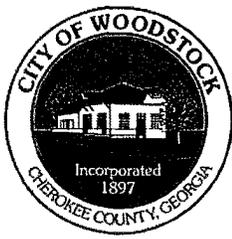


Subject: Americans with Disabilities Act Transition Plan

Policy No.: 600-0002

Effective Date: 08/27/2012

See Attached



City of Woodstock, Georgia

AMERICANS WITH DISABILITIES ACT TRANSITION PLAN

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Section 1: Purpose

The City of Woodstock has prepared this Transition Plan to comply with the Americans with Disabilities Act of 1990 Regulatory Reference; 28 CFR 35-105-35.107 35.150(c) and (d), as well as the Rehabilitation Act of 1973 as amended.

The City of Woodstock ADA Transition Plan encompasses the City's right-of-way, including streets, roadways, sidewalks, signing, marking, signals, and vehicular and pedestrian bridges. The Transition Plan additionally includes City owned and maintained buildings, including City Annex located at 12453 Hwy 92 Woodstock, GA 30188; Chambers at City Center located at 8534 Main Street, Woodstock, GA 30188; Fire Department Station 10 located at 225 Arnold Mill Road, Woodstock, GA 30188; Fire Department Station 24 located at 1000 River Park Boulevard, Woodstock, GA 30188; Magnolia Hall located at 108 Arnold Mill Road, Woodstock, GA 30188; Public Works Maintenance Facility located at 210 Bell Place, Woodstock, GA 30188; William G. Long Senior Center located at 223 Arnold Mill Road, Woodstock, GA 30188.

The City of Woodstock complies with the Americans with Disabilities Act of 1990, Public Law 101-336 (ADA). This act prohibits discrimination on the basis of disability and requires that no qualified individual with a disability shall, on the basis of that disability, be denied the benefits of City of Woodstock services, programs, activities or employment with the City of Woodstock.

In compliance with Section 35, 106 of ADA's Title II regulations, all applicants, participants, beneficiaries and other interested individuals may obtain more information at <http://www.ada.gov>.

Section 2: Address of Grievance

Any person with a disability or any parent or guardian who represents a minor person with a disability, who believes that they have been the subject of disability related discrimination on the basis of denial of access to facilities, programs or services, may file a grievance.

In compliance with the above requirements, City of Woodstock Council has adopted and published the City of Woodstock Grievance Policy and Procedure for Disabled Individuals, located in Appendix C-H.

Section 3: Standards for Accessibility

City of Woodstock applies the following guidelines, manuals, standards and details:

1. The 2010 ADA Standards for Accessible Design (2010 Standards)
2. The Americans with Disabilities Act Accessibility Guidelines (ADAAG)
3. Georgia Department of Transportation Pedestrian and Streetscape Guide
4. Cherokee County Department of Transportation Standards and Details

Section 4: Self Evaluation & Action Plan

ADA Self Evaluation

Preliminary Plan
February 1, 2012

The evaluation of Woodstock's programs, services, buildings and other facilities in regard to accessibility for all residents and visitors should be viewed as a continuing, ongoing process. This report in conjunction with the listed documents is one of many steps in that process. As such, this report is not fully inclusive, nor conclusive in its recommendations. Instead, this report is intended to serve as a tool to be used by all interested citizens and officials as the City continues to strive toward a fully inclusive and accessible Community.

Program Accessibility

All City departments have been endeavoring to serve individuals with disabilities. Following is an overview of City Departments, their services, observations and recommendations for improvements

City-wide Recommendations & Priorities

- Publish a notice informing the public that the City is currently conducting a self-evaluation in preparation for a formal ADA Transition Plan. The notice should include contact information for any interested parties to comment or participate in this process.
- Publish an informational pamphlet/notice outlining special and adaptive services and resources for disabled residents. In addition, ensure their availability when requested by establishing and maintaining a relationship with an outside provider(s) of alternative format ADA materials.
- Publish a public notice of Woodstock's non-discrimination policy regarding employment, programs, services and activities prominently on the City Website and additional appropriate documents.
- Formally adopt a Grievance Policy and Procedure in accordance with the ADA.
- Formally adopt a Grievance Form for both employees (employment complaint via E.E.O.C.) and citizens (access, programs, services compliant via Dept. of Justice).
- Designate and appoint ADA Grievance Officer(s) and ADA Coordinator(s).

- During the redesign of the City website, ensure the newly designed website meets the nondiscrimination requirements of Title II of the ADA.
- In conjunction with the City website redesign, ensure existing information, i.e. documents, images and videos, are transferred in a manner that incorporates features and alternative formats that make them accessible to everyone.
- Offer ongoing training for all staff to increase the effectiveness of the programs, services and activities they provide to individuals with disabilities.
- Mandate and ensure all departments have the knowledge, skills and ability to ensure ongoing compliance with website accessibility through proper training and identification of common problems and solutions.
- Ensure all departments make all written materials on the City website available in an alternative text-based format, such as HTML or RTF, making them compatible with screen readers.
- Ensure all departments make all visual and graphic materials on the website available with a text equivalent in HTML code, and if necessary include audio descriptions and captions, making them visible to a user with a vision disability.
- Establish a Disability Access Advisory Committee to assist in identifying problem areas, determining appropriate solutions and prioritizing needed improvements. As an alternative,
- Work with the local and regional disability community to gain valuable insight and understanding of their needs, concerns and recommendations for improving existing and future programs, services, activities and infrastructure.
- Continue to make improved accessibility a goal of all employees by encouraging on going discussion and integration of accessibility goals on work objectives of all departments.
- Continue conducting a thorough assessment of all City programs, services, activities, infrastructure, properties, buildings and right-of-way to ensure compliance with ADA requirements. In doing so, document these efforts, including the use of before and after pictures to highlight improvements and verify compliance.
- Proactively coordinate with county and state officials to ensure adjacent and/or shared county and state properties and right-of-way are also being assessed and evaluated to ensure ADA compliance.

- When applicable, coordinate efforts with county and state officials when conducting ADA improvements to improve efficiency and encourage conformity and synergy of projects.
- Adopt a criterion that enables the City to prioritize areas needing accessibility improvements.
- Establish a system of categorizing priorities, e.g. a four-tier priority system including vital, important, desirable, marginal, which would facilitate efficiently scheduling improvements based on the aforementioned criterion and need.
- Focus initial barrier removal efforts on parking, accessible routes and access to compliant bathrooms.
- Adopt a local ordinance requiring developers to install ADA compliant sidewalks, curb ramps and detectable warnings where appropriate. In addition, require complete ADA compliance in this regard as a requirement and condition of the City accepting streets.
- Design a 5-Year Sidewalk, Curb Ramp and Detectable Warning Implementation Plan, as well as a long-term 20-Year Sidewalk, Curb Ramp and Detectable Warning Implementation Plan. These plans should include dedicated funding to bring these infrastructure features up to current ADA standards.
- Develop and publish Milestones with appropriate dates/deadlines for completing phases of ADA barrier removal to encourage timely and efficient improvements.
- Encourage local schools to participate in the Safe Routes to School (SRTS) program and when applicable facilitate and/or coordinate subsequent efforts.
- Offer business owners' within City limits ADA classes and/or workshops to assist them with ADA compliance, highlighting common problems, solutions and lawsuits.
- Purchase, install and incorporate TTY machine(s) into the City's IT system/network, providing each department with easy access.
- Contact and establish a relationship and/or contract for services with a local sign language interpreting firm. A list is available through the Administrative Office of the Courts of Georgia at http://www.georgiacourts.gov/index.php?option=com_content&view=article&id=112&Itemid=0

- Become a free CGN (corporate, government, non-profit) member of Alternative Media Access Center (AMAC) to ensure access to alternative media products, particularly Braille and Assistive Technology products and services. More information can be obtained at <http://www.amacusg.org/>

Departments	Services	Observations & Recommendations
Building Department	<ul style="list-style-type: none"> • Land Development Plan Review and Processing • Building Permitting and Inspections • Municipal Code Enforcement • Local Business Licensing 	<p>Observations:</p> <ul style="list-style-type: none"> • No TTY available • Online forms (permit applications and affidavits) are provided as PDF Files or Word Documents • Online forms are not posted in alternative formats, e.g. HTML or RTF <p>Recommendations:</p> <ul style="list-style-type: none"> • Ensure TTY availability • Provide all online forms in alternative formats with contact information prominently displayed
Business License	<ul style="list-style-type: none"> • Commercial Business Application • Home Based Business Application • Alcohol License Application • Massage Therapy Application • Pawn/Precious Metals Regulatory License • Taxi Cab Application • New Business Listings • Renewal Information • Ordinance Information 	<p>Observations:</p> <ul style="list-style-type: none"> • No TTY available • Online forms (applications and renewals) are provided as PDF Files or Word Documents • Online forms are not posted in alternative formats, e.g. HTML or RTF <p>Recommendations:</p> <ul style="list-style-type: none"> • Ensure TTY availability • Provide all online forms in alternative formats with contact information prominently displayed
City Clerk	<ul style="list-style-type: none"> • Records Management • Council Meetings 	<p>Observations:</p> <ul style="list-style-type: none"> • No TTY available

	<p>(Agendas, Minutes, Videos)</p> <ul style="list-style-type: none"> • Open Records Requests • Municipal Elections • Newsletters, Scrapbooking, City Calendar • Website Management • Council Policy Manual 	<ul style="list-style-type: none"> • Videos aren't viewable by all users • Open Records Request is provided as a PDF File <p>Recommendations:</p> <ul style="list-style-type: none"> • Ensure TTY availability • Videos need to incorporate audio descriptions and text captions • Provide all online forms in alternative formats with contact information prominently displayed
City Manager	<ul style="list-style-type: none"> • Manages the City of Woodstock • Day-to-day operations • Directs Department Directors • Preparation of City Council Agenda • Preparation of City Budget 	<p>Observations:</p> <ul style="list-style-type: none"> • No TTY available <p>Recommendations:</p> <ul style="list-style-type: none"> • Ensure TTY availability
Community Development	<ul style="list-style-type: none"> • Planning, Design & Sustainability • Zoning Administration • Annexation • Rezoning • Variance • Conditional Use Permits • Business Registration • Short and Long-Term Planning • Sustainability Initiatives • Urban Design Review • Comprehensive Town Plan and Amendments • Land Development Code • Public Hearings • Consultations • Planning Commission 	<p>Observations:</p> <ul style="list-style-type: none"> • No TTY available • Online Documents (applications, online case files, affidavits) are provided as PDF Files or Word Documents • Online Documents are not available in alternative formats • Location handling the public hearing process (Chambers at City Center) is not fully accessible <p>Recommendations</p> <ul style="list-style-type: none"> • Ensure TTY availability • Provide all online forms in alternative formats with contact information prominently displayed • Pursue CDG monies for

		barrier removal and accessibility projects <ul style="list-style-type: none"> • Complete needed improvements to Chambers at City Center
Economic Development	<ul style="list-style-type: none"> • Downtown Development Authority (DDA) • Conventions and Visitors Bureau (CVB) • Main Street • Woodstock Farmers Market 	Observations: <ul style="list-style-type: none"> • No TTY available • No online forms/documents Recommendations <ul style="list-style-type: none"> • Ensure TTY availability
Finance Department	<ul style="list-style-type: none"> • Accounts Payable • Payroll • General Ledger • Financial Statements • Investments and Cash Accounts • City Water and Property Tax Billing and Collections 	Observations: <ul style="list-style-type: none"> • No TTY available • Very limited interaction with the public Recommendations: <ul style="list-style-type: none"> • Ensure TTY availability • Offer bills in alternative formats upon request
Fire Department	<ul style="list-style-type: none"> • Fire and Emergency Response 	Observations: <ul style="list-style-type: none"> • Able to respond to the individual needs of all citizens. • TTY calls transferred via 911 are received • Direct TTY calls (770 926-2302) can not be received Recommendations: <ul style="list-style-type: none"> • Ensure TTY availability
GIS Mapping	<ul style="list-style-type: none"> • Geographic Inventory • Mapping Services • Custom Map Products 	Observations: <ul style="list-style-type: none"> • No TTY available • No map request form online • No link to maps from GIS Dept. page Recommendations: <ul style="list-style-type: none"> • Ensure TTY availability

		<ul style="list-style-type: none"> • Provide an online request form, including alternative formats • Provide all online forms in alternative formats with contact information prominently displayed
Human Resources	<ul style="list-style-type: none"> • Employment Services • Compensation and Classification • Employee Relations • Employee Development • Risk Management 	<p>Observations:</p> <ul style="list-style-type: none"> • No TTY available • Employment applications are provided online as a PDF File and Word Document • Job descriptions are provided online as a PDF File • Online Forms aren't provided in alternative formats <p>Recommendations:</p> <ul style="list-style-type: none"> • Ensure TTY availability • Provide all online forms in alternative formats with contact information prominently displayed
Information Technology	<ul style="list-style-type: none"> • Design, Select, Implement, Maintain and Support all Technology used by City Departments, Boards, and Committees 	<p>Observations:</p> <ul style="list-style-type: none"> • No TTY available or dedicated phone number • Very limited interaction with the public <p>Recommendations:</p> <ul style="list-style-type: none"> • Make an on-going commitment to ensure funding for adaptive technology should it become needed.
Municipal Court	<ul style="list-style-type: none"> • Traffic or Local Ordinance Citations • Parking Citations • Non-contesting Payment Options 	<p>Observations:</p> <ul style="list-style-type: none"> • No TTY available <p>Recommendations:</p> <ul style="list-style-type: none"> • Ensure TTY availability • Secure access to sign language interpreters on an

		emergency basis
Parks and Recreation	<ul style="list-style-type: none"> • Public Programming • Public Information • Senior Citizens Programs • Facilities Rental Program • Recreational Softball Program • Community and Special Events • Concerts 	<p>Observations:</p> <ul style="list-style-type: none"> • Ensure TTY availability • Online forms (reservations, permit applications and ordinances, registration, waivers) are only posted as in Word or PDF • Online forms aren't available in alternative formats • Contact information is provided on the website <p>Recommendations:</p> <ul style="list-style-type: none"> • Ensure TTY availability • Provide all online forms in alternative formats with contact information prominently displayed • Produce Program brochure in alternative format. • Improve accessibility in all parks, playgrounds and recreational areas
Police Department	<ul style="list-style-type: none"> • Police Services • Alerts & News • Police Reports • Municipal Court • Service Request • Vehicle Release • Property Release • Woodstock Police Foundation • Citizens' Police Academy • Auxiliary Unit • Explorer Unit • Office of Public Information 	<p>Observations:</p> <ul style="list-style-type: none"> • Able to respond to the individual needs of all citizens. • TTY calls transferred via 911 are received • Direct TTY calls (770 592-6000) can not be received <p>Recommendations:</p> <ul style="list-style-type: none"> • Ensure TTY availability • Secure access to sign language interpreters on an emergency basis
Public Works	<ul style="list-style-type: none"> • Water and Sewer Services • Storm Water Utility • Engineering 	<p>Observations:</p> <ul style="list-style-type: none"> • No TTY available • Online documents/reports are provided as PDF Files

	<ul style="list-style-type: none"> • Plan Review • Wastewater Treatment Plant • Streets and right-of-way maintenance, inspection and landscaping • Traffic Calming Applications 	<ul style="list-style-type: none"> • Online forms/documents are not available in alternative formats • Project information includes photographs without text equivalents • Demonstrated commitment to improving curb cuts, sidewalks, and parking, e.g. Streetscapes • Identified trouble spots and assessed infrastructure needs <p>Recommendations</p> <ul style="list-style-type: none"> • Ensure TTY availability • Provide all online forms in alternative formats with contact information prominently displayed • Ensure online images include text equivalents • Continue prioritizing accessibility needs and improvement projects • Ensure ADA compliant sidewalks, curb ramps, and detectable warnings remain a top priority
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BUILDING ACCESSIBILITY:

Although an original City-wide ADA Transition Plan was previously conducted in 1992/1993, the three year retention requirement combined with the relocation of the City's administrative offices has rendered the original ADA Transition Plan unrecoverable. Therefore, the City is in the process of conducting a complete and thorough ADA Transition Plan to fulfill its obligations under the ADA. In doing so, the following is an overview of city buildings.

City-wide Recommendations

- Continue conducting a thorough assessment of all city buildings.
- Maintain in operable condition all accessible features.

- Upgrade signage, particularly accessible parking and bathroom signage, and other features as needed.
- Ensure accessible parking, routes and bathrooms are a top priority.

