VILLAGE OF PALMETTO BAY
"VILLAGE OF PARKS"

AMERICANS WITH DISABILITIES ACT (ADA)

TRANSITION PLAN

Effective: May 2016

Approved by the Village Manager on May 3, 2016

Edward Silva, Village Manager

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I. INTRODUCTION

The Americans with Disabilities Act (ADA) of 1990 is a civil rights statute (hereinafter referred to as the Act) that prohibits discrimination against people who have disabilities. There are five separate Titles (sections) of the Act relating to different aspects of potential discrimination. Title II of the Act specifically addresses the subject of making public services and public transportation accessible to those with disabilities. With the advent of the Act, designing and constructing facilities for public use that are not accessible by people with disabilities constitutes discrimination.

The Act applies to all facilities, including both facilities built before and after 1990. As a necessary step to a program access plan to provide accessibility under the ADA, state and local government, public entities or agencies are required to perform self-evaluations of their current facilities (and infrastructure), relative the accessibility requirements of the ADA. The agencies are then required to develop a Program Access Plan, which can be called a Transition Plan, to address any deficiencies. The Plan is intended to achieve the following:

1. A list of obstacles to ADA compliance and the procedure for removing and/or accommodating these obstacles,
2. A list of structural modifications that are needed,
3. The timeline when these changes will be accomplished,
4. Estimated costs of each change outlined in the plan,
5. Identify the public officials responsible for implementation of the Transition Plan.

An evaluation is required and intended to examine programs, activities and services, identify problems or physical barriers that may limit accessibility by the d isabled and describe potential compliance solutions.

This Transition Plan describes the process by which facilities were evaluated and prioritized for accessibility improvements and establishes a schedule for the removal of those barriers where ADA hazards exist.

II. BACKGROUND

The Village of Palmetto Bay is com mitted to providing accessible facilities and services to all Palmetto Bay residents and visitors. In accordance with the Department of Justice, the requirements of Title 11 of the Americans with Disabilities Act of 1990 and The Florida Building Code, Chapter 1 1, Accessibility, the Village of Palmetto Bay will not discriminate against qualified individuals with disabilities on the basis of disability in Village services, programs, or activities.

In an effort to provide amenities for persons with disabilities, the Village offers a variety of services and activities. Our Village Hall Commission Chamber is equipped with an assistive hearing device upon request to the Village Clerk (305) 259-1234.

The Village of Palmetto Bay is regulated by Title II (State and Local Government Services) of the accessibility requirements, and may not discriminate on the basis of disability (28CFR F35. I30). Each service, program, or activity must be operated so that, when viewed in its entirety, it is readily accessible to and usable by individuals with disabilities, unless it would result in a fundamental alteration in the nature of the service, program, or activity or in undue financial and administrative burdens. Structural changes, to meet "program accessibilities" requirements in existing buildings, may be required where other methods of achieving compliance are not effective. These structural changes must be documented with a specified time line for correction and an estimated cost along with where the money is coming from (i.e., General Fund, Capital Improvement Fund (CIP)).

III. OBJECTIVE

The objective of this document is to provide an ADA Transition Plan for the Village of Palmetto Bay to be proactive in removing existing barriers. The Village will work diligently to reduce/eliminate all barriers identified in the Transition Plan. Although the Building, Parks and Facilities Transition Plan has been prepared with proper care and attention, it must be understood that there is a possibility of it containing inadequacies and/or errors. The ADA guidelines/regulations along with the Florida Building Codes could change, so flexibility with interpretations and code updates may be required. Further, because of the broad scope of all Village programs and services and the multitude of locations from which they are accessed, the Village's Transition Plan is intended to be a fluid document that can and will be refined, changed and expanded during its continued life. The Village understands the possibility of the need to amend its Plan and stands ready to review and consider suggestions and input.

IV. NEW CONSTRUCTION AND RENOVATIONS

New construction and renovations are done to meet both Florida and Federal standards for disability access.

1. Developers of undeveloped and redevelopment parcels will be required to address ADA deficiencies in the rights of way adjacent to their developments.
2. The Village will monitor all permitted construction work approved after the Effective Date of this Transition Plan affecting the Pedestrian Rights of Way to ensure that it conforms to the requirements set forth in this Transition Plan.
3. The Village will monitor all permitted work for existing driveways. The Village will not approve any permit to modify an existing driveway that would create an unreasonable cross-slope or worsen an existing cross-slope within the path of travel along Pedestrian Rights of Way.

