City's response to this grievance be provided in an alternate format?

___ Yes ___ No. (If yes, please check preferred format):

___ Large Print ___ Audio-Cassette ___ Computer Disc ___ Braille

___ Other (please specify)