Building	Notes
Chambers at City Center	<i>Partially Accessible</i>
*Renovation plans are currently being designed and explored	Parking lot accessible signs need to be updated to meet height requirements and van accessible signage requirements
	South entrance ramp from parking lot needs to be renovated to comply with ADA slope requirements
	South entrance ramp needs a compliant handrail on both sides of ramp
	South entrance ramp needs a detectable warning at its base
	South entrance stairs need handrails on both sides of stairs
	South entrance stairs need a detectable warning at the top of the stair run
	New bathrooms need to be designed and installed to meet accessibility requirements
City Annex	<i>Accessible</i>
	Front parking lot accessible signs need to be updated to meet height requirements
	Front entrance ramps from accessible parking spaces need detectable warnings
	Interior glass doors leading to the elevators need to be modified to comply with the opening force requirements
Fire Station #10	<i>Partially Accessible</i>
*Very limited public interaction	Parking lot needs at least one space designated as ADA accessible with compliant specifications and signage
	If only one accessible space is provided it must be designated as van accessible with a compliant access aisle
	Bathroom needs to be reconfigured to meet accessibility requirements
Fire Station #14	<i>Fully Accessible</i>
*Limited public interaction	Front entrance ramp from accessible parking space needs a detectable warning at its base

	Both male and female bathrooms need compliant signage placed in proper location
Magnolia Hall Building	<i>Partially Accessible</i>
	Front parking lot accessible signs need to be updated to meet height requirements and van accessible signage requirements
	At least one front parking space must be designated as van accessible with compliant signage
	Rear parking lot accessible signs need to be updated to meet height requirements
	Rear parking lot sidewalk needs a detectable warning at the base of the ramp
	Both male and female bathrooms need compliant signage placed in proper location
	Male bathroom mirror needs to be lowered to meet mounting requirements
	Male bathroom grab bar behind toilet needs to be replaced to meet length requirements
	First stall in the female bathroom needs to be reconfigured (extended) from 48" to 60"
	Female bathroom grab bar behind toilet needs to be replaced to meet length requirements
Public Works Building	<i>Partially Accessible</i>
*Very limited public interaction	Parking lot needs at least one space designated as ADA accessible with compliant specifications and signage
	If only one accessible space is provided it must be designated as van accessible with a compliant access aisle
	Bathroom needs to be reconfigured to meet accessibility requirements, including clear floor space and signage
William G. Long Senior Center	<i>Accessible</i>
	All five accessible parking spaces in the rear parking lot need compliant signage
	Both male and female bathrooms need compliant signage placed in proper location
	Urinal in male bathroom needs to be lowered to meet height requirements
	Male bathroom stall needs to be reconfigured (extended) to 60"

Parks and	Notes
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Recreation Areas	
City Park	<i>Partially Accessible</i>
	The signage for the only accessible parking space along E. Main Street does not meet height requirements and is improperly signed as van accessible
	If this space is the only accessible parking for City park it must meet the specifications for van accessible parking spaces
	The base of the ramp from the accessible parking space is in poor condition and needs repaired to provide a smooth transition for wheelchair access
Dobbs Road Park	<i>Not Accessible</i>
(Community Garden)	There are no sidewalks on either side of Dobbs Road
	No paved or designated entrance to the Park/Garden
	No wheelchair accessible entrance to the Park/Garden from Dobbs Road or adjacent parking lot
	Both the north and west sides of the Park/Garden have fairly steep slopes.
	The most accessible entrance/path would be from the southwest at the corner of the parking lot, which would permit an accessible parking space dedicated in that section of the parking lot
	Parking lot is shared with Chattahoochee Technical College
	There are 39 parking spaces, but no accessible space, in close proximity to the Community Garden
Dupree Park	<i>Accessible</i>
	There is no sidewalk north of the Park along Neese Rd (the sidewalk along the eastside of Neese Rd from Arnold Mill abruptly ends prior to reaching the Park)
	The sidewalk south of the Park along Neese Rd is in poor condition and also abruptly ends
	The parking lot has a total of 121 parking spaces and currently only 2 dedicated accessible parking spaces, neither of which is van accessible
	Given the number of parking spaces, at least 5 accessible spaces must be provided and at least one must be van accessible
	The two existing accessible spaces are indicated

	by faded painted logos that need repainted and lack appropriate signage
	The 2 existing and a minimum of 3 newly created accessible spaces need compliant signage
	The sidewalk connecting the parking area to the picnic tables needs two detectable warnings, one at the parking lot entrance and one at the top of the stairs by the dumpster
	Front pavilion is not wheelchair accessible due to the slope of the sidewalk
	Rear pavilion is wheelchair accessible
	There is no painted parking spaces in either of the back parking lots (pavilion and tennis court)
	The covered picnic area by the tennis court is not wheelchair accessible
	Sidewalk to the basketball court is in very poor condition with a steep slope and no detectable warning at the entrance
	On-site public bathrooms are ADA compliant
Olde Rope Mill Park	<i>Accessible</i>
	West parking lot has one painted accessible parking space, which needs repainted and currently has no signage
	Both sidewalks leading from the west parking lot don't have detectable warnings
	Pedestrian bridge connecting the two parking lots is not wheelchair accessible (transition between bridge and sidewalk has significant gaps)
	East parking lot (rotary) has three painted accessible parking spaces, which need repainted and all three have no signage
	None of the three accessible spaces in the east parking lot or the one accessible spaces in the west parking lot meet van accessible dimension requirements
	At least one space must be designated van accessible with appropriate signage
	The three sidewalks off the three accessible spaces in the east parking lot have smooth transitions, but lack detectable warnings
	All four spaces need accessible signage
	With a total of 61 parking spaces the park is only required to have a minimum of three accessible spaces, but one must be van accessible
	The pedestrian bridge connecting the picnic tables and the main entrance is not wheelchair accessible (the westside of bridge has a significant gap between the bridge and sidewalk)

	Main bridge over the creek is not wheelchair accessible (both north and southside of bridge have significant gaps between the bridge and sidewalk)
	The observation deck overlooking the creek is wheelchair accessible (the east entrance has a smooth transition and west entrance has a minimal gap between stone pathway and sidewalk)
	None of the concrete picnic tables have sidewalks leading directly to them
	Pavilion is wheelchair accessible
	Park currently lacks dedicated bathroom facilities
	There is one on-site portable bathroom that isn't accessible; since one inaccessible portable bathroom is provided, one accessible portable bathroom must also be provided
Springfield Park	<i>Not Accessible</i>
	No dedicated on-site accessible parking (street parking along Springfield Dr is permitted)
	No paved entrance
	No sidewalk along Springfield Dr leading to the park or inside the park
	No curb ramp or smooth transition allowing wheelchair access
Woodlands Park	<i>Accessible</i>
(Owned by the City, but leased to Woodlands HOA)	Parking lot contains 101 total spaces
	There are six clearly painted accessible parking spaces
	5 of 6 accessible spaces have noncompliant signs (don't meet height requirements)
	1 accessible space is missing a sign; the pole was apparently removed with only the van accessible sign still attached and is still on the property
	2 accessible spaces are improperly signed van accessible (only one is required to be van accessible)
	One space needs to be reconfigured to meet van accessible specifications
	The sidewalk from the parking lot does not have a detectable warning

CITY OF WOODSTOCK
PUBLIC WORKS DEPARTMENT
ADA ASSESSMENT & TRANSITION PLAN
FOR SIDEWALKS AND CURB RAMPS

In conjunction with the Community Development and Public Works Departments, the Geographic Information Systems Department has performed a citywide assessment, including mapping, of all sidewalks and curb ramps. Due to the estimated substantial cost for the repair, replacement, reconfiguration and/or installation of ADA compliant curb ramps with detectable warnings, it has been suggested that Public Works establish a 20-year Transition Plan.

A. ADA Requirements

The Americans with Disabilities Act (ADA) was enacted on July 26, 1990 to provide comprehensive civil rights protection to persons with disabilities in the areas of employment, state and local government services access to public accommodations, transportation and telecommunications. This legislation mandates that qualified disabled individuals shall not be excluded from participation in, denied the benefit of, or be subjected to discrimination under any program or activity.

The ADA, Title II, (1990) required state and local governments receiving federal funds to do a self-evaluation to identify areas which would prevent individuals with disabilities from accessing public areas. This self-evaluation was to be used to develop a Transition Plan to remove these problem areas with completion by 1995. This written Transition Plan was completed in 1992/1993, but due to the relocation of offices and turnover, as well as the requirement to keep this document on file for a minimum of three years, the original Transition Plan is no longer accessible.

The ADA, Title II, in addition to the Transition Plan, requires that facilities constructed or altered after January 26, 1992 be designed and constructed to be readily accessible to and usable by people who have disabilities.

The requirement for detectable warning surfaces on curb ramps was suspended by the Accessibility Board to conduct further research on the performance of their detectability. The Department of Justice (DOJ) continued to suspension through July 26, 2001. However, since July 26, 2001 detectable surfaces are again required for curb ramps.

B. City Responsibility

Title II dictates that a public entity must evaluate its facilities in public areas to determine whether or not they are in compliance with the non-discrimination requirements of the ADA.

The requirements include completing a self-evaluation to determine areas of non-compliance and to create a Transition Plan to bring these required areas into compliance.

The City of Woodstock's Transition Plan as it relates to curb ramps and sidewalk accessibility will include the following:

- Identify inaccessible curb ramps and sidewalks in the complete sidewalk infrastructure.
- Develop a schedule and budget to provide needed accessibility improvements.
- Complete and document the work required to provide citywide accessibility.
- Provide a public involvement process via resident feedback.

C. City Background

The City of Woodstock Geographic Information Systems Department completed a preliminary self-evaluation of its citywide sidewalk system in 2011 through 2012. During this self evaluation, it was determined that the City, in good faith in trying to provide accessibility for its residents, has 1,620 curb ramps within city limits. Of these curb ramps, 458 are located outside the jurisdiction of the City (386 are located on State Highway 92 and 72 are located on Private Roads.) Of the 1,162 curb ramps located within city limits and under the auspices of the Public Works Department, 1,018 do not have detectable warnings, meeting the requirements of the ADA. This assessment indicates that 1,018 of 1,162 curb ramps within city limits and under the jurisdiction of the City of Woodstock need to be brought into compliance with current ADA regulations and specifications.

Since the enactment of the ADA in 1990, the city has put forth a good faith effort in trying to provide sidewalk accessibility through the following programs:

- LDO: Developer Requirements
- Plan Review and On-Site Inspections
- Livable Centers Initiative
- Annual Sidewalk Repair/Replacement Program
- Annual Street Improvements, Including Pedestrian Improvements/Repairs
- Installation of New Sidewalks

In summary, the City of Woodstock, in a good faith effort has provided some type of curb ramp and sidewalk accessibility to a significant portion of the city's sidewalk infrastructure. However, the majority of City curb ramps do not meet current ADA requirements to the greatest extent feasible. The majority of these curb ramps that are in non-compliance fail to meet one of the following ADA criteria:

- Lack of a detectable warning
- Curb ramp is not flush with the existing road surface
- Longitudinal slope exceeding permitted ratio

- Cross slope exceeding permitted ratio

D. City Commitment

The City of Woodstock is committed to making all sidewalks and curb ramp areas accessible to all pedestrians including those with disabilities. This will be accomplished through the following efforts:

- All new construction under the control and/or inspection of the Department of Public Works will be in compliance with current ADA specifications.
- Sidewalk ramps will be installed or reconstructed in accordance with ADA during all contractual roadwork construction or alterations.

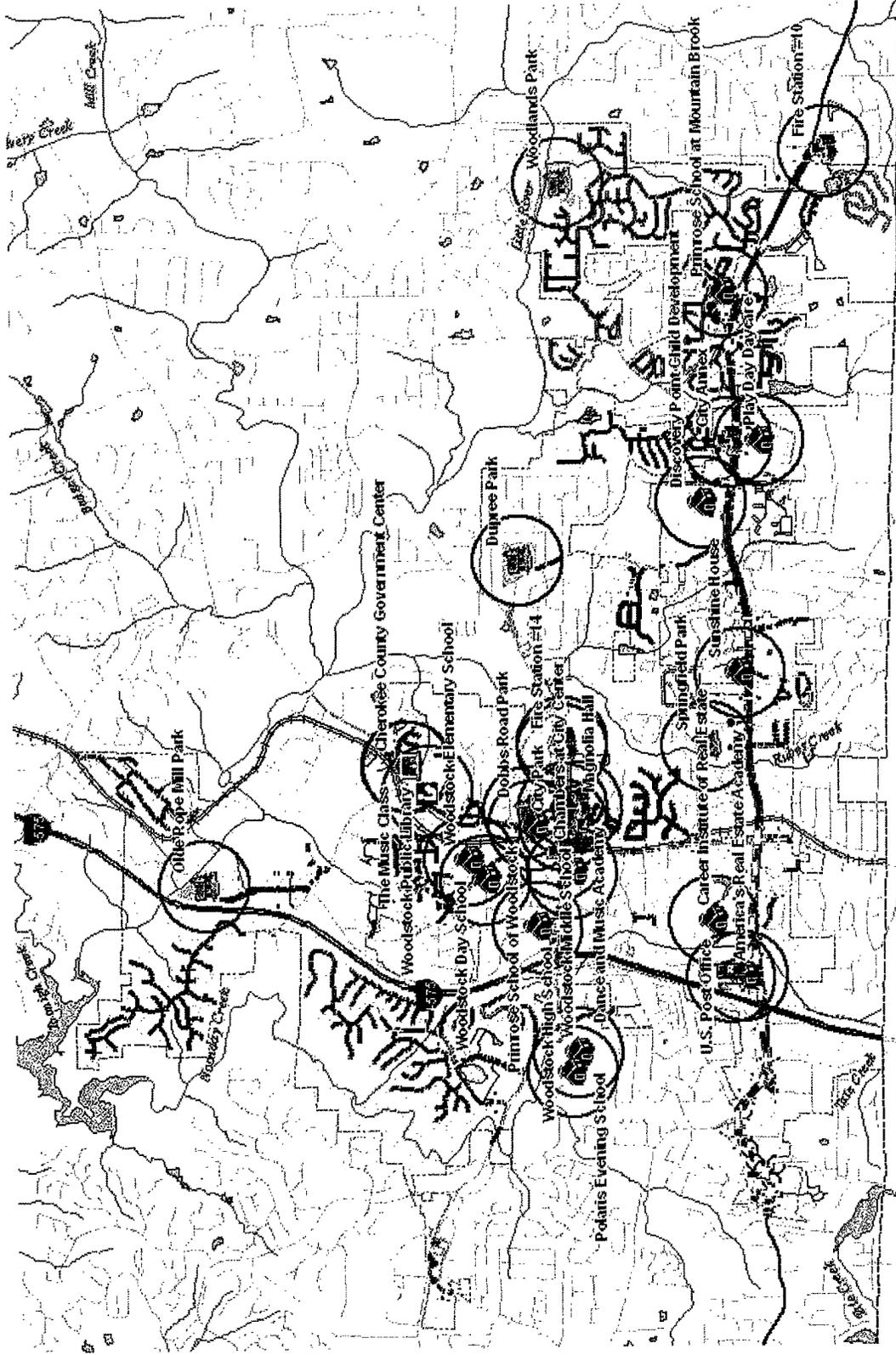
E. Closing

In closing, the City of Woodstock continues its commitment to providing its citizens with equal access to programs, services and activities, including a citywide accessible sidewalk network. Woodstock is determined to reach and maintain complete compliance as mandated under the current ADA with regard to pedestrian accessibility. The City has made a good faith effort to achieve curb ramp and sidewalk compliance and will continue to ensure that existing non-compliant pedestrian infrastructure is addressed and corrected to the greatest extent feasible. As indicated in this Transition Plan, it is the City's intent to correct all non-compliant curb ramps with the goal of achieving complete citywide compliance by the completion of its 20-year Transition Plan.