V. MAINTENANCE PROGRAM

The Village will address deficiencies in access in the following ways:

Sidewalks, curb ramps, detectable warnings, intersections, crossings, signs, landscape materials, and accessible pedestrian signals shall be inspected at least ***every three years*** for compliance and ensure they do not constitute hazards to the public.

The Village has a 5 year Capital Improvement Program which includes the milling and resurfacing of Village streets. As part of the sidewalk and milling and resurfacing projects ADA deficiencies in the right of way will be addressed.

VI. STEPS TO COMPLIANCE

The official responsible for implementation of the Village of palmetto Bay's ADA Transition Plan is Corrice E. Patterson. This individual has been designated as the Village of Palmetto Bay Public Services ADA Coordinator. The expected benefits of having an ADA Coordinator are:

- It makes it easier for members of the public to identify someone to assist them with questions and concerns about disability discrimination,
- It provides a single resource of information so questions from the Village staff and from the public can be answered quickly and consistently, and
- It provides focus on the issue and allows a single individual who can be instrumental in moving compliance plans forward.

VII. PUBLIC OUTREACH PROGRAM

Public Outreach programs will include:

- The dissemination of information and requests for comments will take place through awareness days, newsletters, and websites,
- A copy of this Transition Plan will be published on the Village's website and the public will be invited to provide comments. The plan will be updated, as needed, based on the comments received,
- The possible source of input to the ADA Transition Plan is public participation at Village Council meetings which are open to the public and allow for public comments during the meeting.

VIII. COMPLAINT PROCEDURE

Any complaint shall be written, signed by the complainant and shall provide an address to which notices are sent. Notices shall be sent to:

Village of Palmetto Bay
Attn: Corrice E. Patterson
9495 SW 180th Street
Palmetto Bay, FL 33157

Complaints shall state the type of discrimination alleged, the circumstances or situation resulting in the alleged discrimination, and the remedy requested.

The Village's ADA Coordinator will investigate the complaint and attempt to resolve the complaint. If unsuccessful in resolving the complaint, the ADA Coordinator shall provide written notice to the complainant and to the agency of the right to have the complaint heard should the complainant desire to do so.

A Transit ion Plan has been created and the Village is in the process of identifying barriers to accessibility, type of renovation and the approximate time of the barrier removal.

Phase I of this Transition Plan is a work in process, and we are inspecting all of the Buildings, Parks and facilities owned and used by the Village of Palmetto Bay for ADA, and Florida Building Code Accessibility Compliance. Buildings and Facilities will be grouped into two categories: those that are in compliance and those that are not. The buildings and facilities that need work to be in compliance will be ranked to prioritize the buildings with the greatest public access to services or programs. We will also be developing Phase II of the Transition Plan, which is to assess the streets and sidewalks within the Village of Palmetto Bay.

Phase II will be completed by the Public Services Department. Street curbing and sidewalks located within Village owned and maintained right of ways will be inspected to determine where non- compliance issue exist. The resulting information will be incorporated into the Transition Plan. The Plan must include projects to be completed, cost estimates and projected completion dates; the funding source for these projects will also be in the Plan.

- Requesting an ADA Accommodation

The request for accommodation should include the name, address and telephone number of the individual requesting the accommodation (see Attachment 2-Request for Accommodation Form). The request should contain the location of the program, service, activity or facility where the accommodation is required and a description of why the accommodation is needed.

Complete the form and submit it to:

Corrice E. Patterson, A DA Coordinator,
Public Services Director, Village of Palmetto Bay
9495 SW 180th ST
Palmetto Bay, Florida 33157
(305) 969-5011 (phone)
(305) 969-5011 (fax)

Within fifteen (15) calendar days of the written request, the ADA Coordinator will respond to the individual requesting the accommodation. If the response by the ADA Coordinator does not satisfactorily resolve the issue, the individual making the request may file a formal grievance as indicated in Section B below. All Requests for Accommodation received by the ADA Coordinator will be kept by the Village of Palmetto Bay as required by law.

- Filing an ADA Grievance

This Grievance Procedure is established to meet the requirement s of the Americans with Disabilities Act (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of the disability in the provision of services, activities and programs by the Village of Palmetto Bay.

