Introduction

Transition Plan Need and Purpose
The Americans with Disabilities Act (ADA), enacted on July 26, 1990, is a civil rights law prohibiting discrimination against individuals on the basis of disability. ADA consists of five titles outlining protections in the following areas:

1. Employment
2. State and local government services
3. Public accommodations
4. Telecommunications

Title II of ADA pertains to the programs, activities and services public entities provide. As a provider of public transportation services and programs, City of Albert Lea must comply with this section of the Act as it specifically applies to public service agencies. Title II of ADA provides that, “...no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity.” (42 USC. Sec. 12132; 28 CFR. Sec. 35.130)

As required by Title II of ADA, 28 CFR. Part 35 Sec. 35.105 and Sec. 35.150, The City of Albert Lea has conducted a self-evaluation of its facilities within public rights of way and has developed this Transition Plan detailing how the organization will ensure that all of those facilities are accessible to all individuals. This document serves as a supplement to City’s existing Transition Plan covering buildings, services, programs and activities.

ADA and its Relationship to Other Laws
Title II of ADA is companion legislation to two previous federal statutes and regulations: the Architectural Barriers Acts of 1968 and Section 504 of the Rehabilitation Act of 1973.

The Architectural Barriers Act of 1968 is a Federal law that requires facilities designed, built, altered or leased with Federal funds to be accessible. The Architectural Barriers Act marks one of the first efforts to ensure access to the built environment.

Section 504 of the Rehabilitation Act of 1973 is a Federal law that protects qualified individuals from discrimination based on their disability. The nondiscrimination requirements of the law
apply to employers and organizations that receive financial assistance from any Federal department or agency. Title II of ADA extended this coverage to all state and local government entities, regardless of whether they receive federal funding or not.

**Agency Requirements**

Under Title II, The City of Albert Lea must meet these general requirements:

- Must operate their programs so that, when viewed in their entirety, the programs are accessible to and useable by individuals with disabilities (28 C.F.R. Sec. 35.150).
- May not refuse to allow a person with a disability to participate in a service, program or activity simply because the person has a disability (28 C.F.R. Sec. 35.130 (a)).
- Must make reasonable modifications in policies, practices and procedures that deny equal access to individuals with disabilities unless a fundamental alteration in the program would result (28 C.F.R. Sec. 35.130(b) (7)).
- May not provide services or benefits to individuals with disabilities through programs that are separate or different unless the separate or different measures are necessary to ensure that benefits and services are equally effective (28 C.F.R. Sec. 35.130(b)(iv) & (d)).
- Must take appropriate steps to ensure that communications with applicants, participants and members of the public with disabilities are as effective as communications with others (29 C.F.R. Sec. 35.160(a)).
- Must designate at least one responsible employee to coordinate ADA compliance [28 CFR Sec. 35.107(a)]. This person is often referred to as the "ADA Coordinator." The public entity must provide the ADA coordinator's name, office address, and telephone number to all interested individuals [28 CFR Sec. 35.107(a)].
- Must provide notice of ADA requirements. All public entities, regardless of size, must provide information about the rights and protections of Title II to applicants, participants, beneficiaries, employees, and other interested persons [28 CFR Sec. 35.106]. The notice must include the identification of the employee serving as the ADA coordinator and must provide this information on an ongoing basis [28 CFR Sec. 104.8(a)].
- Must establish a grievance procedure. Public entities must adopt and publish grievance procedures providing for prompt and equitable resolution of complaints [28 CFR Sec. 35.107(b)]. This requirement provides for a timely resolution of all problems or conflicts related to ADA compliance before they escalate to litigation and/or the federal complaint process.
This document has been created to specifically cover accessibility within the public rights of way and does not include information on City programs, practices, or building facilities not related to public rights of way.
Self-Evaluation

Overview
The City of Albert Lea is required, under Title II of the Americans with Disabilities Act (ADA) and 28CFR35.105, to perform a self-evaluation of its current transportation infrastructure policies, practices, and programs. This self-evaluation will identify what policies and practices impact accessibility and examine how the City implements these policies. The goal of the self-evaluation is to verify that, in implementing the City policies and practices, the department is providing accessibility and not adversely affecting the full participation of individuals with disabilities.