CITWIDE PEDESTRIAN INFRASTRUCTURE MAP

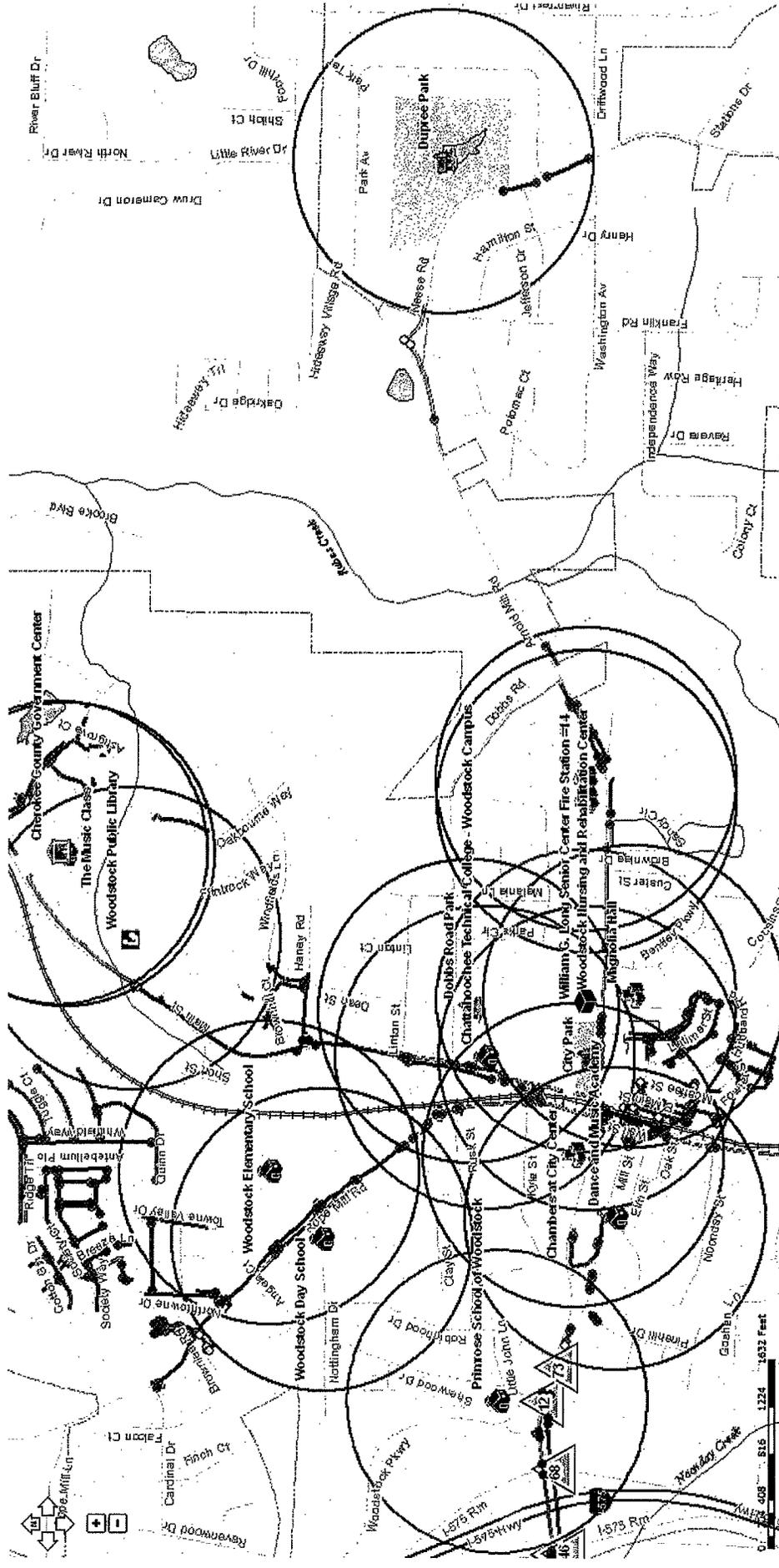
As previously mentioned, the Geographic Information Systems (GIS) Department conducted a citywide assessment and mapping of the pedestrian infrastructure. The end result was a detailed map identifying the location and condition of pedestrian infrastructure elements, i.e. sidewalks, crosswalks, pedestrian islands and curb ramps. Three separate screenshots of the Pedestrian Infrastructure Map are provided below, highlighting different levels and detail from a broad citywide view, a neighborhood/area view and a more detailed intersection view. In addition to these maps, a detailed assessment of each feature was conducted and presented in table format below. The first table highlights the number of curb ramps in each subdivision within city limits. The second table provides the condition and lengths of sidewalks within city limits, as well as the number of pedestrian refuge islands. The third table provides the type and number of curb ramps within city limits based on location/ownership, i.e. public vs. private. Finally, the fourth table highlights the type, location and number of crosswalks in city limits.

CITYWIDE PEDESTRIAN INFRASTRUCTURE MAP



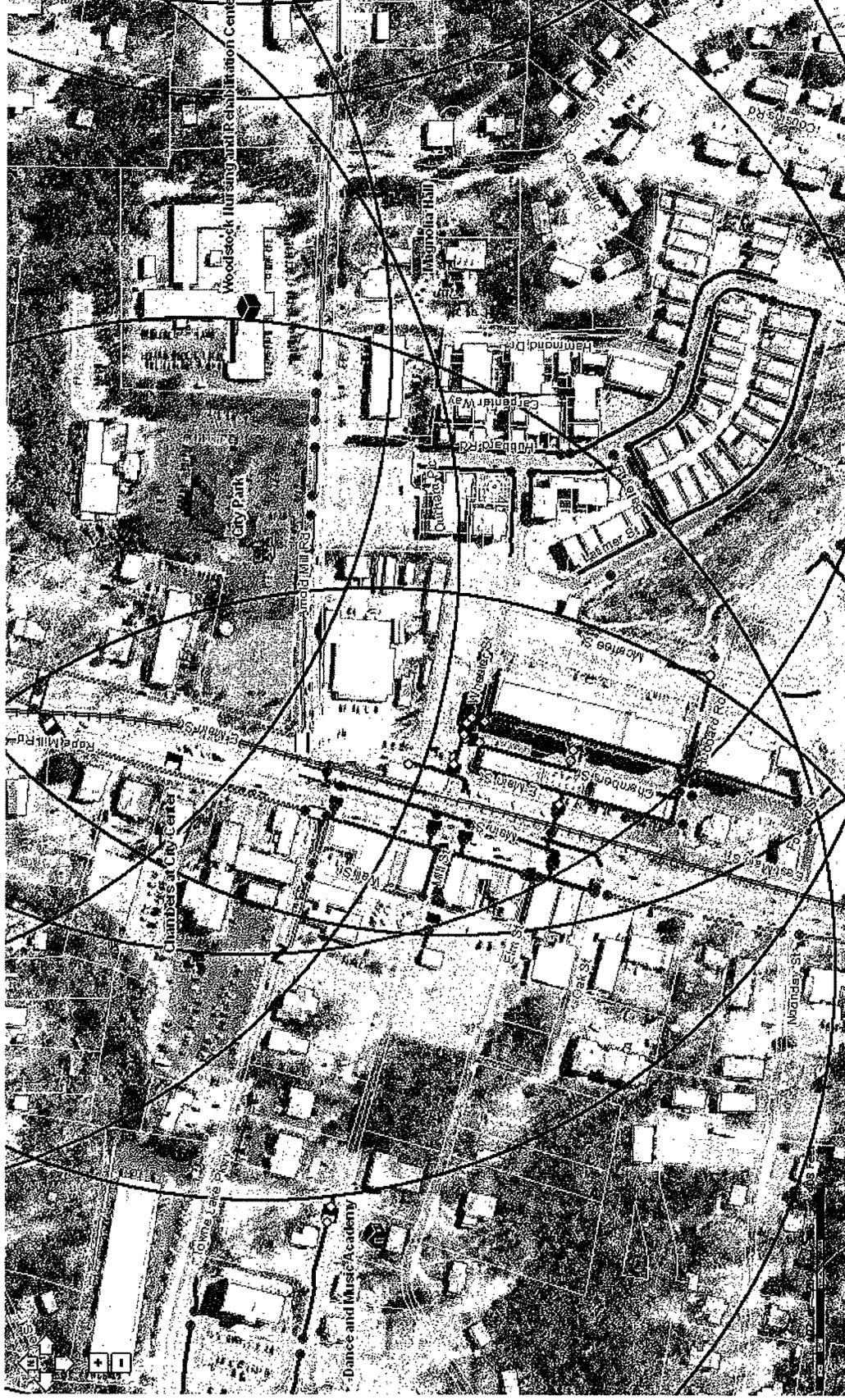
Citywide view, highlighting city limits, pedestrian infrastructure and important community facilities, as well as the concentrated development in the downtown area.

DOWNTOWN AREA PEDESTRIAN INFRASTRUCTURE MAP



Area view, highlighting the 1/4 mile radius around important facilities and the location and condition of sidewalks, curb ramps, crosswalks and pedestrian islands.

DOWNTOWN PEDESTRIAN INFRASTRUCTURE MAP



Intersection view, highlighting in more detail the pedestrian infrastructure, including the location and condition of its components, which in this case is shown over an aerial photograph.

WOODSTOCK SUBDIVISION CURB RAMP ASSESSMENT

Subdivision / Neighborhood	# of Curb Ramps in ROW	Notes	Legend
Alta Ridge Apartments	4	Ramps @ entrance, not subdivision	0 0
Alta Woods Apartments	2	Ramps @ entrance, not subdivision	10 1 - 10
Ansley Forest	0		11 - 25
Avonlea Apts	0		26 - 50
Bell Industrial Park	0		51-75
Bluffs @ Mountain Brook	3		> 75
Breeze Hill Estates	0		
Brentwood	0		
Brookshire			
Cardinal Woods	1	1 ramp at the entrance	
Claremore Lake		13 ramps on Gold Creek Trl are private	
Colony Woods	0		
Commons @ Riverpark	4		
Cornerstone Park			
Creekstone Office Park	9	Private road	
Deer Run			
Dobbs Estate	0		
Driftwood Forest	1	Ramp at Driftwood Lane & Neese Rd	
Glen @ Riverpark	1		
Glens @ Kingsgate	6		
Glens @ Mountain Brook	2		
Heartwood	0		
Hedgewood Downtown			
Highlands @ Mountain Brook		Private road	
Joshua's Landing	0		
Kingsridge	0	Subdivision outside of city limits	
Lakestone	7		
Laurel Wood Apartments	0	Sidewalks in Laurelwood within the parcel, therefore not mapped	
Madison Falls	6		
Magnolia's @ Ridgewalk			
Meridian @ Ridgewalk	2	Ramps @ entrance, not subdivision	
Mill Park			
Mountain Brook			
Northtowne	7	3 ramps at entrance on Rope Mill Rd	
Nowlin Hall	0		
Oak Street Apartments	0		
Oakhurst	1		
Park @ Kingsgate		2 ramps at the entrance	
Park Place Estates	2	Ramps @ entrance, not subdivision	

WOODSTOCK CITYWIDE SIDEWALK ASSESSMENT

Sidewalks (All)			
	Sidewalk Length (Feet)	Sidewalk Length (Miles)	Number of Segments
Good	340,246.52	64.44	814
Fair	45,076.55	8.54	137
Poor	3,668.23	0.69	17
Total	388,991.30	73.67	968

Sidewalks (Hwy 92)			
	Sidewalk Length (Feet)	Sidewalk Length (Miles)	Number of Segments
Good	48,008.37	9.09	132
Fair	3,345.54	0.63	18
Poor	66.36	0.01	1
Total	51,420.27	9.74	151

Sidewalks (Private)			
	Sidewalk Length (Feet)	Sidewalk Length (Miles)	Number of Segments
Good	18,973.47	3.59	50
Fair	9,948.58	1.88	8
Poor	0.00	0.00	0
Total	28,922.05	5.48	58

Sidewalks (Public)			
	Sidewalk Length (Feet)	Sidewalk Length (Miles)	Number of Segments
Good	273,320.10	51.77	632
Fair	31,789.71	6.02	111
Poor	3,602.08	0.68	16
Total	308,711.89	58.47	759

Pedestrian Refuge Islands	
Jurisdiction	Number
GDOT (Hwy 92)	74
Private	0
Woodstock	11
Total	85

WOODSTOCK CITYWIDE CURB RAMP ASSESSMENT

Ramps (All)	
Detectable Warning	Number
Yellow	119
Red	87
Gray (stamped)	54
None	1360
Total	1620
Ramp Type	Number
Blended transition	92
Curb Ramp	1,494
Non-compliant ramp*	34
Total	1620

Ramps (Hwy 92)	
Detectable Warning	Number
Yellow	76
Red	14
Gray (stamped)	15
None	281
Total	386
Ramp Type	Number
Blended transition	15
Curb Ramp	371
Non-complaint ramp	0
Total	386

*All non-complaint ramps are located in The Magnolias @ Ridgewalk subdivision.

Ramps (Private)	
Detectable Warning	Number
Yellow	8
Red	0
Gray (stamped)	3
None	61
Total	72
Ramp Type	Number
Blended transition	0
Curb Ramp	72
Non-complaint ramp	0
Total	72

Ramps (Public)	
Detectable Warning	Number
Yellow	35
Red	73
Gray (stamped)	36
None	1,018
Total	1162
Ramp Type	Number
Blended transition	77
Curb Ramp	1051
Non-complaint ramp	34
Total	1162

WOODSTOCK CITYWIDE CROSSWALK ASSESSMENT

Crosswalks (All)	
Type	Number
Continental	24
Ladder	171
Solid	8
Standard	27
Zebra	51
Absent (but Implied)	131
Total	412

Crosswalks (Hwy 92)	
Type	Number
Continental	0
Ladder	112
Solid	3
Standard	18
Zebra	35
Absent (but Implied)	36
Total	204

Crosswalks (All)	
Condition*	Number
Good	184
Fair	61
Poor	36
Total	281

Crosswalks (Hwy 92)	
Condition*	Number
Good	111
Fair	35
Poor	22
Total	168

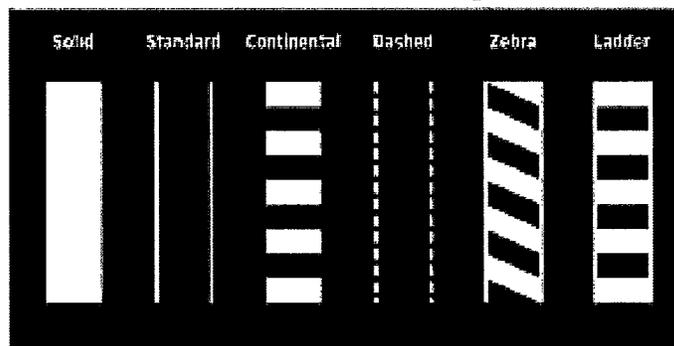
Crosswalks (Private)	
Type	Number
Continental	0
Ladder	1
Solid	0
Standard	0
Zebra	0
Absent (but Implied)	11
Total	12

Crosswalks (Public)	
Type	Number
Continental	24
Ladder	58
Solid	5
Standard	9
Zebra	16
Absent (but Implied)	84
Total	196

Crosswalks (Private)	
Condition*	Number
Good	1
Fair	0
Poor	0
Total	1

Crosswalks (Public)	
Condition*	Number
Good	72
Fair	26
Poor	14
Total	112

*Condition totals do not include crosswalks classified as "Absent"



Source: [http://en.wikipedia.org/wiki/File:Crosswalk_styles_\(en\).svg](http://en.wikipedia.org/wiki/File:Crosswalk_styles_(en).svg) and <http://permanent.access.gpo.gov/lps20597/peduserguide.pdf>

MISSION STATEMENT OF THE CITY OF WOODSTOCK DIABILITY ACCESS ADVISORY COMMITTEE

The mission of the City of Woodstock Disability Access Advisory Committee is to enhance the community by the contributions of persons with disabilities; to make a positive difference in the lives of persons with disabilities in their relationship with the City of Woodstock and businesses that serve it by working toward providing access to facilities, programs, and employment; to assist persons with disabilities in achieving maximum personal independence by enabling them to participate in the social and economic life of the City of Woodstock.

CITY OF WOODSTOCK ADA POLICY

I. ADMINISTRATION

- A. ADA Coordinator:**
Duane Helton
Building Official
City Annex
12453 Hwy 92
Woodstock, GA 30188
770-592-6000 x 1500 (Phone)
770-926-1375 (Fax)
dhelton@woodstockga.gov

B. City of Woodstock ADA Policy

The Americans with Disabilities Act shall be afforded the same respect and compliance as all other civil rights laws. Accordingly, it shall be the policy of the City of Woodstock to include information on ADA rights and requirements in documents posted in prominent locations and on all program brochures and manuals produced and/or distributed by the Town.

The City of Woodstock PUBLIC NOTICE AMERICANS WITH DISABILITIES ACT

The City of Woodstock does not discriminate on the basis of disability. Program applicants, participants, members of the general public, employees, job applicants, and other are entitled to participant in and benefit from all agency programs, activities, and services without regard to disability.

Copies of this notice are available, upon request, in alternate print formats (large print, audio tape, Braille, compact disc, etc.) Our grievance procedure, self evaluation as well as ADA policies, practices and procedures are available upon request.