Step 1- The Written Complaint

The complaint should be in writing and contain information about the alleged discrimination such as name, address and phone number of the complainant and location, date and description of the problem (see Attachment 3 for Filing an ADA Grievance Form). Alternative means of filing complaints will be made available for persons with disabilities upon request.

Contact the ADA Coordinator to request this information in an alternate format or the "Request for Accommodation" or "ADA Grievance" forms. The complaint should be submitted by the complainant as soon as possible, but no later than ninety (90) calendar days after the alleged violation (or discovery thereof) to:

Corrice E. Patterson, A DA Coordinator,
Public Services Director, Village of Palmetto Bay
9495 SW 180th ST
Palmetto Bay, Florida 33157
(305) 969-5011 (phone)
(305) 969-5011 (fax)

Step 2 - Meeting with the ADA Coordinator

Within fifteen (1 5) calendar days of the written complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the ADA Coordinator will respond in writing or in a format accessible to the complainant. The response will explain the position of the village of Palmetto Bay and offer options for resolution of the complaint.

Step 3 -Appeal to the Village Manager

I f the response by the A DA Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision, within fifteen (1 5) calendar days after receipt of the response, to the Village Manager or an appointed representative.

Within fifteen (15) calendar days after receipt of the appeal, the Village Manager, or an appointed representative, will meet the complainant to discuss the complaint and possible resolutions.
Within fifteen (15) calendar days after the meeting, the Village Manager, or an appointed representative, will respond in writing or in a format accessible to the complainant of final resolutions to the complaint.

Al l written complaints received by the ADA Coordinator, appeals to the Village Manager, and responses from the ADA Coordinator and the Village Manager, will be kept by the Village of Palmetto Bay as required by law.

- Accommodation and Grievance Response

In responding to request(s) for structural improvement brought through the ADA Accommodation and Grievance process, the ADA Coordinator is limited in funding, but it will be spelled out in Phase II of the Transition Plan. In the event that these allocated funds are insufficient or already spent, subsequent improvements will be prioritized and scheduled in subsequent fiscal years.

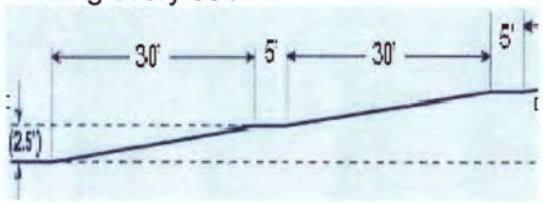
IX. SELF-EVALUATION CHECKLIST

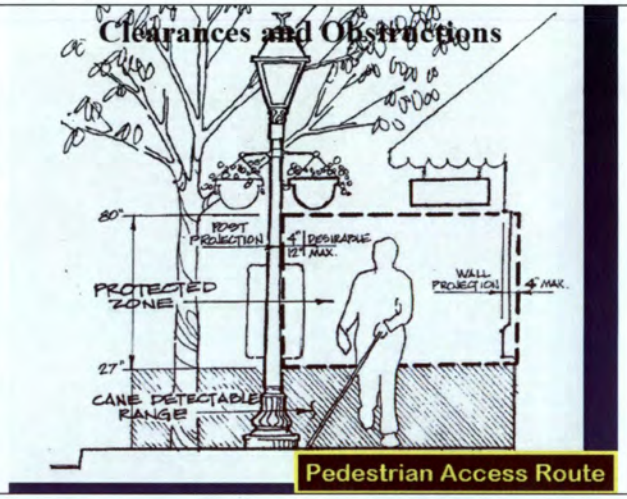
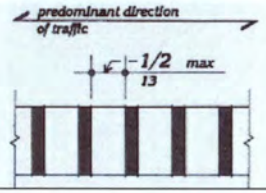
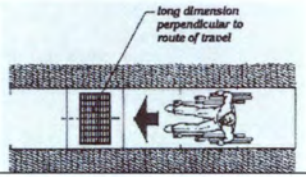
SELF-EVALUATION CHECKLIST