The self-evaluation also examines the condition of the City’s Pedestrian Circulation Route/Pedestrian Access Route (PCR/PAR) and identifies potential need for PCR/PAR infrastructure improvements. This will include the sidewalks, curb ramps, bicycle/pedestrian trails, traffic control signals and transit facilities that are located within the City rights of way. Any barriers to accessibility identified in the self-evaluation and the remedy to the identified barrier are set out in this transition plan.

The transition plan is intended to be an evolving plan. As such, the City of Albert Lea will annually review this plan and insure it is up to date with current standards. The plan will also incorporate improvements completed on the ADA features.

Summary
In 2017, The City of Albert Lea conducted an inventory of pedestrian facilities within its public right of way consisting of the evaluation of the following facilities:

- 69.44 miles of sidewalks
- 1155 curb ramps
- 2.95 miles of trails
- 16 traffic controlled Intersections
- 16 bus stops

A detailed evaluation on how these facilities relate to ADA standards is found in Appendix A and will be updated periodically.
Policies and Practices

Previous Practices
Since the adoption of the ADA, The City of Albert Lea has striven to provide accessible pedestrian features as part of the City capital improvement projects. As additional information was made available as to the methods of providing accessible pedestrian features, the City updated their procedures to accommodate these methods.

Policy
The City of Albert Lea’s goal is to continue to provide accessible pedestrian design features as part of the City capital improvement projects. The City has established ADA design standards and procedures as listed in Appendix F. These standards and procedures will be kept up to date with nationwide and local best management practices.

The City will consider and respond to all accessibility improvement requests. All accessibility improvements that have been deemed reasonable will be scheduled consistent with transportation priorities. The City will coordinate with external agencies to ensure that all new or altered pedestrian facilities within the City jurisdiction are ADA compliant to the maximum extent feasible.

Maintenance of pedestrian facilities within the public right of way will continue to follow the policies set forth by the City. For any Street project requiring more than patching, the ADA features will be evaluated and upgraded as necessary.

Requests for accessibility improvements can be submitted to the Responsible Party Public Right-of-Way ADA implementation Coordinator. Contact information for Responsible Party is located in Appendix E.

Improvement Schedule

Priority Areas
The City of Albert Lea has identified specific locations as priority areas for planned accessibility improvement projects. These areas have been selected due to their proximity to specific land uses such as schools, government offices and medical facilities, as well as from the receipt of public comments. The priority areas as identified in the 2018 self-evaluation are as follows:

- Near Public Schools
• Near Public Buildings
• Public input received

Additional priority will be given to any location where an improvement project or alteration was constructed after January 26, 1991, and accessibility features were omitted.

**External Agency Coordination**
Many other agencies are responsible for pedestrian facilities within the jurisdiction of The City of Albert Lea. The City will coordinate with those agencies to track and assist in the facilitation of the elimination of accessibility barriers along their routes.

**Schedule**
The city of Albert Lea has set the following schedule goals for improving the accessibility of its pedestrian facilities within the City jurisdiction:

- After 10 years, 100% of accessibility features that were constructed after January 26, 1991, will be ADA compliant.
- After 20 years, 80% of accessibility features within the priority areas identified by City staff will be ADA compliant.
- After 30 years, 80% of accessibility features within the jurisdiction of City will be ADA compliant.

**ADA Coordinator**
In accordance with 28 CFR 35.107(a), The City of Albert Lea has identified an ADA Title II Coordinator to oversee the City policies and procedures. Contact information for this individual is located in Appendix E.

**Implementation Schedule**

**Methodology**
The City of Albert Lea will utilize two methods for upgrading pedestrian facilities to the current ADA standards. The first and most comprehensive of the two methods are the scheduled street and utility improvement projects. All pedestrian facilities impacted by these projects will be upgraded to current ADA accessibility standards. The second method is the stand alone sidewalk and ADA accessibility improvement project. These projects will be incorporated into the Capital Improvement Program (CIP) on a case by case basis as determined by The City of
Albert Lea staff and City Council. The City CIP, which includes a detailed schedule and budget for specific improvements, is reviewed and updated annually.

Public Outreach
The City of Albert Lea recognizes that public participation is an important component in the development of this document. Input from the community has been gathered and used to help define priority areas for improvements within the jurisdiction of The City of Albert Lea.