The City of Woodstock has designated the following person to coordinate its efforts to comply with the ADA. Inquiries, requests, and complaints should be directed to:

**Duane Helton
Building Official & ADA Coordinator
City Annex
12453 Hwy 92
Woodstock, GA 30188
770-592-6000 x 1500 (Phone)
770-926-1375 (Fax)
dhelton@woodstockga.gov**

Signed:

C. City of Woodstock ADA Grievance Procedure:

This Grievance Procedure is set forth to comply with the requirements of the American with Disability Act, otherwise referred to as "ADA". It may be used by any individual who wishes to file a complaint alleging discrimination on the basis of disability in employment practices, and policies of the provision of services, activities, or benefits by the City of Woodstock.

The complaint should be submitted in writing or on audio tape to the ADA Coordinator named below. The complaint should include the name, address, and phone number of the complainant along with the location, date, and description of the problem. Complaints filed under variant formats will also be accepted.

The Complaint should be submitted by the grievant and/or her/his designee as soon as possible but no later than 60 days after the alleged discriminatory incident.

**Duane Helton
ADA Coordinator
City Annex
12453 Hwy 92
Woodstock, GA 30188
770-592-6000 x 1500 (Phone)
770-926-1375 (Fax)
No dedicated TTY # (TTY)
dhelton@woodstockga.gov**

Within 15 calendar days after receipt of the complaint, the ADA Coordinator 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 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 Woodstock 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 her/his designee may appeal the decision of the ADA Coordinator within 30 calendar days after receipt of the response to the City of Woodstock Manager or her/his designee.

Within 15 calendar days after receipt of the appeal to the City Manager or her/his designee will meet with the complainant to discuss the complaint and possible resolution. Within 15 calendar days after the meeting the City Manager or her/his designee will respond in writing and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator, appeals to the City Manager or her/his designee, and responses from the ADA Coordinator and City Manger or her/his designee will be kept by the City of Woodstock for at least three years. All reasonable efforts to protect the privacy interests of each party shall be made in accordance with public records laws. All parties shall be afforded due process under the law. The ADA Coordinator shall inform complainants of their rights to alternative dispute resolution forums.

II. EMPLOYMENT

A. Reasonable Accommodation Policy

It is the policy of the City of Woodstock that no otherwise qualified individual with a disability shall, solely by reason of her/his disability, be excluded from employment at any City of Woodstock agency. Employment review and hiring will be based on the employee/prospective employee's ability to perform what the City of Woodstock determines to be essential functions of a job.

The City of Woodstock's Reasonable Accommodation Policy, in compliance with the ADA, is not subject to change by any state or local law or other requirements that would impose prohibitions or limits upon the eligibility of qualified individuals with disabilities to practice any occupation or profession.

Further, it is the policy of the City of Woodstock that reasonable accommodations shall be made for any **applicant or employee** with a disability, unless the City of Woodstock can demonstrate that the accommodation imposes an undue financial or administrative hardship on the operation of its programs.

Notice of the availability of reasonable accommodations for job applicants will be included in postings and advertisements and will be made available upon request to applicants with disabilities during the pre-employment process if necessary to provide equal opportunity to secure employment with the City of Woodstock.

All prospective employees will be informed at the initial interview that the City of Woodstock does not discriminate on the basis of disability and that requests for reasonable accommodations needed for the performance of essential jobs functions or for the enjoyment of other benefits of employment should be made by prospective employees following receipt of a conditional offer of employment, preferably at the post employment offer meeting.

Requests for reasonable accommodation should be made verbally and in writing describing the nature and purpose of the requested accommodation. Assistance will be made available upon request to any individual who need assistance in identifying or documenting the reasonable accommodations will be assessed as needed.

A decision regarding reasonable accommodation requests will be made within five business days of the submission of the request along with any supporting documentation as maybe required by the City of Woodstock. The effectiveness of the accommodations and need for additional accommodation will be accessed as needed.

Current employees seeking reasonable accommodations should make requests to their immediate supervisor and the Human Resources Director. Requests for accommodation can be made at any time when they become necessary to the performance of essential job functions or the enjoyment of benefits of employment. A decision regarding the requested accommodation will be made within ten working days of the submission of the request and any supporting documentation required.

The final decision concerning any requested accommodation that may represent any undue financial or administrative hardship will be made by the City Manager in consultation with the Human Resources Director. Applicants or employees have the right to appeal the denial of any accommodation request by submitting a written appeal to the Woodstock City Council.

The City of Woodstock shall assure equal rights and opportunity to all qualified employees. This includes, though not exclusively, benefits and training, travel, and promotion opportunities.

The City of Woodstock will not make any pre-employment verbal or written inquiries or conduct a medical exam regarding the existence, nature, or severity of an applicant's disability. Hence, there shall be no attempt to "pre screen" applicants with disabilities or to circumvent the essential job functions mandate.

No medical examinations shall be required for prospective employees unless such is an unavoidable necessity for the position in questions. In such instances, a medical examination may only be conducted **after** a conditional offer of employment has been made. The medical information of all employees shall be separate from their general file and locked under confidential protection. Access to medical information in such instances shall be limited to

supervisory personnel and others who are determined and documented to have a legitimate need for the information as determined by the City Manager in consultation with the Human Resources Director. A written Record of these individuals in each instance will be maintained by the Human Resources Director.

The City of Woodstock may, however, make reasonable pre-employment inquiries regarding an applicant's ability to perform job-related functions. A clear description of the essential job function shall be made available to the applicant in such instances.

B. Employment Training Assurance

It is the policy of the City of Woodstock that staff training and development activities provided by City personnel and volunteers include information about ADA employment requirements. Our staff training and orientation manual shall include a detailed explanation of our ADA policies, procedures, and practices regarding employment, including all materials including information on confidentiality requirements, reasonable accommodation, grievance procedures and clear explanation of essential versus nonessential job functions, and permissible and impermissible inquiries. All employees shall receive fundamental training on the ADA and the organization's ADA policies and procedures by the end of their orientation period. This will include their rights and responsibilities as employees of the organization.

III. NON-DISCRIMINATORY OPERATIONS

A. Equal Opportunity Policy

No qualified person with a disability shall be denied the benefits of, be excluded from participation in, or otherwise be subjected to discrimination under any of the City of Woodstock's programs or activities.

In providing its services, programs, activities and government functions, the City of Woodstock shall not:

1. Deny a qualified individual with a disability the opportunity to participate in, or benefit from, any service, program, activity or governmental function made available to non-disable persons.
2. Afford a qualified individual with a disability the opportunity to participate in, or benefit from, any aid, benefit, or service that is not equal to that afforded to others.
3. Deny a qualified individual with a disability the opportunity to participate as a member of planning or advisory boards, commissions, or any other entity of the City of Woodstock.

4. Otherwise limit a qualified individual with a disability the enjoyment of any right, privilege, advantage, or opportunity enjoyed by other qualified individuals receiving aid, benefits, or services.

As aforementioned, it is the policy of the City of Woodstock to ensure that persons with disabilities are provided maximum opportunity to participate in and benefit from programs, services, and activities. Moreover, it is our objective that such participation is in the same manner as those of non-disable persons and in fully integrated settings. Toward this goal, the City of Woodstock shall make a good faith effort to identify and remove those barriers which prevent persons with disabilities from realizing the maximum opportunity to participate in and benefit from programs, services, and activities.

B. Reasonable Modification Policy

The City of Woodstock shall make reasonable modification to policies and procedures necessary to accommodate the needs of a person with a disability whenever an otherwise qualified person with a disability requests such modification, unless it can be demonstrated by the City Manger that such an accommodation would impose an undue burden or fundamental alteration of the program. These modifications will be monitored and updated by the Human Resources Director and the policy and procedures of new programs will be subject to the Human Resources Director's approval concerning there adherence to ADA requirements and the City of Woodstock's equal opportunity policy.

The City of Woodstock shall comply with all applicable Federal and State laws and regulations relative to the use of assistive equipment and trained service animals. Moreover, no arbitrary or otherwise unlawful restrictions or limitations will be placed on the type of assistive equipment or trained service animals that consumers may bring with them to City of Woodstock facilities.

Furthermore, it shall be the policy of the City to maintain an active and regular risk management/safety program, which shall be a component of employee orientation.

C. Eligibility Requirements Assurances

Said policy shall prohibit any limitations placed upon the eligibility of qualified individuals with disabilities to receive services or practice any occupation of profession. Eligibility requirements shall be reviewed by the Human Resources Director and shall be monitored and updated to meet ADA requirements as programs grow and new programs are implemented. Whenever programs formulate new eligibility policies or new programs are developed, policies will be reviewed by the Human Resources Director to ensure compliance. Staff will be informed of and trained on any changes in eligibility requirements that may arise.

Reasonable risk factors that pose a significant and direct threat to any person shall be grounds for denial of services. The Human Resources Director shall be promptly notified of such circumstances and she/he shall make all reasonable effort to remedy the situation.

D. Assurance Regarding Surcharges.

It is the policy of the City of Woodstock that under no circumstances will surcharges be issued to any person or persons for the provision of reasonable accommodations or modifications, auxiliary aids and services, or any other costs related to the participation of a person with a disability.

E. Integrated Assurance.

It is the policy of the City of Woodstock that all of our services, programs, and activities are provided in the most integrated setting possible. People with disabilities will not be required to participate in separate programs. Persons who object to participation in separate programs are still entitled to reasonable accommodations.

Services will not be provided to any person with a disability in a manner or at a location different from that available to other service recipients unless the potential for removal of architectural barriers or use of assistive devices and equipment have been found to be inadequate or inappropriate to the needs of the individual. In all cases, the affected individuals (family members and other representative when appropriate) will be fully involved in the consideration and decision-making processes.

F. Significant Assistance Assurance.

The City of Woodstock will not knowingly support, monetarily or otherwise, any agency or program known to discriminate against people with disabilities. All contracts and all programs sites are regularly assessed to ensure nondiscrimination against people with disabilities. All new contracts and programs are assessed prior to approval to ensure they do not discriminate against people with disabilities.

G. Accessible Transportation Policy

It shall be the policy of the City of Woodstock to make every reasonable effort to provide accessible transportation services, whenever transportation services are made available to non-disabled person. Individuals in need of accessible transportation should make their requests in writing to the ADA Coordinator. Requests must be made at least ten business days in advance. As with all transportation services, all requests are subject to the availability of space. When a request cannot be met, notice will be given as soon as possible and at least one day before requested date of trip.

H. Community Referral Assurance.

It shall be the policy of the City of Woodstock to determine whether primary referral agencies (those commonly used) are accessible to persons with disabilities and that such agencies are aware of their obligations under the ADA, whenever such referrals are made. When making referrals the City of Woodstock shall provide persons with disabilities information regarding community programs that – to the best of our knowledge—are accessible and/or compliant with ADA, and those which are not.

I. Training Assurance regarding Non-Discriminatory Program Operation.

It shall be the policy of the City of Woodstock that all in-service trainings and orientations include all essential information about requirements of the ADA. Staff development programs conducted by either the ADA Coordinator or the Human Resources Director shall include updates on the ADA.

IV. EFFECTIVE COMMUNICATION

A. Effective Communication Policy

It shall be the policy of the City of Woodstock to make all reasonable efforts to facilitate effective communication among all persons. A requested aid or service will be given primary consideration. Effective communication requests shall be made to the ADA Coordinator, who, in consultation with the appropriate Department Head, shall assess and determine whether an undue burden is imposed and the appropriateness of alternative but equally effective facilitative efforts, which shall be made.

B. TTY/TDD Assurance.

It shall be the policy of the City of Woodstock to provide on-going staff training on TTY use and to include the TTY number on all Town documents, letterheads, and mailings. The TTY number will appear in telephone directory listings.

C. Alternative Format Policy and Procedures.

It shall be the policy of the City of Woodstock to make all documents, publications, and material used in agency programs available to persons with disabilities who need them in alternate formats. These include Braille, large print, audio-tape, and compact disc.

Preparation of such materials will be provided via local organizations, including The Alternative Media Access Center.

The procedure for requesting alternate formats is:

1. The person making the request should identify the materials desired and specify her/his preferred alternate format to the ADA Coordinator either in person, by phone, or in writing at least ten business days in advance of the event or activity for which the

material is needed. *(Every reasonable attempt will be made to meet the requests made less than ten days before an event or activity.)*

2. If, after primary consideration has been given to the preferred format, the request cannot be met, an alternative effective format will be offered. If a request cannot be met, the person making the request will be informed as soon as possible but at least two days in advance of the event of the activity. Final determination on such matters shall be made by the ADA Coordinator after consideration with the Department Head in question.

D. Interpreter Services Policy

It is the policy of the City of Woodstock that sign language interpreters will be provided upon request to any person needing interpreter services in order to participate in any meeting, program, or activity of the City of Woodstock.

The procedure for any one requesting sign language interpreter services is:

1. The person requesting interpreter services must do so in person, over the phone, or in writing to the ADA Coordinator at least two weeks prior to the event.
2. Upon receipt of the request, the ADA Coordinator or appointed employee will contact Interpret, Inc. (678) 383-6017 or Georgia Interpreting Services Network (404) 521-9100 to schedule the interpreter services, or local certified interpreter services obtained by the ADA Coordinator through the Administrative Office of the Courts of Georgia.
3. If the services cannot be obtained by the ADA Coordinator, the Coordinator will offer the requester an alternative effective form of communication or the opportunity to postpone the meeting until such can be obtained, at no charge to the requester.

E. Assistance Listening Device Assurance.

It shall be the policy of the City of Woodstock to provide assistive listening devices upon requests to persons needing such devices to participate in programs, services, and activities of the agency. Assistive listening devices will be rented through awaiting confirmation from multiple organizations regarding their availability. The procedure for requesting an assistive listening device follows the same format as the interpreter services policy.

F. TV Captioning

All Televisions used by the City of Woodstock agencies shall exercise closed captioning capabilities.

G. Video Assurance

It shall be the policy of the City of Woodstock that staff training and other staff development activities provided by agency personnel and volunteers, including training on the use of a TTY, the operator relay service and other equipment necessary to assure effective communication, shall also receive training in procedures and policies on receiving and handling requests for auxiliary aids and services and for ensuring that primary consideration is given to the type of services or format preferred by the person with a disability. Training on effective communication shall be given during orientation and on a regular basis.

V. PROGRAM AND FACILITY ACCESSIBILITY

Program and facility accessibility assessments were conducted by each department under the direction of the ADA Coordinator. This process utilized appropriate resources and materials to assist in completing a thorough and comprehensive analysis. The final documents reflect this process and the City’s commitment to ADA compliance. The final ADA compliance policy for the City of Woodstock has been reviewed and approved by the City Manager,

Signed: _____
City Manager

Date: _____

* Renovation plans for this building are currently being designed, which upon completion will address and resolve the issues in this report.

Chambers at City Center		
Area	Issue	Remedy

Parking Lot	Signage	<p>Replace 3 existing signs with ADA accessible signs and install a 4th ADA accessible sign designated for van accessibility.</p> <p>* Federal regulations are 84 inches from ground to bottom of sign for both auto and van. State regulations permit 60 inches from ground to bottom of sign for autos and 84 inches from ground to bottom of sign for vans.</p> <p>*1 of the 4 accessible parking spaces must be designated as van accessible. The van accessible space would be best suited with the access aisle to the right (passenger side) of the vehicle.</p>
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ADA Regulation

Chapter 6: Parking

120-3-20-.07 Signage

(4) Signage

Accessible parking spaces shall be designed as reserved by a sign complying with Chapter 31: Signage - 120-3-20.41(7) – pp. 112 & 113 and the following:

40-6-221 OCGA

Provide a blue metal reflective sign which is at least 12 inches (305mm) in width and 18 inches (457mm) in length and is erected at 60 inches (1524mm) from ground to bottom of the sign in such a manner that it will not be obscured by a vehicle parked in the space and bearing the International Symbol for Accessibility.

Pg. 35-40

120-3-20-.17 Signage

Spaces complying with Section 2: Accessible Sites and Exterior Facilities – New Construction – 120-3-20-.07(e) (2) – p. 4 shall have an additional sign stating “Van Accessible” mounted below the symbol of accessibility.

Such signs shall be located so they cannot be obscured by a vehicle parked in the space.

The bottom of the signs for accessible autos parking spaces shall be at least 60 inches (1524mm) above grade and 84 inches (2134mm) for accessible van parking spaces.