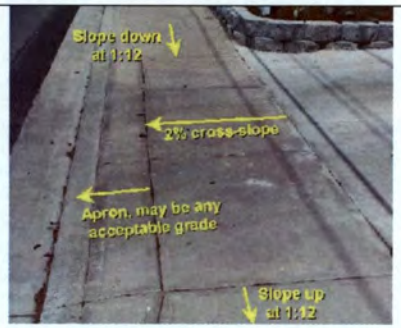
ISSUE	POSSIBLE BARRIERS
Sidewalk and Pathway Clear Width	Narrow, Below Guidelines
Sidewalk and Pathway Cross Slope	Steepness, Irregularity, Variability, Warping
Landings Along Sidewalks and Pathways	Less than 4-feet by 4-feet
Sidewalk and Pathway Grade	Steepness, Angle Points
Materials and Finishes	Deterioration of Surfaces, Deterioration of Markings, Appropriateness of Material
Gratings	Grating Type, Grate Opening Orientation
Discontinuities	Missing Sections, Gaps, Drops, Steps
Detectable Warning System	Missing, Inappropriate Materials, Inadequate Size, Wrong Location
Traffic Signal Systems	Lack of Provision for the Visually Impaired, Inadequate Time Allowed for Crossings, Inoperable Buttons, Inaccessible Buttons
Curb Ramp	Missing, Doesn't Fall within Marked Crosswalk, Doesn't Conform to Guidelines
Curb Ramp Flares	Missing Where Required, Too Steep

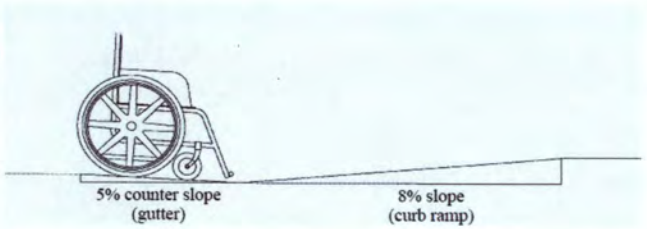
PRIORITY	SITUATION
Highest	
1A	Existing Curb Ramp with Running Slope Greater than 12% and Location near a Hospital, School, Transit Stop, Government Building, or Similar Facility
1B	No Curb Ramp where Sidewalk or Pedestrian Path Exists and Location near Hospital, School, Transit Stop, Government Building, or Similar Facility
2A	An existing Curb Ramp with a Running Slop Greater than 12% (Not located near a Hospital, School, Transit Stop, Government Building, or Similar Facility
2B	No curb Ramp where a Sidewalk or Pedestrian Path Exists (Not Located near Hospital, School, Transit Stop, Government Building, or Similar Facility
3	No Curb Ramp where a Striped Crosswalk Exists
4	One Curb Ramp per Corner and Another is needed to serve the Other Crossing Direction
5A	An existing Curb Ramp with either a Running Slope Greater than 1 to 12 or an Insufficient Landing
5B	An Existing Curb Ramp with Obstructions in the Ramp or the Landing
5C	An Existing Curb Ramp with any of the Following Conditions: A Cross Slope Greater than 3%; A Width Less than 36-inches; No Flush Transition or a Median or Island Crossings that are Inaccessible

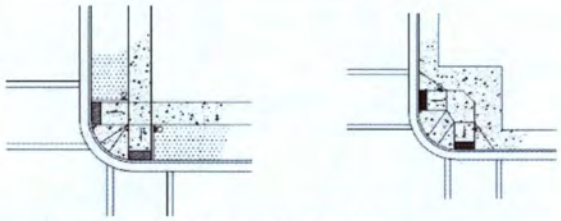
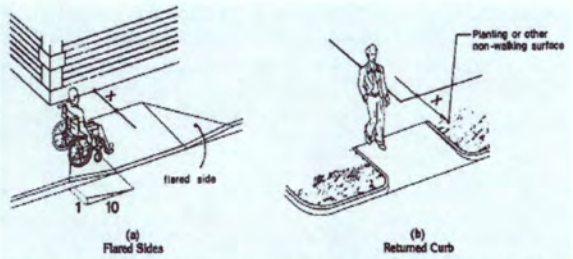
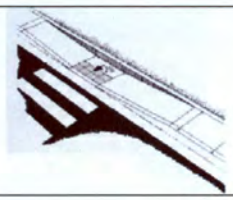
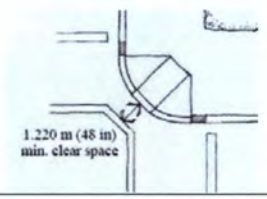
ATTACHMENT 1: ADA INSPECTION CHECKLIST **Location** _____