Public outreach for the creation of this document consisted of the following activities:

The City will provide an opportunity for interested persons, including individuals with disabilities or organizations representing such individuals, to comment on the self-evaluation and Transition Plan process. A draft copy of the Transition Plan will be available to the public online at the City’s webpage, http://cityofalbertlea.org/departments/engineering-department/ADA or search for keyword “ADA Transition Plan.”

A draft copy of the transition plan was sent to known organizations that serve people with disabilities in the City of Albert Lea.

Albert Lea Organizations Serving Persons with Disabilities

- Cedar Valley Services, Inc.
- Freeborn County

A draft copy of the plan was presented to the City of Albert Lea Human Rights Commission.

The Transition Plan, a list of interested persons consulted, and a description of any modifications made to any policies, practices and programs must be maintained on file and available to the public for at least three years following the completion of the self-evaluation.

This document was also available for public comment. A summary of comments received and detailed information regarding the public outreach activities are located in Appendix C.

Grievance Procedure
Under the Americans with Disabilities Act, each agency is required to publish its responsibilities in regards to the ADA. A draft of this public notice is provided in Appendix D. If users of The
City of Albert Lea facilities and services believe the City has not provided reasonable accommodation, they have the right to file a grievance.

In accordance with 28 CFR 35.107(b), the City has developed a grievance procedure for the purpose of the prompt and equitable resolution of citizens’ complaints, concerns, comments, and other grievances. This grievance procedure is outlined in Appendix D.

**Monitor the Progress**

This document will continue to be updated as conditions within the City evolve. The appendices in this document will be updated periodically, while the main body of the document will be updated in (short term period, 3-5 years) with a future update schedule to be developed at that time. With each main body update, a public comment period will be established to continue the public outreach.
Appendices

A. Self-Evaluation Results
B. Schedule / Budget Information
C. Public Outreach
D. Grievance Procedure
E. Contact Information
F. Agency ADA Design Standards and Procedures
G. Glossary of Terms
Appendix A – Self-Evaluation Results

This initial self-evaluation of pedestrian facilities yielded the following results:

<table>
<thead>
<tr>
<th>SIDEWALKS</th>
<th>69.44 mi</th>
</tr>
</thead>
<tbody>
<tr>
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<td>TBD</td>
</tr>
<tr>
<td>Slope Greater 2%</td>
<td>TBD</td>
</tr>
<tr>
<td>Slope Unknown</td>
<td>100%</td>
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</table>

<table>
<thead>
<tr>
<th>CURB RAMPS</th>
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</thead>
<tbody>
<tr>
<td>TRAIL CURB RAMP</td>
</tr>
<tr>
<td>SIDEWALK CURB RAMP</td>
</tr>
<tr>
<td>TOTAL</td>
</tr>
<tr>
<td>CURB RAMP W/ TRUNCATED DOME</td>
</tr>
<tr>
<td>CURB RAMP NO TRUNCATED DOME</td>
</tr>
<tr>
<td>TRUNCATED DOME UNKNOWN</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>TRIP HAZARDS</th>
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</thead>
<tbody>
<tr>
<td>SIDEWALK HAZARD</td>
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<tr>
<td>TRAIL HAZARD</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TRAILS</th>
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</thead>
<tbody>
<tr>
<td>Slope 2% or Less</td>
</tr>
<tr>
<td>Slope Greater 2%</td>
</tr>
<tr>
<td>Slope Unknown</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>INTERSECTION W/ SIGNALS</th>
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</thead>
<tbody>
<tr>
<td>TRAFFIC SIGNALS (Total legs)</td>
</tr>
<tr>
<td>INTERSECTION W/ CURB RAMPS</td>
</tr>
<tr>
<td>INTERSECTION NO CURB RAMPS</td>
</tr>
<tr>
<td>SIGNALIZED INTERSECTION W/ APS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BUS STOPS</th>
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</thead>
<tbody>
<tr>
<td>REGULAR STOP</td>
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<tr>
<td>REQUEST STOP</td>
</tr>
<tr>
<td>TOTAL STOPS</td>
</tr>
</tbody>
</table>

- Further detailed investigation of curb ramps which have truncated domes will be conducted to insure compliance with ADA Standards
- The trip hazards identified by the self-evaluation will be addressed by as roadways are milled and overlaid or reconstructed.
Appendix B – Schedule / Budget Information

Cost Information

Unit Prices
Construction costs for upgrading facilities can vary depending on each individual improvement and conditions of each site. Costs can also vary on the type and size of project the improvements are associated with. Listed below are representative 2016 costs for some typical accessibility improvements based on if the improvements are included as part of a retrofit type project, or as part of a larger comprehensive capital improvement project.