See Diagram 20 – p. 261

Pg. 40

Timeline for Solution: TBD	Date of Completion:	Cost: \$400 (estimate)
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Chambers at City Center

Area	Issue	Remedy
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Ramp Entrance (Parking Lot)	Slope of Ramp	<p>Extend Ramp to accommodate a maximum slope of 1:12</p> <p>Given the ramp height (rise) of 21" a compliant ramp would need a length of at least 21' to be compliant with ADA specifications.</p> <p>* The slope of the parking lot will dictate a slightly longer length ramp to accommodate for an additional increase in the height of a complaint ramp.</p> <p>Exact measurements would determine the additional length needed.</p>
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ADA Regulation

Chapter 9: Ramps

120-3-20-.19

(1) Ramps General

Any part of an accessible route with a slope greater than 1:20 shall be considered a ramp and shall comply with 120-3-20-.19

(2) Slope and Rise

The maximum rise for any run shall be 30 inches (762mm)

See Diagram 28 – p. 269

Curb ramps and ramps to be constructed on existing sites or in existing buildings or facilities may have slopes and rises as allowed in Section 4: Accessible Buildings – Additions and Alterations – 120-3-20-.11(3)(a) – p. 11 if space limitations prohibit the use of a 1:12 slope or less.

GAC Notes: Ramp slopes between 1:16 and 1:20 are preferred.

Pg. 45

Section 4: Accessible Buildings Additions and Alterations

(3) Special Technical Provisions for Alterations to Existing Buildings and Facilities: Ramps

(3a) Curb Ramps and interior or exterior ramps to be constructed on sites or in existing buildings or facilities where space limitations prohibit the use of a 1:12 slope or less may have slopes and rises as follows:

(i) A slope between 1:10 and 1:12 is allowed for a maximum rise of six inches (152mm)

(ii) A slope between 1:8 and 1:10 is allowed for a maximum rise of 3 inches (76mm).

A slope steeper than 1:8 is not allowed.

Pg. 11 & 12

Timeline for Solution: TBD	Date of Completion:	Cost: TBD
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Chambers at City Center

Area	Issue	Remedy
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Parking Lot Ramp	Detectable Warning	Install a compliant detectable warning at the bottom of the ramp.
ADA Regulation		
<p>Chapter 30: Detectable Warnings 120-3-20-.40</p> <p>(5) Detectable Warning at Hazardous Vehicular Way If a walk crosses or adjoins a frequently used vehicular way, and if there are no curbs, railing, or other elements detectable by a person who has a visual disability separating the pedestrian and vehicular areas, the boundary between the areas shall be defined by a continuous, detectable warning texture, which is 36 inches wide (914mm), complying with Chapter 10: Stairs – 120-3-20-.20(5) – p. 51.</p> <p>Pg. 106-108</p>		
Timeline for Solution: TBD	Date of Completion:	Cost: \$150 (estimate)
Chambers at City Center		
Area	Issue	Remedy

Ramp	Handrails	Replace or reconfigure existing handrail on the right side of ramp (between ramp and stairs) and install new handrail on the left side (between ramp and exterior wall that meets ADA accessibility requirements).
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ADA Regulation

Chapter 9: Ramps
120-3-20-.19

(5) Handrails

If a ramp run has a rise greater than 6 inches (152mm) or a horizontal projection greater than 72 inches (1829mm), then it shall have handrails on both sides.

Handrails are not required on curb ramps or adjacent to seating in assembly areas.

Handrails shall comply with Chapter 27: Handrails – Grab Bars – Tub Seats – Shower Seats – 120-3-20-.37 – pp. 98 & 99 and shall have the following features:

(a) Handrails shall be provided along both sides of ramp segments. The inside handrail on switchback or dogleg ramps shall always be continuous.

(b) If handrails are not continuous, they shall extend at least 12 inches (305mm) beyond the top and bottom of the ramp segment and shall be parallel with the floor or ground surface.

(c) The clear space between the handrail and the wall shall be 1-1/2 inches (38mm).

(d) Gripping surfaces shall be continuous, without interruption by newel posts, other construction elements, or obstructions.

(e) Handrails shall have a circular cross section with an outside diameter of 1-1/4 inches (32mm) minimum and 1-1/2 inches (38mm) maximum. Diagram 31 – p. 272

(f) Handrails, and any wall or other surfaces adjacent to them, shall be free of any sharp or abrasive elements. Edges shall have 1/8-inch (3.2mm) minimum radius.

(g) Top of handrail gripping surfaces shall be mounted between 34 inches and 38 inches (864mm and 965mm) above ramp surfaces.

(h) Ends of handrails shall be either rounded or returned smoothly to floor, wall, or post.

(i) Handrails shall not rotate within their fittings.

Notes: The requirements for stair and ramp handrails in these rules are for adults. When children are principal users in a building or facility, a second set of handrails at an appropriate height is required to assist them and aid in preventing accidents.

Pg. 46 & 47

Timeline for Solution: TBD	Date of Completion:	Cost: TBD
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Chambers at City Center

Area	Issue	Remedy
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Exterior Stairs (from parking lot)	Handrails	Install handrails on both sides of stairs that meet ADA accessibility requirements.
ADA Regulation		
<p>Chapter 10: Stairs 120-3-20-.20</p> <p>(4) Handrails Stairways shall have handrails at both sides of all stairs. Handrails shall comply with Chapter 27: Handrails – Grab Bars – Tub Seats – Shower Seats – pp. 98 & 99 and shall have the following features:</p> <p>(a) Handrails shall be continuous along both sides of stairs. The inside handrail on switchback or dogleg stairs shall be continuous. See Diagram 33(a) – p. 274</p> <p>(b) If handrails are not continuous, they shall extend at 12 inches (305mm) minimum beyond the top riser and at least 12 inches (305mm) plus the width of one tread beyond the bottom riser. At the top, the extension shall be parallel with the floor or ground surface. At the bottom, the handrail shall continue to slope for a distance of the width of one tread from the bottom riser: the remainder of the extension shall be horizontal. See Diagrams 33(c), (d) – p. 274.</p> <p>Handrail extensions shall comply with Chapter 4: Protruding Objects – 120-30-20-.15 – pp. 30 & 31.</p> <p>(c) The clear space between the handrail and the wall shall be 1-1/2 inches (38mm).</p> <p>(d) Gripping surfaces shall be continuous, without interruption by newel posts, other construction elements, or obstructions.</p> <p>(e) Handrails shall have a circular cross section with an outside diameter of 1-1/4 inches (32mm) minimum and 1-1/2 inches (38mm).</p> <p>(f) Handrails, and any wall or other surfaces adjacent to them, shall be free of any sharp or abrasive elements. Edges shall have 1/8-inch (3.2mm) minimum radius.</p> <p>(g) Top of handrail gripping surfaces shall be mounted between 34 inches and 38 inches (864mm and 965mm) above stair nosing.</p> <p>(h) Ends of handrails shall be either rounded or returned smoothly to floor, wall, or post.</p> <p>(i) Handrails shall not rotate within their fittings.</p> <p>(j) The design of guards and handrails and the hardware for attaching handrails to guards, balusters, or walls shall be such that there are no projections that may engage loose clothing. Openings in guards shall be designed to prevent loose clothing from becoming wedged in such openings.</p> <p>Pg. 49 – 51</p>		
Timeline for Solution: TBD	Date of Completion:	Cost: TBD
Chambers at City Center		
Area	Issue	Remedy

Exterior Stairs (from parking lot)	Detectable Warning	Install a detectable warning at the top of the stair run.
ADA Regulation		
<p>Chapter 30: Detectable Warnings 120-3-20-.40</p> <p>(4) Detectable Warning at Stairs All stairs, except those in dwelling units, in enclosed stair towers, or set to the side of the path of travel shall have a detectable warning at the top of each stair run, at least 36 inches deep (914mm) and as wide as the stairs. See Diagram 34 – p. 275 and Chapter 10: Stairs – 120-3-20-.20(5) – p. 51.</p> <p>Pg. 107</p>		
Timeline for Solution: TBD	Date of Completion:	Cost: \$150 (estimate)
Chambers at City Center		
Area	Issue	Remedy

Bathrooms	Signage	ADA compliant signage designating male accessible bathroom and female accessible bathroom placed in proper location and height (wall adjacent to the latch side of the door & mounting height of 60 inches above finished floor to centerline of sign).	
ADA Regulation			
<p>Chapter 31: Signage 120-3-20-.41</p> <p>(1) Signage required to be accessible by Section 1: Application – 120-3-20-.03 – pp. 1-3 shall comply with the acceptable provisions of 120-3-20-.41 Pg. 109</p> <p>(6) Mounting Location and Height Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall. Mounting height shall be 60 inches (1524) above the finish floor to the centerline of the sign. Diagram 65 – p. 306 Pg. 112</p>			
Timeline for Solution: 2012		Date of Completion:	Cost: \$50 (estimate)
Chambers at City Center			
Area	Issue	Remedy	

Bathroom	Design	<p>Bathrooms need to be designed and installed to meet accessibility requirements, including entry, dimensions, sink, mirror and grab bar location and specifications, clear floor space, exposed pipes and surfaces.</p> <p>*Current plans for renovations will address these issues.</p>
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ADA Regulation

Chapter 23: Toilet Rooms
120-3-20-.07

(e)6. If toilet facilities are provided on a site, then each such public or common use toilet facility should comply with 120-3-20-.33
Pg. 87

(3) The accessible fixtures and controls required in this Chapter – 120-3-20-.33(4) through 120-3-20-.33(7) – p. 90 shall be on an accessible route.

An unobstructed turning space complying with Chapter 1: Space Allowances and Reach Ranges – 120-3-20-.13(3) – p. 19 shall be provided within an accessible toilet room.

The clear floor space at fixtures and controls, the accessible route, and the turning space may overlap (Diagram 46 – p. 287) Chapter 17: Water Closets – 120-3-20-.27 – pp. 75 & 76 provides minimum clear floor space dimensions for toilet in accessible “unisex” toilet rooms.

The dimensions of 48 inches (1219mm) and 60 inches (1524mm), respectively, correspond to the space required for the two common transfer approaches utilized by wheelchair users.

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Timeline for Solution: TBD	Date of Completion:	Cost: TBD
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City Annex Building

Area	Issue	Remedy
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Parking Lot Ramps	Detectable Warning	Install a compliant detectable warning at the bottom of each ramp.
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ADA Regulation

Chapter 30: Detectable Warnings
120-3-20-.40

(5) Detectable Warning at Hazardous Vehicular Way

If a walk crosses or adjoins a frequently used vehicular way, and if there are no curbs, railing, or other elements detectable by a person who has a visual disability separating the pedestrian and vehicular areas, the boundary between the areas shall be defined by a continuous, detectable warning texture, which is 36 inches wide (914mm), complying with Chapter 10: Stairs – 120-3-20-.20(5) – p. 51.

Pg. 106-108

Timeline for Solution: 2012	Date of Completion:	Cost: \$450 (estimate)
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City Annex Building

Area	Issue	Remedy
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Front Parking Lot	Accessible Parking Signage	Install ADA compliant signage designating accessible parking.
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ADA Regulation

Chapter 6: Parking
 120-3-20-.07 Signage
 (4) Signage

Accessible parking spaces shall be designed as reserved by a sign complying with Chapter 31: Signage - 120-3-20.41(7) – pp. 112 & 113 and the following:

40-6-221 OCGA

Provide a blue metal reflective sign which is at least 12 inches (305mm) in width and 18 inches (457mm) in length and is erected at 60 inches (1524mm) from ground to bottom of the sign in such a manner that it will not be obscured by a vehicle parked in the space and bearing the International Symbol for Accessibility.

Pg. 39

120-3-20-.17 Signage

(4) Spaces complying with Section 2: Accessible Sites and Exterior Facilities – New Construction – 120-3-20-.07(e) (2) – p. 4 shall have an additional sign stating “Van Accessible” mounted below the symbol of accessibility.

Such signs shall be located so they cannot be obscured by a vehicle parked in the space.

The bottom of the signs for accessible autos parking spaces shall be at least 60 inches (1524mm) above grade and 84 inches (2134mm) for accessible van parking spaces.

See Diagram 20 – p. 261

Pg. 40

Timeline for Solution: 2012	Date of Completion:	Cost: \$225 (estimate)
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City Annex Building

Area	Issue	Remedy
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Interior Doors to Elevators	Door Opening Force; Accessible Route to 2 nd and 3 rd Floor	Modify door hinges and hardware to comply with the opening force requirements. Or, Replace existing doors with lightweight interior doors that comply with the opening force requirements. Or, Install commercial automatic door opener.
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ADA Regulation

Chapter 14: Doors
120-3-20-.24

Door Opening Force

(11) The maximum force for pushing or pulling open a door shall be as follows:

(a) Fire Doors shall have the minimum opening force allowable by the National Fire Protection Association, NFPA 80* Fire Doors and Windows.

(b) Other doors:

(1) Exterior hinged doors: 8.5 lbf (37.9N).

(2) Interior hinged doors: 5 lbf (22.2N).

(3) Sliding/folding doors: 5 lbf (22.2N).

These forces do not apply to the force required to retract latch bolts or disengage other devices that may hold the door a closed position.

Pg. 66 - 67

Timeline for Solution: 2012	Date of Completion:	Cost: TBD
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Fire Station #10

Area	Issue	Remedy
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Front Parking Lot	Designated Accessible Parking Space	<p>Designate at least one parking space as ADA accessible with appropriate specifications and signage.</p> <p>* If only one space is provided for ADA accessibility it must be van accessible.</p>
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ADA Regulation

Chapter 6: Parking
120-3-20-.07 Accessible Sites and Exterior Facilities

(e)1. If parking spaces are provided for self-parking by employees or visitors, or both, then accessible spaces complying with this Chapter – 120-3-20-.17 – pp. 37-40 and Chapter 7: Passenger Loading Zones – 120-3-20-.17 – p. 41 shall be provided in each such parking are in conformance with Table A – p. 35
(e)2. One in every eight accessible spaces, but not less than one, shall be served by an access aisle 96 inches (2438mm) wide minimum and shall be designated “Van Accessible” as required by this Chapter – 120-3-20-.17(4) – p. 40.

(2) Location
Accessible parking spaces serving a particular building shall be located on the shortest accessible route of travel from adjacent parking to an accessible entrance.

(3) Parking Spaces
Accessible parking spaces shall be at least 96 inches (2438mm) wide.
Parking access aisles shall be part of an accessible route to the building or facility entrance and shall comply with Chapter 2: Accessible Routes -120-3-20-.14 – pp. 22-25.
Two accessible parking spaces may share a common access aisle.
See Diagram 19 – p. 260

GAC: Parking spaces and access aisles shall be level with surface slopes not exceeding 1:50 (2%) in all directions

Pg. 35 - 38

Timeline for Solution: 2012	Date of Completion:	Cost: \$50 (estimate)
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Fire Station #10

Area	Issue	Remedy
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Front Parking Lot	Accessible Parking Signage	Install ADA compliant signage designating accessible parking.	
ADA Regulation			
<p>Chapter 6: Parking 120-3-20-.07 Signage (4) Signage Accessible parking spaces shall be designed as reserved by a sign complying with Chapter 31: Signage - 120-3-20.41(7) – pp. 112 & 113 and the following:</p> <p>40-6-221 OCGA Provide a blue metal reflective sign which is at least 12 inches (305mm) in width and 18 inches (457mm) in length and is erected at 60 inches (1524mm) from ground to bottom of the sign in such a manner that it will not be obscured by a vehicle parked in the space and bearing the International Symbol for Accessibility. Pg. 39</p> <p>120-3-20-.17 Signage (4) Spaces complying with Section 2: Accessible Sites and Exterior Facilities – New Construction – 120-3-20-.07(e) (2) – p. 4 shall have an additional sign stating “Van Accessible” mounted below the symbol of accessibility.</p> <p>Such signs shall be located so they cannot be obscured by a vehicle parked in the space.</p> <p>The bottom of the signs for accessible autos parking spaces shall be at least 60 inches (1524mm) above grade and 84 inches (2134mm) for accessible van parking spaces.</p> <p>See Diagram 20 – p. 261 Pg. 40</p>			
Timeline for Solution: 2012		Date of Completion:	Cost: \$100 (estimate)
Fire Station #10			
Area	Issue	Remedy	

<p>Bathroom</p> <p>*Needs to be inspected</p>	<p>Design</p>	<p>Bathroom needs to be reconfigured to meet accessibility requirements, including entry, dimensions, sink, mirror and grab bar location and specifications, clear floor space, exposed pipes and surfaces.</p>
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ADA Regulation

Chapter 23: Toilet Rooms
120-3-20-.07

(e)6. If toilet facilities are provided on a site, then each such public or common use toilet facility should comply with 120-3-20-.33

Accessible units shall be identified by the International Symbol of Accessibility.

See Diagram 17(a) – p. 258

Pg. 87

(3) The accessible fixtures and controls required in this Chapter – 120-3-20-.33(4) through 120-3-20-.33(7) – p. 90 shall be on an accessible route.

An unobstructed turning space complying with Chapter 1: Space Allowances and Reach Ranges – 120-3-20-.13(3) – p. 19 shall be provided within an accessible toilet room.