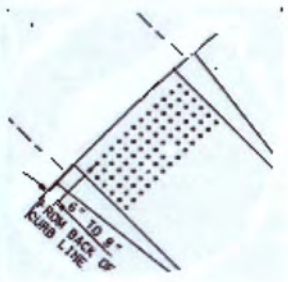
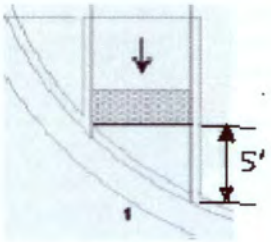
SIDEWALKS				
Figures/Examples	**Requirements [1]**	**YES**	**NO**	**NA**
	All sidewalks constructed are ADA compliant.			
	• Sidewalks are 5' or greater in width. Exception, existing sidewalks or where physical restraints exists, sidewalks may be less than 5' wide, but must be at minimum 3' or greater in width with 5' x 5' level landings provided no more than 200' apart. (A level landing is defined as a landing with no cross or running slopes greater than 2.0%. Driveways or parking lots may be considered as landings if they meet the requirements of a landing.)			
	• Sidewalk cross slopes are 2.0% or less.			
For example, a segment with the maximum allowed running slope of 8.33% would require 5' x 5' landing every 30'. 	• Sidewalk running slopes meet any of the following conditions: ○ The sidewalk is at the same grade as the roadway, regardless how steep the roadway grade is. ○ If the sidewalk is at a different grade than the roadway, yet the running slope of the sidewalk is not greater than 5%. ○ If the sidewalk running slope is at a different grade than the roadway and the running slope is greater than 5%, then the sidewalk will be considered a ramp and shall meet the following requirements: ▪ Maximum grade is 8.33% for any segment. ▪ Maximum rise for a segment is 30". ▪ 5' x 5' landings are located between each segment.			
	• Surface Level Criteria - There are no height differentials with a lip greater than ¼" in height. Exceptions, a height differential between ¼" and 1/2'" is acceptable if it is beveled at a 2:1 slope or a height differential greater than ½" is acceptable if it is ramped with a slope of 8.33% or less.			
	• All utility poles, light posts, traffic posts, fire hydrants, and other manmade vertical appurtenances are located outside of the sidewalk path. If right of way prevents relocation of an appurtenance, the pathway width is at minimum 32" wide and the length of the restricted pathway is no more than 2'.			
	• Utility covers, such as manholes and water meters, have a slip resistant top, as much as possible, and meet changes in level criteria.			
	• Lift holes for manhole/utility covers do not have an opening greater than ½". Plugging of holes greater than ½" with a material approved by the engineer is acceptable as long as it is flush with the cover surface.			

	• There are no horizontal obstructions within the sidewalk pathway. See adjacent figure for examples of what is considered acceptable, specifically: ○ Wall projections or signs or other objects attached to posts do not exceed 4" into the pedestrian path between 27" and 80" above the ground. Exception, signs or other objects attached to posts may project into the pedestrian pathway up to 12", but is not preferred and should be limited to 4" where possible.			
   Wrong Installation  	• If gratings are located in the sidewalk or other walkways paths, the spacing of the gratings is not greater than ½ in. (13 mm) wide in one direction. Gratings with elongated openings are installed so that the long dimension is perpendicular to the dominant direction of travel.			

ENTRANCES				
Figures/Examples	**Requirements [1]**	**YES**	**NO**	**NA**
	All entrances are ADA compliant.			
	• A level pedestrian access route (walkway) is provided across commercial and residential entrances, meeting the following criteria: ○ The walkway is at minimum 3' wide. ○ Cross slope of walkway is 2 percent or less. ○ Walkway is at the same grade as the adjacent roadway. ○ The walkway does not have to be marked, but provides a straight line between the adjoining sidewalks or ramps. ○ There is not an abrupt transition from the driveway to the roadway for vehicles, i.e., vehicles will not bottom out when driving over the transition.			

RAMPS				
Figures/Examples	**Requirements [1]**	**YES**	**NO**	**NA**
	All ramps are ADA compliant.			
	• General requirements for all ramps are: ○ Ramps are present where sidewalks exist. ○ The ramp width is the same width as the sidewalk. ○ The ramp is not less than 36" wide at the bottom. ○ Cross slope of ramp is 2.0% or less. ○ Running slope of ramp is 8.33% or less and oriented to path of travel. Exception, ramps being retrofitted into existing facilities where space limitations prohibit the use of a 8.33% slope or less may have slopes and rises as follows: ▪ A slope between 1:10 and 1:12 is allowed for a maximum rise of 6 inches (150 mm). ▪ A slope between 1:8 and 1:10 is allowed for a maximum rise of 3 inches (75 mm). ▪ A slope steeper than 1:8 is not allowed. ○ Curb lip height is ½" or less. ○ Street and ramp slope break is 13% or less. (See adjacent figure.) ○ No drainage or silt problems within ramp or at gutter line at ramp exit. ○ No design or maintenance obstructions within the ramp pathway.			