Intersection corner ADA improvement retrofit: +/- $4,000 per corner

Intersection corner ADA improvement as part of adjacent capital project: +/- $1,500 per corner

Traffic control signal APS upgrade retrofit: +/- $15,000

Traffic control signal APS upgrade as part of full traffic control signal installation: +/- $10,000

Sidewalk / Trail ADA improvement retrofit: +/- $5.00 per SF

Sidewalk / Trail ADA improvement as part of adjacent capital project: +/- $3.50 per SF

Bus Stop ADA improvement retrofit: +/- $400 per stop

Bus Stop ADA improvement as part of adjacent capital project: +/- $250 per stop

Priority Areas
The City will be assessing all projects in 2018 and all future projects to ensure up to code for ADA compliancy. Based on the results of the self-evaluation, the estimate costs associated with eliminating accessibility barriers within the targeted priority areas is to be determined:

- Schools – To be determined
- Public Buildings – To be determined
- Public Input – To be determined
The following is the list of all priority areas in Albert Lea:

<table>
<thead>
<tr>
<th>City Parks</th>
<th>Address</th>
<th>TripHaz</th>
<th>Noncompliant Curb Ramps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academy Park</td>
<td>910 Frank Hall Dr.</td>
<td>TBD (To be Determined)</td>
<td>TBD</td>
</tr>
<tr>
<td>Aquatic Center</td>
<td>321 James Ave.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Bancroft Bay Park</td>
<td>900 Hammer Rd.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Bayview Park</td>
<td>No Address</td>
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<td>TBD</td>
</tr>
<tr>
<td>Bellview Park</td>
<td>934 Lincoln Ave.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Brookside Gardens/Boat Landing</td>
<td>623 W. Richway Dr.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Brookside Park</td>
<td>623 Richway Dr.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Central Park</td>
<td>300 W. Clark St.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>City Hall</td>
<td>221 East Clark Street</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>City Arena</td>
<td>701 Lake Chapeau Dr.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>City Beach</td>
<td>300 Johnson St.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Doreda Park</td>
<td>108 Giles Place</td>
<td>TBD</td>
<td>TBD</td>
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<tr>
<td>Dress Island</td>
<td>802 Lakeview Blvd.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>East Gate Park</td>
<td>1108 Eastgate Rd.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>East Main St. Rain Garden Park</td>
<td>404 Main St.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Eberhardt Park</td>
<td>1502 Eberhardt St.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Edgewater Park</td>
<td>1600 Edgewater Dr.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Euclid Park</td>
<td>No Address</td>
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<td>TBD</td>
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<tr>
<td>Faville Park</td>
<td>400 Lakeview Blvd.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Fountain Lake Park</td>
<td>100 Fountain St.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Frank Hall Park</td>
<td>505 Frank Ave.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Garden Villa</td>
<td>100 McArthur Dr.</td>
<td>TBD</td>
<td>TBD</td>
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<tr>
<td>Ginkel Park</td>
<td>607 ½ Cherry Ave.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Hammer Field</td>
<td>1011 Hammer Rd.</td>
<td>TBD</td>
<td>TBD</td>
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<tr>
<td>Hawthorn Park</td>
<td>915 Garfield Ave.</td>
<td>TBD</td>
<td>TBD</td>
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<tr>
<td>Hayek Field</td>
<td>1215 W. Clark St.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Hayek Field-Rec. Bldg. at SE end</td>
<td>1104 W. Main St.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Highway 13 Boat Landing</td>
<td>21714 733rd Ave.</td>
<td>TBD</td>
<td>TBD</td>
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<tr>
<td>Katherine Island</td>
<td>524 Albert Lea St.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Lakeview Park</td>
<td>102 Willamor Rd.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Marion Ross Performing Arts Center</td>
<td>147 N. Broadway Ave.</td>
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<tr>
<td>Memorial Park</td>
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<td>TBD</td>
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<tr>
<td>Morin Park</td>
<td>222 St. Mary Ave.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>New Denmark Park (Lincoln Park)</td>
<td>606 Albert Lea St.</td>
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<td>TBD</td>
</tr>
<tr>
<td>Oakwood Park</td>
<td>1400 Circle Dr.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Park Avenue Park</td>
<td>611 Park Ave.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Pioneer Park</td>
<td>100 Hawthorne St.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Public Works</td>
<td>414 Commercial Street</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Senior Citizens Center</td>
<td>1739 W. Main St., Skyline Plaza</td>
<td>TBD</td>
<td>TBD</td>
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<tr>
<td>Shoff Park</td>
<td>400 Hwy. 13</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Shoreland Heights Park</td>
<td>116 The Fairway</td>
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<td>TBD</td>
</tr>
<tr>
<td>Shorewood Hills Park</td>
<td>1900 Bayview Dr.</td>
<td>TBD</td>
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</tr>
<tr>
<td>Sibley School Park &amp; SW Rec. Bldg.</td>
<td>702 Maplehill Dr.</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Snyder Fields</td>
<td>2404 Bridge Ave.</td>
<td>TBD</td>
<td>TBD</td>
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<tr>
<td>Sondergaard Park</td>
<td>806 17th St.</td>
<td>TBD</td>
<td>TBD</td>
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<tr>
<td>Summer Park</td>
<td>824 Fountain St.</td>
<td>TBD</td>
<td>TBD</td>
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</tbody>
</table>
Entire Jurisdiction