The clear floor space at fixtures and controls, the accessible route, and the turning space may overlap

(Diagram 46 – p. 287) Chapter 17: Water Closets – 120-3-20-.27 – pp. 75 & 76 provides minimum clear floor space dimensions for toilet in accessible “unisex” toilet rooms.

The dimensions of 48 inches (1219mm) and 60 inches (1524mm), respectively, correspond to the space required for the two common transfer approaches utilized by wheelchair users.

Pg. 89

<p>Timeline for Solution: TBD</p>	<p>Date of Completion:</p>	<p>Cost: TBD</p>
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Fire Station #14

<p>Area</p>	<p>Issue</p>	<p>Remedy</p>
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Accessible Parking Space Ramp	Detectable Warning	Install a compliant detectable warning at the base of ramp.	
ADA Regulation			
<p>Chapter 30: Detectable Warnings 120-3-20-.40</p> <p>(5) Detectable Warning at Hazardous Vehicular Way If a walk crosses or adjoins a frequently used vehicular way, and if there are no curbs, railing, or other elements detectable by a person who has a visual disability separating the pedestrian and vehicular areas, the boundary between the areas shall be defined by a continuous, detectable warning texture, which is 36 inches wide (914mm), complying with Chapter 10: Stairs – 120-3-20-.20(5) – p. 51.</p> <p>Pg. 106-108</p>			
Timeline for Solution: 2012		Date of Completion:	Cost: \$150 (estimate)
Fire Station #14			
Area	Issue	Remedy	

Bathrooms	Signage	Install ADA compliant signage designating male accessible bathroom and female accessible bathroom placed in proper location and height (wall adjacent to the latch side of the door & mounting height of 60 inches above finished floor to centerline of sign)	
ADA Regulation			
<p>Chapter 31: Signage 120-3-20-.41</p> <p>(1) Signage required to be accessible by Section 1: Application – 120-3-20-.03 – pp. 1-3 shall comply with the acceptable provisions of 120-3-20-.41</p> <p>Pg. 109</p> <p>(6) Mounting Location and Height</p> <p>Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door.</p> <p>Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall.</p> <p>Mounting height shall be 60 inches (1524) above the finish floor to the centerline of the sign. Diagram 65 – p. 306</p> <p>Pg. 112</p>			
Timeline for Solution: 2012		Date of Completion:	Cost: \$50 (estimate)
Magnolia Hall			
Area	Issue	Remedy	

Front Parking Lot	Signage	<p>All 3 accessible parking spaces need compliant signs</p> <p>1 of the 3 accessible parking spaces must be designated as van accessible. The van accessible space would be best suited with the access aisle to the right (passenger side) of the vehicle.</p> <p>Note: Federal regulations are 84 inches from ground to bottom of sign for both auto and van. State regulations permit 60 inches from ground to bottom of sign for autos and 84 inches from ground to bottom of sign for vans.</p>
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ADA Regulation

Chapter 6: Parking

120-3-20-.07 Accessible Sites and Exterior Facilities

Signage

(4) Accessible parking spaces shall be designed as reserved by a sign complying with Chapter 31: Signage - 120-3-20.41(7) – pp. 112 & 113 and the following:

40-6-221 OCGA

Provide a blue metal reflective sign which is at least 12 inches (305mm) in width and 18 inches (457mm) in length and is erected at 60 inches (1524mm) from ground to bottom of the sign in such a manner that it will not be obscured by a vehicle parked in the space and bearing the International Symbol for Accessibility.

Pg. 39

120-3-20-.17 Signage

(4) Spaces complying with Section 2: Accessible Sites and Exterior Facilities – New Construction – 120-3-20-.07(e) (2) – p. 4 shall have an additional sign stating “Van Accessible” mounted below the symbol of accessibility.

Such signs shall be located so they cannot be obscured by a vehicle parked in the space.

The bottom of the signs for accessible autos parking spaces shall be at least 60 inches (1524mm) above grade and 84 inches (2134mm) for accessible van parking spaces.

See Diagram 20 – p. 261

Timeline for Solution: 2012	Date of Completion:	Cost: \$160 (estimate)
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Magnolia Hall

Area	Issue	Remedy
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Rear Parking Lot	Signage	All 4 accessible parking spaces need compliant signs	
ADA Regulation			
<p>Chapter 6: Parking 120-3-20-.07 Accessible Sites and Exterior Facilities Signage (4) Accessible parking spaces shall be designed as reserved by a sign complying with Chapter 31: Signage - 120-3-20.41(7) – pp. 112 & 113 and the following:</p> <p>40-6-221 OCGA Provide a blue metal reflective sign which is at least 12 inches (305mm) in width and 18 inches (457mm) in length and is erected at 60 inches (1524mm) from ground to bottom of the sign in such a manner that it will not be obscured by a vehicle parked in the space and bearing the International Symbol for Accessibility. Pg. 39</p> <p>120-3-20-.17 Signage (4) Spaces complying with Section 2: Accessible Sites and Exterior Facilities – New Construction – 120-3-20-.07(e) (2) – p. 4 shall have an additional sign stating “Van Accessible” mounted below the symbol of accessibility.</p> <p>Such signs shall be located so they cannot be obscured by a vehicle parked in the space.</p> <p>The bottom of the signs for accessible autos parking spaces shall be at least 60 inches (1524mm) above grade and 84 inches (2134mm) for accessible van parking spaces.</p> <p>See Diagram 20 – p. 261</p> <p>Pg. 40</p>			
Timeline for Solution: 2012		Date of Completion:	Cost: \$300 (estimate)
Magnolia Hall			
Area	Issue	Remedy	

Rear Parking Lot	Detectable Warning	Install a compliant detectable warning at the base of ramp.	
ADA Regulation			
<p>Chapter 30: Detectable Warnings 120-3-20-.40</p> <p>(5) Detectable Warning at Hazardous Vehicular Way If a walk crosses or adjoins a frequently used vehicular way, and if there are no curbs, railing, or other elements detectable by a person who has a visual disability separating the pedestrian and vehicular areas, the boundary between the areas shall be defined by a continuous, detectable warning texture, which is 36 inches wide (914mm), complying with Chapter 10: Stairs – 120-3-20-.20(5) – p. 51.</p> <p>Pg. 106-108</p>			
Timeline for Solution: 2012		Date of Completion:	Cost: \$150 (estimate)
Magnolia Hall			
Area	Issue	Remedy	

Bathrooms	Signage	Install ADA compliant signage designating male accessible bathroom and female accessible bathroom placed in proper location and height (wall adjacent to the latch side of the door & mounting height of 60 inches above finished floor to centerline of sign)	
ADA Regulation			
<p>Chapter 31: Signage 120-3-20-.41 (1) Signage required to be accessible by Section 1: Application – 120-3-20-.03 – pp. 1-3 shall comply with the acceptable provisions of 120-3-20-.41</p> <p>Pg. 109</p> <p>(6) Mounting Location and Height Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall. Mounting height shall be 60 inches (1524) above the finish floor to the centerline of the sign. Diagram 65 – p. 306</p> <p>Pg. 112</p>			
Timeline for Solution: 2012		Date of Completion:	Cost: \$50 (estimate)
Magnolia Hall			
Area	Issue	Remedy	

Male Bathroom	Mirror Height	Lower mirror so bottom edge is no more than 40 inches from floor.	
ADA Regulation			
<p>Chapter 20: Lavatories and Mirrors 120-3-20-.30</p> <p>(6) Mirrors shall be mounted with the bottom edge of the reflecting surface no higher than 40 inches (1016mm) above the finish floor.</p> <p>Pg. 82</p>			
Timeline for Solution: 2012		Date of Completion:	Cost: \$20 (estimate)
Magnolia Hall			
Area	Issue	Remedy	

Male Bathroom	Grab Bar	Replace existing grab bar behind toilet with a 36 inch grab bar.	
ADA Regulation			
<p>Chapter 18: Toilet Stalls 120-3-20-.28</p> <p>(6) Grab bars complying with the length and positioning shown in Diagrams 48 through 50 – pp. 289-291 shall be provided. Grab bars may be mounted with any desired method as long as they have a gripping surface at the locations shown and do not obstruct the required clear floor area. Grab bars shall comply with Chapter 27: Handrails – Grab Bars – Tub Seats – Shower Seats – 120-3-20-.37 pp. 98 & 99.</p> <p>Pg. 79</p>			
Timeline for Solution: 2012		Date of Completion:	Cost: \$40 (estimate)
Magnolia Hall			
Area	Issue	Remedy	

Female Bathroom	Stall Dimensions	First Stall needs to be extended from 48 to 60 inches wide.
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ADA Regulation

Chapter 18: Toilet Stalls
120-3-20-.28

(1) Accessible toilet stalls shall be on an accessible route and shall meet the requirements of 120-3-20-.28

GAC Notes:

This chapter requires the use of the 60-inch (1524mm) standard stall (Diagram 48 – p. 289) and permits the 36-inch (914mm) or 48-inch (1219mm) wide alternate stall (Diagram 49 – p. 290) only in alterations where provision of the standard stall is technically infeasible or where local plumbing codes prohibit reduction in the number of fixtures.

Pg. 77 – 78

Timeline for Solution: TBD	Date of Completion:	Cost: TBD
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Magnolia Hall

Area	Issue	Remedy
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Female Bathroom	Grab Bar	Replace existing grab bar behind toilet with a 36 inch grab bar.	
ADA Regulation			
<p>Chapter 18: Toilet Stalls 120-3-20-.28</p> <p>(6) Grab bars complying with the length and positioning shown in Diagrams 48 through 50 – pp. 289-291 shall be provided. Grab bars may be mounted with any desired method as long as they have a gripping surface at the locations shown and do not obstruct the required clear floor area. Grab bars shall comply with Chapter 27: Handrails – Grab Bars – Tub Seats – Shower Seats – 120-3-20-.37 pp. 98 & 99.</p> <p>Pg. 79</p>			
Timeline for Solution: 2012		Date of Completion:	Cost: \$40 (estimate)
Public Works Building			
Area	Issue	Remedy	

Front Parking Lot	Designated Accessible Parking	Designate one parking space as ADA accessible with compliant specifications and signage.
ADA Regulation		
<p>Chapter 6: Parking 120-3-20-.07 Signage</p> <p>(4) Accessible parking spaces shall be designed as reserved by a sign complying with Chapter 31: Signage - 120-3-20.41(7) – pp. 112 & 113 and the following:</p> <p>40-6-221 OCGA Provide a blue metal reflective sign which is at least 12 inches (305mm) in width and 18 inches (457mm) in length and is erected at 60 inches (1524mm) from ground to bottom of the sign in such a manner that it will not be obscured by a vehicle parked in the space and bearing the International Symbol for Accessibility.</p> <p>Pg. 35-40</p> <p>120-3-20-.17 Signage Spaces complying with Section 2: Accessible Sites and Exterior Facilities – New Construction – 120-3-20-.07(e) (2) – p. 4 shall have an additional sign stating “Van Accessible” mounted below the symbol of accessibility. Such signs shall be located so they cannot be obscured by a vehicle parked in the space. The bottom of the signs for accessible autos parking spaces shall be at least 60 inches (1524mm) above grade and 84 inches (2134mm) for accessible van parking spaces.</p> <p>See Diagram 20 – p. 261</p> <p>Pg. 40</p>		
Timeline for Solution: 2012	Date of Completion:	Cost: \$50 (estimate)
Public Works Building		
Area	Issue	Remedy

Bathroom	Design	Bathroom needs to be reconfigured to meet accessibility requirements, including entry, dimensions, sink, mirror and grab bar location and specifications, clear floor space, exposed pipes and surfaces.
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ADA Regulation

Chapter 23: Toilet Rooms
120-3-20-.07

(e)6. If toilet facilities are provided on a site, then each such public or common use toilet facility should comply with 120-3-20-.33

Accessible units shall be identified by the International Symbol of Accessibility.

See Diagram 17(a) – p. 258

Pg. 87

(3) The accessible fixtures and controls required in this Chapter – 120-3-20-.33(4) through 120-3-20-.33(7) – p. 90 shall be on an accessible route.

An unobstructed turning space complying with Chapter 1: Space Allowances and Reach Ranges – 120-3-20-.13(3) – p. 19 shall be provided within an accessible toilet room.

The clear floor space at fixtures and controls, the accessible route, and the turning space may overlap

(Diagram 46 – p. 287) Chapter 17: Water Closets – 120-3-20-.27 – pp. 75 & 76 provides minimum clear floor space dimensions for toilet in accessible “unisex” toilet rooms.

The dimensions of 48 inches (1219mm) and 60 inches (1524mm), respectively, correspond to the space required for the two common transfer approaches utilized by wheelchair users.

Pg. 89

Timeline for Solution: TBD	Date of Completion:	Cost: TBD
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Public Works Building

Area	Issue	Remedy
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Bathroom	Clear Floor Space	Comply with ADA specifications/requirements.	
ADA Regulation			
<p>Chapter 23: Toilet Rooms 120-3-20-.07</p> <p>(e)6. If toilet facilities are provided on a site, then each such public or common use toilet facility should comply with 120-3-20-.33 Pg. 87</p> <p>(3) The accessible fixtures and controls required in this Chapter – 120-3-20-.33(4) through 120-3-20-.33(7) – p. 90 shall be on an accessible route.</p> <p>An unobstructed turning space complying with Chapter 1: Space Allowances and Reach Ranges – 120-3-20-.13(3) – p. 19 shall be provided within an accessible toilet room.</p> <p>The clear floor space at fixtures and controls, the accessible route, and the turning space may overlap (Diagram 46 – p. 287) Chapter 17: Water Closets – 120-3-20-.27 – pp. 75 & 76 provides minimum clear floor space dimensions for toilet in accessible “unisex” toilet rooms.</p> <p>The dimensions of 48 inches (1219mm) and 60 inches (1524mm), respectively, correspond to the space required for the two common transfer approaches utilized by wheelchair users. Pg. 89</p> <p>Chapter 20: Lavatories and Mirrors 120-3-20-.30</p> <p>(3) A clear floor space 30 inches by 48 inches (762mm by 1219mm) complying with Chapter 1: Space Allowances and Reach Ranges – 120-3-20-.13 – pp. 18-21 shall be provided in front of a lavatory to allow forward approach.</p> <p>Such clear floor space shall adjoin or overlap an accessible route and shall extend a maximum of 19 inches (483mm) underneath the lavatory.</p> <p>See Diagram 53(b) – p. 294 Pg. 81</p>			
Timeline for Solution: TBD		Date of Completion:	Cost: TBD
Public Works Building			
Area	Issue	Remedy	

Bathrooms	Signage	Install ADA compliant signage designating unisex accessible bathroom placed in proper location and height (wall adjacent to the latch side of the door & mounting height of 60 inches above finished floor to centerline of sign)	
ADA Regulation			
<p>Chapter 31: Signage 120-3-20-.41 (1) Signage required to be accessible by Section 1: Application – 120-3-20-.03 – pp. 1-3 shall comply with the acceptable provisions of 120-3-20-.41</p> <p>Pg. 109</p> <p>(6) Mounting Location and Height</p> <p>Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall. Mounting height shall be 60 inches (1524) above the finish floor to the centerline of the sign. Diagram 65 – p. 306</p> <p>Pg. 112</p>			
Timeline for Solution: TBD		Date of Completion:	Cost: TBD
Public Works Building			
Area	Issue	Remedy	

Bathroom	Grab Bar	Comply with ADA specifications/requirements.	
ADA Regulation			
<p>Chapter 18: Toilet Stalls 120-3-20-.28</p> <p>(6) Grab bars complying with the length and positioning shown in Diagrams 48 through 50 – pp. 289-291 shall be provided.</p> <p>Grab bars may be mounted with any desired method as long as they have a gripping surface at the locations shown and do not obstruct the required clear floor area.</p> <p>Grab bars shall comply with Chapter 27: Handrails – Grab Bars – Tub Seats – Shower Seats – 120-3-20-.37 pp. 98 & 99.</p> <p>Pg. 79</p>			
Timeline for Solution: TBD		Date of Completion:	Cost: TBD
Public Works Building			
Area	Issue	Remedy	

Bathroom	Lavatory	Comply with ADA specifications/requirements.	
ADA Regulation			
<p>Chapter 20: Lavatories and Mirrors 120-3-20-.30</p> <p>(2) Lavatories shall be mounted with the rim or counter surface no higher than 34 inches (864mm) above finish floor.</p> <p>Provide a clearance of at least 29 inches (737mm) above the finish floor to the bottom of the apron.</p> <p>Knee and toe clearance shall comply with Diagram 53(a) – p. 294</p> <p>Pg. 81</p>			
Timeline for Solution: TBD		Date of Completion:	Cost: TBD
Public Works Building			
Area	Issue	Remedy	