Based on the results of the self-evaluation, the estimate costs associated with providing ADA accessibility within the entire jurisdiction is to be determined. This amount signifies a significant investment that The City of Albert Lea is committed to making in the upcoming years. A systematic approach to providing accessibility will be taken in order to absorb the cost into The City of Albert Lea budget for improvements to the public right of way. All projects in 2018 will be assessed for ADA compliment ramps. If ramps where 2018 projects are located at are non-compliant, they will be redesigned to be ADA compliant. All future project will be assessed the same. Most ramps will be redeveloped during overlay and/or roadway improvement projects throughout the city.

<table>
<thead>
<tr>
<th></th>
<th>Address</th>
<th>TripHaz</th>
<th>Noncompliant Curb Ramps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thofson Park</td>
<td>1940 Paradise Rd.</td>
<td>TBD</td>
<td>TBD</td>
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<tr>
<td>Troy-Hammer Park</td>
<td>603 Troy Rd.</td>
<td>TBD</td>
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<tr>
<td>Valley Park</td>
<td>611 Sheridan St.</td>
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<td>TBD</td>
</tr>
<tr>
<td>Virginia Place Park</td>
<td>1204 Virginia Place</td>
<td>TBD</td>
<td>TBD</td>
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<tr>
<td>Weber Park</td>
<td>300 Lee Circle</td>
<td>TBD</td>
<td>TBD</td>
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<tr>
<td>Wedgewood Park</td>
<td>500 Wedgewood Rd.</td>
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<tr>
<td><strong>Schools</strong></td>
<td><strong>Address</strong></td>
<td><strong>TripHaz</strong></td>
<td><strong>Noncompliant Curb Ramps</strong></td>
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<td>Albert Lea Senior High School</td>
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<td>Halverson Elementary School</td>
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<td>Sibley Elementary School</td>
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<td>Southwest Middle School</td>
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<tr>
<td>St. Theodore Elementary School</td>
<td>323 E. Clark St.</td>
<td>TBD</td>
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</table>
Appendix C – Public Outreach

A draft of the proposed transition plan was sent to the following organizations serving people with disabilities:

- Cedar Valley Services, Inc.

A draft copy of the plan was presented to the Albert Lea Human Rights Commission.

A draft copy of the plan has been made available on the City website for interested parties to review.

A draft copy was shared with the City Council on August 27, 2018.

The plan will be available at the Library for public use.
Appendix D – Grievance Procedure
As part of the ADA requirements the City has posted the following notice outlining its ADA requirements:

Public Notice
In accordance with the requirements of title II of the Americans with Disabilities Act of 1990, The City of Albert Lea will not discriminate against qualified individuals with disabilities on the basis of disability in City 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 U.S. Equal Employment Opportunity Commission under title I of the Americans with Disabilities Act (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 programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

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

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a City program, service, or activity, should contact the office of Steve Jahnke in Engineering, 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.

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.
Sample Grievance Procedure (Source www.ada.gov):

**The City of Albert Lea**

**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 Albert Lea. The City’s Personnel Policy governs employment-related complaints of disability discrimination.

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 a tape 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 60 calendar days after the alleged violation to:

Chad Adams (ADA Coordinator)
City Manager and ADA Coordinator
221 E Clark Street
Albert Lea, MN 56007
507-377-4330
cadams@ci.albertlea.mn.us

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

If the response by Chad Adams or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Mayor or his designee.

Within 15 calendar days after receipt of the appeal, the Mayor or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Mayor or his designee will respond in writing, and, where appropriate, in
a format accessible to the complainant, with a final resolution of the complaint. The Mayor, at his discretion, may appoint a citizens advocate to facilitate the process on behalf of the complainant.

All written complaints received by Chad Adams or his designee, appeals to the Mayor or his designee, and responses from these two offices will be retained by the City of Albert Lea at least three years.
City of Albert Lea Grievance Procedure

Those wishing to file a formal written grievance with The City of Albert Lea may do so by one of the following methods:

**Internet**

Visit The City of Albert Lea website and under the Departments tab click Engineering tab. Once in the Engineering department page click the “ADA Grievance Form”. Fill in the form online and click “submit.” A copy of The ADA Grievance Form is also included in this Appendix.

**Telephone**

Contact the pertinent City staff person listed in the Contact Information section of Appendix E to submit an oral grievance. The staff person will utilize the Internet method above to submit the grievance on behalf of the person filing the grievance.

**Paper Submittal**

Contact the pertinent City staff person listed in the Contact Information section of Appendix E to request a paper copy of the city’s grievance form, complete the form, and submit it to Steve Jahnke. A staff person will utilize the Internet method above to submit the grievance on behalf of the person filing the grievance.

The ADA Grievance Form will ask for the following information:

The **name, address, telephone number, and email address** for the person filing the grievance

The **name, address, telephone number, and email address** for the person alleging an ADA violation (if different than the person filing the grievance)

A description and location of the alleged violation and the nature of a remedy sought, if known by the complainant.

If the complainant has filed the same complaint or grievance with the United States Department of Justice (DOJ), another federal or state civil rights agency, a court, or others, the **name of the agency or court where the complainant filed it and the filing date**.

The City will acknowledge receipt of the grievance to the complainant within 10 working days of its submittal. City will also provide to the complainant within 10 working days of its submittal;
1) a response or resolution to the grievance or; 2) information on when the complainant can expect a response or resolution to the grievance.

If the grievance filed does not concern a City of Albert Lea facility, the City will work with the complainant to contact the agency that has jurisdiction.

3. Within 60 calendar days of receipt, a City of Albert Lea staff person will conduct an investigation necessary to determine the validity of the alleged violation. As a part of the investigation, the staff person would conduct an engineering study to help determine the City response. The staff person will take advantage of department resources and use engineering judgment, data collected, and any information submitted by the resident to develop a conclusion. A staff person will be available to meet with the complainant to discuss the matter as a part of the investigation and resolution of the matter. The City will document each resolution of a filed grievance and retain such documentation in the department’s ADA Grievance File for a period of seven years.

The City will consider all specific grievances within its particular context or setting. Furthermore, the City will consider many varying circumstances including: 1) the nature of the access to services, programs, or facilities at issue; 2) the specific nature of the disability; 3) the essential eligibility requirements for participation; 4) the health and safety of others; and 5) the degree to which an accommodation would constitute a fundamental alteration to the program, service, or facility, or cause an undue hardship to The City of Albert Lea.

Accordingly, the resolution by The City of Albert Lea of any one grievance does not constitute a precedent upon which the county is bound or upon which other complaining parties may rely.

**File Maintenance**
The City shall maintain ADA grievance files for a period of seven years.

Complaints of Title II violations may also be filed with the DOJ within 180 days of the date of discrimination. In certain situations, cases may be referred to a mediation program sponsored by the Department of Justice (DOJ). The DOJ may bring a lawsuit where it has investigated a matter and has been unable to resolve violations.