Bathroom	Exposed Pipes and Surfaces	Comply with ADA specifications/requirements.	
ADA Regulation			
<p>Chapter 20: Lavatories and Mirrors 120-3-20-.30</p> <p>(4) Hot water and drain pipes under lavatories shall be insulated or otherwise configured to protect against contact.</p> <p>There shall be no sharp or abrasive surfaces under lavatories.</p> <p>Pg. 81</p>			
Timeline for Solution: TBD		Date of Completion:	Cost: TBD
Public Works Building			
Area	Issue	Remedy	

Bathrooms	Faucets	Comply with ADA specifications/requirements.	
ADA Regulation			
<p>Chapter 20: Lavatories and Mirrors 120-3-20-.30</p> <p>(5) Faucets shall comply with Chapter 28: Controls and Operating Mechanisms – 120-3-20-.38(4) – p. 101.</p> <p>Lever-operated, push-type, and electronically controlled mechanisms are examples of acceptable designs.</p> <p>If self-closing valves are used, the faucet shall remain open for at least 10 seconds.</p> <p>Pg. 81 & 82</p>			
Timeline for Solution: TBD		Date of Completion:	Cost: TBD
Public Works Building			
Area	Issue	Remedy	

Bathroom	Mirrors	Comply with ADA specifications/requirements.
ADA Regulation		
<p>Chapter 20: Lavatories and Mirrors 120-3-20-.30</p> <p>(6) Mirrors shall be mounted with the bottom edge of the reflecting surface no higher than 40 inches (1016mm) above the finish floor.</p> <p>Pg. 82</p>		
Timeline for Solution: TBD	Date of Completion:	Cost: TBD
Senior Center		
Area	Issue	Remedy

Rear Parking Lot	Signage	<p>Install ADA accessible signs for each of the 5 designated accessible parking spaces.</p> <p>* Federal regulations are 84 inches from ground to bottom of sign for both auto and van. State regulations permit 60 inches from ground to bottom of sign for autos and 84 inches from ground to bottom of sign for vans.</p>
ADA Regulation		
<p>Chapter 6: Parking 120-3-20-.07 Signage (4) Signage Accessible parking spaces shall be designed as reserved by a sign complying with Chapter 31: Signage - 120-3-20.41(7) – pp. 112 & 113 and the following: 40-6-221 OCGA</p> <p>Provide a blue metal reflective sign which is at least 12 inches (305mm) in width and 18 inches (457mm) in length and is erected at 60 inches (1524mm) from ground to bottom of the sign in such a manner that it will not be obscured by a vehicle parked in the space and bearing the International Symbol for Accessibility.</p> <p>Pg. 35-40</p> <p>120-3-20-.17 Signage Spaces complying with Section 2: Accessible Sites and Exterior Facilities – New Construction – 120-3-20-.07(e) (2) – p. 4 shall have an additional sign stating “Van Accessible” mounted below the symbol of accessibility. Such signs shall be located so they cannot be obscured by a vehicle parked in the space. The bottom of the signs for accessible autos parking spaces shall be at least 60 inches (1524mm) above grade and 84 inches (2134mm) for accessible van parking spaces. See Diagram 20 – p. 261</p> <p>Pg. 40</p>		
Timeline for Solution: 2012	Date of Completion:	Cost: \$375 (estimate)
Senior Center		
Area	Issue	Remedy

Bathrooms	Signage	Install ADA compliant signage designating male accessible bathroom and female accessible bathroom placed in proper location and height (wall adjacent to the latch side of the door & mounting height of 60 inches above finished floor to centerline of sign)
ADA Regulation		
<p>Chapter 31: Signage 120-3-20-.41</p> <p>(1) Signage required to be accessible by Section 1: Application – 120-3-20-.03 – pp. 1-3 shall comply with the acceptable provisions of 120-3-20-.41</p> <p>Pg. 109</p> <p>(6) Mounting Location and Height</p> <p>Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door.</p> <p>Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall.</p> <p>Mounting height shall be 60 inches (1524) above the finish floor to the centerline of the sign. Diagram 65 – p. 306</p> <p>Pg. 112</p>		
Timeline for Solution: 2012	Date of Completion:	Cost: \$50
Senior Center		
Area	Issue	Remedy

Male Bathroom	Urinal Height	Lower urinal so its rim doesn't exceed 17 inches above the floor.
---------------	---------------	---

ADA Regulation

Chapter 24: Bathrooms – Bathing Facilities – Shower Rooms
120-3-20-.07

(5) Urinals

If urinals are provided, then at least one shall comply with Chapter 19: Urinals – 120-3-20-.29 – p. 80

Pg. 93

Chapter 19: Urinals

120-3-20-.29

(1) General

Any toilet or bathing room provided with urinals must have at least one that complies with 120-3-20-.29

(2) Height

Urinals shall be stall-type or wall hung with an elongated rim at a maximum of 17 inches (432mm) above the finish floor and extend at least 14 inches (356mm) from the back wall to the rim's front edge.

Diagram 51 – p. 292

(3) Clear Floor Space

A clear floor space 30 inches by 48 inches (762mm by 1219mm) shall be provided in front of urinals to allow forward approach.

This clear space shall comply with Chapter 1: Space Allowances and Reach Ranges – 120-3-20-.13 – pp. 18-21.

Urinal shields that do not extend beyond the front edge of the urinal rim may be provided with 19-inch (737mm) clearance between them. Diagram 52 – p. 293

(4) Flush Controls

Flush controls shall be hand operated or automatic, and shall comply with Chapter 28: Controls and Operating Mechanisms – 120-3-20-.38(4) – p. 101, and shall be mounted no more than 44 inches (1118mm) above the finish floor.

Pg. 80

Timeline for Solution: TBD	Date of Completion:	Cost: TBD
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Senior Center

Area	Issue	Remedy
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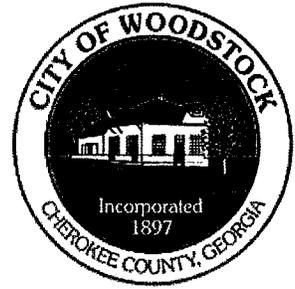
Male Bathroom	Stall Dimensions	Stall width needs to be extended to 60 inches. *Alternative dimensions apply under certain conditions
ADA Regulation		
<p>Chapter 18: Toilet Stalls 120-3-20-.28</p> <p>(1) Location Accessible toilet stalls shall be on an accessible route and shall meet the requirements of 120-3-20-.28</p> <p>(2) Water Closets Water closets in accessible stalls shall comply with Chapter 17: Water Closets – 120-3-20-.27-pp. 75 & 76</p> <p>(3) Size and Arrangement The size and arrangement of the standard toilet stall shall comply with Diagram 48 – p. 289, Standard Stall. Standard toilet stalls with a minimum depth of 56 inches (1422mm) Diagram 48 – p. 289 shall have wall-mounted water closets. If the depth of a standard toilet stall is increased at least 3 inches (76mm), then a floor-mounted water closet may be used. Arrangements shown for standard toilet stalls may be reversed to allow either a left- or right-hand approach. Additional stalls shall be provided in conformance with Chapter 23: Toilet Rooms – 102-3-20-.33(4) – p. 90.</p> <p>Exception: In instances of alteration work where provision of a standard stall (Diagram 48 – p. 289) is technically infeasible or where plumbing code requirements prevent combining existing stalls to provide space, either alternate stall (Diagram 49 – p. 290) may be provided in lieu of the standard stall.</p> <p>GAC Notes: This chapter requires the use of the 60-inch (1524mm) standard stall (Diagram 48 – p. 289) and permits the 36-inch (914mm) or 48-inch (1219mm) wide alternate stall (Diagram 49 – p. 290) only in alterations where provision of the standard stall is technically infeasible or where local plumbing codes prohibit reduction in the number of fixtures.</p> <p>Pg. 77 – 78</p>		
Timeline for Solution: TBD	Date of Completion:	Cost: TBD

APPENDIX A

CITY OF WOODSTOCK, GEORGIA

AMERICANS WITH DISABILITIES ACT 1990

PUBLIC LAW 101-336, U.S.C. 12101, ET SEQ.



TAKE NOTICE that the City of Woodstock is currently conducting a Self-Evaluation and preparing a Transition Plan in accordance with the Department of Justice regulation 35.105.

All interested persons and organizations are invited to comment and/or participate by contacting Duane Helton, City of Woodstock ADA Coordinator and Building Official by mail or telephone.

Duane Helton is located at City Annex 12453 Hwy 92, Woodstock, GA 30188 and can be reached at (770) 592-6000

APPENDIX B



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 Woodstock will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

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

Effective Communication: The City of Woodstock 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 of Woodstock’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 of Woodstock 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 of Woodstock offices, even where pets are generally prohibited.

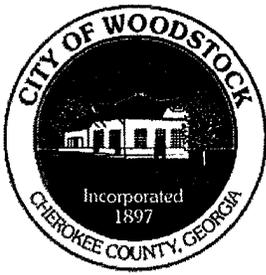
Anyone who requires auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the City of Woodstock, should contact the office of **Duane Helton, Building Official/ADA Coordinator** as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the City of Woodstock 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 program, service, or activity of the City of Woodstock is not accessible to persons with disabilities should be directed to **Duane Helton, Building Official/ADA Coordinator**.

The City of Woodstock 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 C



The City of Woodstock Grievance Procedure Under The Americans with Disabilities Act (ADA)

The 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 Woodstock. The City of Woodstock’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:

Duane Helton
Building Official & ADA Coordinator
City of Woodstock
12453 Hwy 92 Woodstock, GA 30188

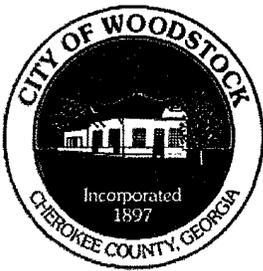
Within 15 calendar days after receipt of the complaint, the **ADA Coordinator** or **his/her** designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the **ADA Coordinator** or **his/her** designee will respond in writing, 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 Woodstock and offer options for substantive resolution of the complaint.

If the response by **ADA Coordinator** or **his/her** 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 **City Manager** or **his/her** designee.

Within 15 calendar days after receipt of the appeal, the **City Manager** or **his/her** designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the **City Manager** or **his/her** designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the **ADA Coordinator** or **his/her** designee, appeals to the **City Manager** or **his/her** designee, and responses from these two offices will be retained by the City of Woodstock for at least three years.

APPENDIX D



**City of Woodstock, Georgia
Americans with Disabilities Act (ADA)
Complaint / Grievance Form**

Complainant: _____

Person Preparing Complaint (if different from Complainant): _____

Relationship to Complainant (if different from Complainant): _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Phone: (____) _____ E-mail: _____

Please provide a complete description of the specific complaint or grievance:

Please specify any location(s) related to the complaint or grievance (if applicable):

Please state how you would like to resolve this complaint or grievance:

Please attach additional pages as needed.

Please do not contact me personally.

Signature: _____ Date: _____

Return to: City of Woodstock, ADA Program Coordinator, 12453 Hwy 92, Woodstock, GA 30188

Upon request, reasonable accommodation will be provided in completing this form, or copies of the form will be provided in alternative formats. Contact the ADA Coordinator at the address listed above, via telephone (770) 592-6000 x 1500, fax (770) 926-1375, email: dhelton@woodstockga.gov.

APPENDIX E

Resolution No. _____

**RESOLUTION APPOINTING GRIEVANCE OFFICERS
AND THE ADOPTION OF GRIEVANCE PROCEDURES
REQUIRED BY THE AMERICANS WITH DISABILITIES ACT 1990**

offered the following resolution and moved its adoption.

WHEREAS, the U.S. Department of Justice has promulgated regulations pursuant to the Americans with Disabilities Act 1990: and

WHEREAS, section 35.107 (A) of the said regulations establishes a requirement that a public entity with fifty (50) or more employees designate one or more grievance officers to comply and carry out its responsibilities including any investigation of any complaint: and

WHEREAS, the public entity is required to make available to all interested individuals the name, office address and telephone number of the employees or employees designated pursuant to this paragraph: and

WHEREAS, the public entity under section 35.107(B) is required to publish grievance procedures providing for prompt and equitable resolution of complaints alleging discrimination or violation of the Americans With Disabilities Act 1990: and

NOW, THEREFORE, BE IT RESOLVED by the City Council that Duane Helton and Jeff Moon

be hereby appointed as Grievance Officers in compliance of the mandates of the Americans with Disabilities Act and that notices be given that both officers can be reached at the City of Woodstock, 12453 Hwy 92, Woodstock, GA 30188, (770) 592-6000 and that these officers are to serve at the pleasure of the Administrator: and

BE IT FURTHER RESOLVED that the attached Attachment No. 1 relating to grievance procedures and outlining the rules and regulations adopted by this committee and promulgated pursuant to the authority of 42 USC 12101 et. Seq. And 28 CFR §35.107 to remain in force at the pleasure of the Administrator and to be available to any individual by simple request: and

BE IT FURTHER RESOLVED that the attached Attachment No. 1 be identified and known by the following titles:

CITY OF WOODSTOCK DISCRIMINATION PROCEDURE FORM NO. 1; and

BE IT FURTHER RESOLVED that the Administrator forward a certified true copy of this resolution to each person herein appointed and to the (office) of the CITY OF WOODSTOCK.

Seconded by _____
and adopted on the roll call by the following vote:

APPENDIX F

CITY OF WOODSTOCK
DISABILITY DISCRIMINATION GRIEVANCE PROCEDURE AUTHORIZED BY: THE
CITY COUNCIL OF THE CITY OF WOODSTOCK
AUTHORITY: 42 U.S.C. §12101 ET SEQ., AND 28 C.F.R §35.107

PREAMBLE

The ADA prohibits a public entity from discriminating against a qualified individual with a disability, or from excluding that person from participation in, or denying the person the benefits of, the services, programs or activities of the Township. Regulations of the United States Justice Department (found at 28 C.F.R. Part 35) require that such governmental agencies maintain and publish a procedure to be followed when someone wishes to complain of a violation of the law. Under this procedure anyone, including an employee or applicant for employment, who believes he or she had been discriminated against in any program, service or activity of (Name of Township), may require the Township to review and, if appropriate, to investigate the grievance. These rules set a forty-five (45) day objective for the completion of the inquiry by the Township and the issuance of a written determination by the Administrator or a designee; also set a thirty-day (30) day limit following the incident complained of in which the individual may file the grievance.

The rules also identify by title, with address and telephone number, the grievance officers of the City of Woodstock. They will be the individuals authorized to receive the grievances in the first instance and, who will pass information on to the department head or an appropriate designee, for the purpose of the initial inquiry and the decision making process. These rules will also contain a form for filing a grievance and a Notice of ADA Procedure, a copy of which will be made available to interested persons.

Chapter I

DISABILITY DISCRIMINATION GRIEVANCE PROCEDURE
SUBCHAPTER 1. DEFINITIONS

The following words and terms, as used in this chapter, shall have the following meanings unless the context clearly indicates otherwise.

“ADA” means the Americans with Disabilities Act, 42 U.S.C. Sec. 12101 et. Seq.

“City” means the City of Woodstock.

“Agency” means any department, division or entity controlled by the administration of the government of Woodstock

“Designated Grievance Officers” means the City ADA Coordinator and the City ADA Compliance Officer.

In addition the ADA Coordinator identified in the rule for this City is: Duane Helton

SUBCHAPTER 2. GENERAL PROVISIONS

Purpose

These rules are adopted by the City in satisfaction of the requirements of the ADA and regulations promulgated pursuant thereto, 28 C.F.R. 35. 107.

The purpose of these rules is to establish designated grievance officers whose duties shall include assuring that the City complies with and carries out its responsibilities under the ADA. Those duties shall also include the investigation of any complaints filed with the Township.

REQUIRED ADA NOTICE

In addition to any other advice, assistance or accommodation provided, a copy of the following notice shall be given to anyone who inquires regarding the agency's compliance with the ADA or the availability of accommodation which would allow a qualified individual with a disability to receive services or participate in a program or activity provided by the agency.

AGENCY NOTICE OF ADA PROCEDURE

The agency has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans With Disabilities Act. Title II states, in part, that "no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from participation in, be denied the benefits of or be subjected to discrimination" in programs or activities sponsored by a public entity. Rules describing and governing the internal grievance procedure can be obtained by contacting the City ADA Coordinator or the City ADA Compliance Officer. As those rules indicate, complaints should be addressed to the agency designated ADA Coordinator or the City ADA Compliance Officer, who have been designated to coordinate ADA compliance efforts, at the following address: 12453 Hwy 92 Woodstock, GA 80177

A complaint may be filed in writing or orally, but should contain the name and address of the person filing it, and briefly describe the alleged violation. A form for this purpose is available from the designated ADA Compliance Officers. In case of employment related complaints, the same procedures will be adopted.