For more information, contact:

**U.S. Department of Justice**
Civil Rights Division
Title II may also be enforced through private lawsuits in Federal court. It is not necessary to file a complaint with the DOJ or any other Federal agency, or to receive a "right-to-sue" letter, before going to court.
Title II of the Americans with Disabilities Act  
Section 504 of the Rehabilitation Act of 1973  
Discrimination Complaint Form

Instructions: Please fill out this form completely, in black ink or type. Sign and return to the address on page 3.

Complainant: ____________________________________________________________________________

Address: ________________________________________________________________________________

City, State and Zip Code: __________________________________________________________________

Telephone: ______________________________________________________________________________

Home: ___________________________________________________________________________________

Business: _______________________________________________________________________________

Person Discriminated Against (if other than the complainant): _________________________________

Address: ________________________________________________________________________________

City, State, and Zip Code: __________________________________________________________________

Telephone: Home: __________________ Business: __________________

Government, or organization, or institution which you believe has discriminated:

Name: ___________________________________________________________________________________

Address: ________________________________________________________________________________

County: __________________________________________________________________________________

City, State and Zip Code: __________________________________________________________________

Telephone Number: ________________________________________________________________________
When did the discrimination occur? ___________________________ Date: ________________

Describe the acts of discrimination providing the name(s) where possible of the individuals who discriminated (use space on page 3 if necessary):

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

Yes _____ No_____  

If yes: what is the status of the grievance?

Has the complaint been filed with another 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 intend to file with another agency or court?

Yes______ No______

Agency or Court: ____________________________________________

Address: ____________________________________________________

City, State and Zip Code: ______________________________________

Telephone Number: __________________________________________

Additional space for answers:

Signature: ____________________________________________________

Date: ________________________________________________________

Return to:
Appendix E – Contact Information

ADA Title II Coordinator
Name: Chad Adams
   City Manager
Address: 221 E Clark Street
   Albert Lea, MN  56007
Phone: 507-377-4330
Email: cadams@ci.albertleamn.us

Public Rights of Ways ADA Implementation Coordinator
Name: Steven Jahnke, City Engineer and Director of Public Works
Address: 221 E Clark Street
   Albert Lea, MN  55060
Phone: 507-377-4325
E-mail: sjahnke@ci.albertleamn.us

Other
Appendix F – Agency ADA Design Standards and Procedures

Design Procedures

Intersection Corners
Curb ramps or blended transitions will attempt to be constructed or upgraded to achieve compliance within all capital improvement projects. There may be limitations which make it technically infeasible for an intersection corner to achieve full accessibility within the scope of any project. Those limitations will be noted and those intersection corners will remain on the transition plan. As future projects or opportunities arise, those intersection corners shall continue to be incorporated into future work. Regardless on if full compliance can be achieved or not, each intersection corner shall be made as compliant as possible in accordance with the judgment of City staff.

Sidewalks / Trails
Sidewalks and trails will attempt to be constructed or upgraded to achieve compliance within all capital improvement projects. There may be limitations which make it technically infeasible for segments of sidewalks or trails to achieve full accessibility within the scope of any project. Those limitations will be noted and those segments will remain on the transition plan. As future projects or opportunities arise, those segments shall continue to be incorporated into future work. Regardless on if full compliance can be achieved or not, every sidewalk or trail shall be made as compliant as possible in accordance with the judgment of City staff.

Traffic Control Signals
Traffic control signals will attempt to be constructed or upgraded to achieve compliance within all capital improvement projects. There may be limitations which make it technically infeasible for individual traffic control signal locations to achieve full accessibility within the scope of any project. Those limitations will be noted and those locations will remain on the transition plan. As future projects or opportunities arise, those locations shall continue to be incorporated into future work. Regardless on if full compliance can be achieved or not, each traffic signal control location shall be made as compliant as possible in accordance with the judgment of City staff.

Bus Stops
Bus stops will attempt to be constructed or upgraded to achieve compliance within all capital improvement projects. There may be limitations which make it technically infeasible for individual bus stop locations to achieve full accessibility within the scope of any project. Those limitations will be noted and those locations will remain on the transition plan. As future
projects or opportunities arise, those locations shall continue to be incorporated into future work. Regardless on if full compliance can be achieved or not, each bus stop location shall be made as compliant as possible in accordance with the judgment of City staff.

**Other Transit Facilities**
Additional transit facilities are present within the limits of The City of Albert Lea. Those facilities fall under the jurisdiction of Southern Minnesota Area Rural Transit (SMART). The City of Albert Lea will work with SMART to ensure that those facilities meet all appropriate accessibility standards.

**Other policies, practices and programs**
Policies, practices and programs not identified in this document will follow the applicable ADA standards.

**Design Standards**
The City of Albert Lea has PROWAG, as adopted by the Minnesota Department of Transportation (MnDOT), as its design standard.
Appendix G – Glossary of Terms

ABA: See Architectural Barriers Act.

ADA: See Americans with Disabilities Act.

**ADA Transition Plan:** Mn/DOT’s transportation system plan that identifies accessibility needs, the process to fully integrate accessibility improvements into the Statewide Transportation Improvement Program (STIP), and ensures all transportation facilities, services, programs, and activities are accessible to all individuals.

**ADAAG:** See Americans with Disabilities Act Accessibility Guidelines.

**Accessible:** A facility that provides access to people with disabilities using the design requirements of the ADA.

**Accessible Pedestrian Signal (APS):** A device that communicates information about the WALK phase in audible and vibrotactile formats.

**Alteration:** A change to a facility in the public right-of-way that affects or could affect access, circulation, or use. An alteration must not decrease or have the effect of decreasing the accessibility of a facility or an accessible connection to an adjacent building or site.

**Americans with Disabilities Act (ADA):** The Americans with Disabilities Act; Civil rights legislation passed in 1990 and effective July 1992. The ADA sets design guidelines for accessibility to public facilities, including sidewalks and trails, by individuals with disabilities.

**Americans with Disabilities Act Accessibility Guidelines (ADAAG):** contains scoping and technical requirements for accessibility to buildings and public facilities by individuals with disabilities under the Americans with Disabilities Act (ADA) of 1990.

**APS:** See Accessible Pedestrian Signal.

**Architectural Barriers Act (ABA):** Federal law that requires facilities designed, built, altered or leased with Federal funds to be accessible. The Architectural Barriers Act marks one of the first efforts to ensure access to the built environment.
Capital Improvement Program (CIP): The CIP for the Transportation Department includes an annual capital budget and a five-year plan for funding the new construction and reconstruction projects on the county’s transportation system.

Detectable Warning: A surface feature of truncated domes, built in or applied to the walking surface to indicate an upcoming change from pedestrian to vehicular way.

DOJ: See United States Department of Justice

Federal Highway Administration (FHWA): A branch of the US Department of Transportation that administers the federal-aid Highway Program, providing financial assistance to states to construct and improve highways, urban and rural roads, and bridges.

FHWA: See Federal Highway Administration

Pedestrian Access Route (PAR): A continuous and unobstructed walkway within a pedestrian circulation path that provides accessibility.

Pedestrian Circulation Route (PCR): A prepared exterior or interior way of passage provided for pedestrian travel.

PROWAG: An acronym for the Guidelines for Accessible Public Rights-of-Way issued in 2005 by the U. S. Access Board. This guidance addresses roadway design practices, slope, and terrain related to pedestrian access to walkways and streets, including crosswalks, curb ramps, street furnishings, pedestrian signals, parking, and other components of public rights-of-way.

Right of Way: A general term denoting land, property, or interest therein, usually in a strip, acquired for the network of streets, sidewalks, and trails creating public pedestrian access within a public entity’s jurisdictional limits.

Section 504: The section of the Rehabilitation Act that prohibits discrimination by any program or activity conducted by the federal government.

Uniform Accessibility Standards (UFAS): Accessibility standards that all federal agencies are required to meet; includes scoping and technical specifications.

United States Access Board: An independent federal agency that develops and maintains design criteria for buildings and other improvements, transit vehicles, telecommunications equipment, and electronic and information technology. It also enforces accessibility standards that cover federally funded facilities.
United States Department of Justice (DOJ): The United States Department of Justice (often referred to as the Justice Department or DOJ), is the United States federal executive department responsible for the enforcement of the law and administration of justice.