A complaint should be filed promptly within thirty (30) days after the complainant becomes aware of the alleged violation. An investigation, as may be appropriate, will follow the filing of a complaint. The investigations will be conducted by the agency's designated ADA Grievance Officers. The rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.

In most cases a written determination as to the validity of the complaint and the description of the resolution, if any, will be issued by the designated decision makers a copy forwarded to the complainant no later than forty-five (45) days after its filing.

The ADA Grievance Officers will maintain the files and records of the agency relating to the complaints filed.

The right of a person to a prompt and equitable resolution of the complaint filed hereunder will not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency or the Georgia Division of Civil Rights. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies. The rules are construed to protect the substantive rights of interested persons, to meet appropriate due process standards and to assure that the agency complies with the ADA and implementing federal rules.

SUBCHAPTER 3. DESIGNATED GRIEVANCE OFFICERS

Designated ADA Grievance Officers

The designated coordinators of ADA compliance and complaint investigation for the City are:

All inquiries regarding the agency's compliance with the ADA and the availability of accommodation which would allow a qualified individual with a disability to receive services or participate in a program or activity provided by the agency should be directed to the designated grievance officers identified in (a) above.

All complaints alleging that the agency has failed to comply with or has acted in a way that is prohibited by the ADA should be directed to the designated grievance officers identified in this section, in accordance with the procedures set forth.

SUBCHAPTER 4. ADA COMPLIANT PROCEDURE

Complaint Procedure. Internal Grievance.

A complaint alleging that the agency has failed to comply with the ADA or has acted in a way that is prohibited by the ADA shall be submitted either in writing or orally to the designated ADA grievance officers.

Complaint Contents:

A complaint submitted pursuant to this subchapter may be submitted either in or on the forms set forth; Form No. 1, ADA 2 or ADA 3.

A complaint submitted pursuant to this subchapter shall include the following information:

The name of the complainant, and/or any alternate contact person designated by the complainant to receive communication or provide information for the complainant.

The address and telephone number of the complainant or alternate contact person.

A description of manner in which the ADA has not been complied with or has been violated.

Date and time of incident.

Name of any federal or state agency to which this incident has been reported.

Name and address and position of any City employee involved.

Name and address of any facility involved.

Name of department involved.

Name, address and telephone numbers of all witnesses.

Description of proposed remedy to satisfy the complainant.

Additional relevant information.

These rules and regulations will be effective as of the _____ and confirmed by resolution of the City Council of the City of Woodstock.

APPENDIX G

Employment Complaint ADA 2

Enforced by E.E.O.C.

City of Woodstock, Georgia

COMPLAINT FORM NO: ADA No. 2

Americans with Disabilities Act Grievance Form

- 1) Date: _____
- 2) Name of Grievant: _____
- 3) Address of Grievant: _____
- 4) Telephone number of Grievant: _____
- 5) Name, address & telephone number of alternate contact person:

- 6) Describe the manner in which the ADA has not been complied with or has been violated:

- 7) Give date and time of incident:

- 8) Give name of any federal or state agency to which this incident has been reported:

- 9) Give name and address and position of any City employee involved:

- 10) Give name, address and telephone number of all witnesses:

APPENDIX H

Services, Programs, Access Etc., Complaint ADA 3
Enforced by Department of Justice

City of Woodstock, Georgia

COMPLAINT FORM NO. ADA No. 3

Complainant: _____

Address: _____

City, State & Zip Code: _____

Telephone: Home: _____ Business: _____

Person Discriminated Against: (if other than the complainant)

Address: _____

City, State & Zip Code: _____

Telephone: Home: _____ Business: _____

Government, organization or institution you believe has discriminated:

Name: _____

Address: _____

City, State & Zip Code: _____

Telephone: _____

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 last page 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 this 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 _____

Agency or Court: _____

Contact person: _____

Address: _____

City, State & Zip Code: _____

Telephone number: _____

Do you intend to file with another agency or court?

Yes _____ No _____

Agency or Court: _____

Address: _____

City, State & Zip Code: _____

Telephone Number: _____

ADDITIONAL SPACE FOR ANSWERS

APPENDIX I



ADA ADVISORY COMMITTEE

ROLE AND RESPONSIBILITIES

The ADA Advisory Committee provides valuable input in determining disability policy for the City of Woodstock. The ADA Advisory Committee makes recommendations, advises the City on matters relating to people with disabilities, and is a primary public networking resource between persons with disabilities, disability service agencies, representatives from government agencies, and others. Members of the committee represent a broad cross-section of residents from the community. The ADA Advisory Committee works in conjunction with the Department of Public Works.

The ADA Advisory Committee:

- Acts as a liaison between the City and the disabled community living and doing business in the City of Woodstock.
- Assists the City with ADA projects including, but not limited to the: Self Evaluation, Transition Plan, publicity, website content, emergency planning for persons with disabilities, and training.
- Solicits public input on city-related ADA projects and programs and provides a public forum for individuals with disabilities and groups representing people with disabilities.
- Facilitates community awareness and advocacy by identifying and articulating common concerns.
- Educates members of the disability community, City employees, and the public about disability rights and accessibility issues.
- Makes recommendations to the Director of Public Works for the removal of physical barriers in City facilities, on City property, and the public rights-of-way based upon identified needs and budget.
- Works to improve accessibility for persons with disabilities throughout the community.
- Promotes emerging state and national disability issues relevant to the City.

APPENDIX J

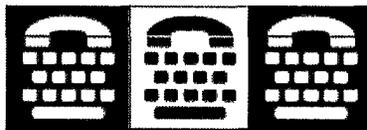


City of Woodstock

TTY Procedures

The following instructions are to ensure access to effective communications as required under ADA law for persons with disabilities. For more information or for assistance in using this equipment, contact the ADA Coordinator at (770) 592-6000 or email at dhelton@woodstockga.gov. For users who are new to using TTY equipment and want training, contact the ADA Coordinator.

1. Incoming calls received on the central TTY number (TBD) will be routed according to the caller's request.
 - a. Calls that can be transferred to a TTY phone in another department will be transferred.
 - b. Calls that cannot be transferred to a TTY phone will be asked when they will be available to take a return call. The call taker will then notify the department or individual of the need to place a TTY call. Immediate notification will occur through both email and phone to the appropriate individual.
2. Calls that are received by 12:00 PM on any given day need to be returned by the end of the day or an appointment made for a follow-up call.
3. Calls that are received after 12:00 PM on any given day need to be returned by 12:00 PM of the following business day or an appointment made for a follow up call.
4. Departments with TTY capabilities are free to advertise their TTY numbers to their customers to enable individuals to place calls directly to these lines. However, the central TTY number, TBD, will be the number used for all Citywide publications.



APPENDIX K



City of Woodstock
Title II of the Americans with Disabilities Act
Section 504 of the Rehabilitation Act of 1973

REQUEST FOR ACCOMMODATION OR BARRIER REMOVAL

Please type or print legibly.

Name of person making request: _____ Date of request: _____

Address: _____ City _____ State _____ Zipcode _____

Telephone number: _____ Email address: _____

Check one: Accommodation Barrier Removal

Accommodation needed or location of barrier: _____

Brief statement of why the accommodation is needed or the barrier removed: _____

Date accommodation is needed: _____

Barrier removal requests will be evaluated and managed by the ADA Coordinator and applicable staff.

.....

Signature: _____ Date: _____

Only to be completed if person needing accommodation is not the individual completing this form.

Person(s) affected by the situation (if other than reporting individual): _____

Address: _____ City _____ State _____ Zipcode _____

Telephone number: _____ Email address: _____

.....

**Give the completed form to the department
where accommodation is needed or send to:**

Duane Helton, ADA Coordinator
City of Woodstock
12453 Hwy 92
Woodstock, GA 80177

**For more information or assistance
completing the form, please contact:**

Duane Helton, ADA Coordinator
(770) 592-6000
TBD (TTY)
dhelton@woodstockga.gov

APPENDIX L

City of Woodstock
Finding of Undue Administrative or Financial Burden
Under the Americans with Disabilities Act

Under the ADA, the City does not have to take any action that it can demonstrate would result in a fundamental alteration in the nature of its program or activity or in undue financial and administrative burdens. This determination can only be made by the City Manager or his or her designee and must be accompanied by a written statement of the reasons for reaching that conclusion. The determination that undue burdens would result must be based on all resources available for use in the program. If an action would result in such an alteration or such burdens, the City must take any other action that would not result in such an alteration or such burdens but would nevertheless ensure that individuals with disabilities receive the benefits and services of the program or activity.

Description of Program, Service, or Activity:

Description of Barrier (include applicable section of regulations) and Proposed Action:

Location/Facility (note: some actions may apply across multiple facilities):

Estimate of resources required to implement proposed action:

Resources currently available for use in this program:

Why would taking the proposed action result in an undue financial or administrative burden?

Describe any other actions (that would not create undue burdens) that can be taken to improve accessibility to the program, service, or activity:

City official making this determination:

APPENDIX M



City of Woodstock

Conducting Special Events ADA Compliance

A special event is any temporary event held on property owned and/or managed by the City of Woodstock including the right-of-way. A special event may last for many days or may be as brief as a partial day. Approval from the ADA Coordinator is required whether or not the City of Woodstock sponsors the event.

Special events must meet the current accessibility standards adopted by the City, even if the event is not being sponsored by the City. This ensures that barriers are addressed prior to the event, so all participants may enjoy the event. We recognize that events have varying budgets, but the standards must be applied evenly. The ADA Coordinator can assist you in determining possible solutions to accessibility challenges you may face during the planning and set-up of your event.

Your event must be approved by the ADA Coordinator prior to the first day of the event itself, or prior to the first day of set-up, whichever comes first.

Non-compliance with ADA requirements may result in withdrawal of the approval to use the City facility or property in question for your event. You are, therefore, strongly encouraged to submit the Special Event Application form (see below) as soon as possible, to allow yourself time to make any changes that may be necessary to come into compliance with ADA standards.

The form also contains “awareness material” – information you are responsible for knowing when you hold an event on City property.

There is no fee required for filing or receiving ADA approval for your event.

Special Event Application form: You may print the application and fill it in by hand, or you may fill it in online and then print it (if you choose this option, please remember that the printed version still requires your signature). The City’s ADA mailing address and fax number are provided on the form.

When your event has been approved, the form will be returned to you, signed and dated by the ADA Coordinator.

ADA Coordinator • 12453 Hwy 92 • Woodstock, GA 30188
Phone: (770) 592-6000 x 1500 • Fax: (770) 469-6576 • TTY: TBD
Email: dhelton@woodstockga.gov
URL: TBD

APPENDIX N



City of Woodstock

Special Event Application and Awareness Material

Special events on City property are required to meet Americans with Disabilities Act (ADA) standards for accessibility. Application for an event and signature on this Special Event Application indicate that you are aware of the ADA requirements and agree to provide a barrier-free event. This application must be completed by the event organizer and returned to the ADA Coordinator.

Event Name: _____	Event Location: _____
Event Organizer: _____	Event Set-Up Date(s): _____
Event Date(s): _____	Organizer Email: _____
Organizer Address: _____	Organizer Phone #: _____
Organizer Fax #: _____	

Description of Event: _____

Notice: An event layout map **MUST** be submitted for each event, identifying all elements such as portable toilets, tents, ramps, companion seating, etc...

Circle the appropriate response (Yes, No, or Not Applicable) about the issues below, or enter the required information:

Request for Accommodation Notice on Printed Material (see requirement below*)	YES	NO	N/A	Assistive Listening Devices Available	YES	NO	N/A
Parking for the Event	YES	NO	N/A	Hose Bridges or Cord Covers	YES	NO	N/A
Accessible Parking (If parking is provided, accessible parking is required)	YES	NO	N/A	Sales or Service Counters (36" maximum height)	YES	NO	N/A
Accessible Passenger Loading/Unloading Zone (If parking is not provided, a loading/unloading zone is required)	YES	NO	N/A	Marked Accessible Path of Travel with Temporary Signs (required if the entire area is not accessible)	YES	NO	N/A
Barricades (example: tent tie-downs require some form of barricade)	YES	NO	N/A	Total Number of Toilets			
Temporary Directional Signage (60" minimum height)	YES	NO	N/A	Number of Accessible Toilets			
Temporary Ramps (marked with temporary signage)	YES	NO	N/A	Number and Size of Tents			
Seating Provided	YES	NO	N/A	Number of Soft Play Structures			

*The following Request for Accommodation Notice is required on all printed materials for your event, and must be in text no smaller than the smallest text otherwise on the material:

For an ADA Accommodation, contact [Contact Person's Name] at [Contact Person's Phone].

Event's Responsible Contact Person	ADA Coordinator Approval
Name: _____	Name: _____
Signature: _____	Signature: _____
Date Signed: _____	Date Signed: _____

Return this completed application with event layout map to:

ADA Coordinator • 12453 Hwy 92 • Woodstock, GA 30188
 Phone: (770) 592-6000 x 1500 • Fax: (770) 469-6576 • TTY: TBD
 Email: dhelton@woodstockga.gov • URL: TBD

APPENDIX 0



City of Woodstock SPECIAL EVENT ADA AWARENESS INFORMATION

All City-sponsored workshops, conferences, hearings, events, or any other activities related to the City of Woodstock, must be accessible to people with disabilities. All workshops, conferences, hearings, events, or any other activities held on City property must be accessible to people with disabilities. The ADA Coordinator provides the following information to assist you in ensuring that your events are accessible.

GENERAL

- Concern should be given to the accessibility of your event's location.
- An event layout map with all elements (such as parking, portable toilets, ramps, seating, accessible paths of travel, etc.) is required with this application.
- All printed material for an event is to include the Request for Accommodation notice with the international symbol for accessibility, a contact name, and the contact's phone number.
- Requests for accommodation may include material in an alternate format, an interpreter, or assistive listening devices.

BARRIERS

- Concern should be given to elevation changes of more than $\frac{1}{4}$ " vertical or $\frac{1}{2}$ " beveled. This classifies as a barrier and requires a temporary ramp.
- All cords, wires, hoses, etc., that are located within a path of travel must be ramped or placed within a cord cover.

PATHS OF TRAVEL

- An alternate path of travel is required when the public right-of-way is obstructed.
- If an alternate path of travel is provided, signage designating the alternate path of travel is required.
- An alternate path of travel must be provided whenever the existing pedestrian access route in a public right-of-way is blocked by temporary conditions.
- Where possible, the alternate path of travel shall be parallel to the disrupted pedestrian access route, and on the same side of the street.
- An alternate path of travel shall have no protrusions up to a height of 80", including scaffolding and scaffolding braces. Where the alternate path of travel is adjacent to potentially hazardous conditions, the path must be protected with a barricade.

PARKING

- If parking is provided for an event, accessible parking is required.
- If no parking is provided for an event, an accessible passenger loading and unloading zone is required.
- Accessible parking and passenger loading and unloading zones are required to be identified using the international symbol for accessibility.
- Signs with the international symbol for accessibility are to be mounted at a minimum of 60" from the finished floor or the ground.

SALES OR SERVICE COUNTERS

- If sales or service counters are provided for your event, the height must be no more than 36" from the finished floor or the ground, and the width must be at least 36" wide.

ACCESSIBLE ROUTE

- An accessible route is required from the accessible parking, and from the passenger loading and unloading zone to the event entrance.
- An accessible route is required within the event.
- An accessible route must be a minimum of 36" in width.
- Accessible routes must be identified with the international symbol for accessibility, including directional arrows, a minimum of 60" from the finished floor or the ground.
- Temporary ramps that do not exceed a 8.33% grade may be required to provide an accessible route.

SEATING

- If seating is provided, accessible seating and companion seating are required.
- Accessible seating and companion seating areas must be identified using the international symbol for accessibility, placed at a minimum height of 60" above the finished floor or the ground.

PORTABLE TOILETS

- If portable toilets are provided, they must be accessible and located on a level area not to exceed a 2% cross-slope in any direction.
- The total numbers of portable toilets that are being provided for the event determines the required number of accessible portable toilets. This number is 5% of the total, but in no event less than one for each location. If a single unit is placed, it must be accessible. The placement of single units will increase the number of accessible portable toilets required for your event.
- An accessible route to each portable toilet is required.
- Accessible portable toilets must be identified with the international symbol of accessibility.

To request this form in an alternate format, contact the ADA Coordinator at:
(770) 592-6000 x 1500 (voice) • (770) 926-1375 (fax) • email: dhelton@woodstockga.gov