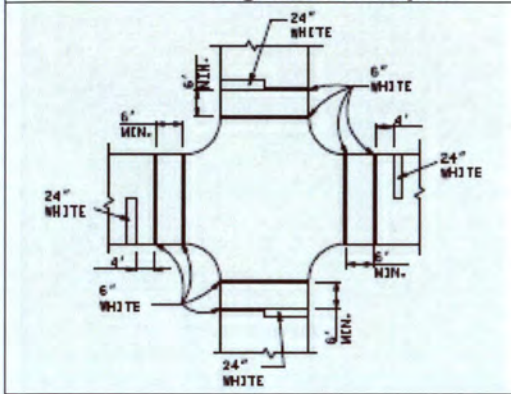
 Perpendicular Ramps  X = 4' Flared Sides in Pathway Flared Sides Not in Pathway	• Perpendicular ramps meet the following criteria: ○ Have at minimum a level 5' x 5' landing (not more than 2% cross slope in any direction) at the top of the ramp. Exception, a top landing is not required if the ramp serves only one sidewalk and the ramp is aligned with the direction of travel of that sidewalk, i.e., no turning movement required for a person in a wheelchair to align with the running slope of the ramp. A landing is preferred, but may not be able to be constructed because of the steep grade of a sidewalk, making it technically infeasible to construct. For example, an existing sidewalk at a 7% grade with a 6"curb height would require the beginning of a 5' x 5' landing to be installed at 35.7' back from the curb with a ramp at 8.33% running slope. This may be technically infeasible because of limited right of way and/or beyond the scope of the project. ○ Flared sides with a slope of 10 percent maximum, measured parallel to the curb line, are provided where a pedestrian circulation path crosses the curb ramp. If the flared sides are not in the pathway, then there is no maximum slope and can be vertical curbs. (See adjacent figure for further explanation.)			
	• Parallel ramps have at minimum a level 5' x 5' landing at the bottom of the ramp.			
  	• Diagonal ramps meet the following criteria: ○ Have at minimum a level 5' x 5' landing at the top and at minimum a 48" clear space at the bottom of the ramp. ○ If a crosswalk is present, the clear space is contained within the crosswalk. ○ If the flared sides are within the pedestrian pathway, the slope of the flares is 10% or less.			

DETECTABLE WARNINGS (TRUNCATED DOMES)				
Figures/Examples	**Requirements** [1]	**YES**	**NO**	**NA**
	Detectable warnings (truncated domes) are properly installed and ADA compliant.			
	• Installed on all ramps at streets, signalized commercial entrances and railroad crossings.			
	• Not installed on ramps at residential, public or non-signalized commercial driveways.			
 	• The preferred location of the truncated dome surface area is 6"-8" from the face of the curb (gutter line). Exception, on large curb radii one edge of the detectable warnings may be placed at the face of the curb to minimize the distance that the other edge is from the face of the curb; however, neither corner of the detectable warning may be more than 5' from the face of the curb line.			
	• The truncated dome surface area is at minimum a 2' strip that extends the entire width of the ramp, excluding flared sides. Exception, the dome surface area may be stopped 2" from each side of the ramp to aid construction and to prevent the concrete from chipping at the edges.			
	• The truncated domes are aligned on a square grid in the direction of pedestrian travel or installed radial to the grade break.			
	• Detectable warnings are not stamped into concrete and are an ADA approved product.			
	• Detectable warnings contrast visually with the adjoining surface, either light-on-dark or dark-on-light (recommended bright red on concrete and bright yellow on asphalt).			

CUT THROUGHS IN ISLANDS OR MEDIANS				
Figures/Examples	**Requirements** [1]	**YES**	**NO**	**NA**
	All cut throughs in islands or medians are ADA compliant.			
	• The width of the cut through is at minimum 5' wide. Exception, narrower cut throughs of a minimum width of 3' are acceptable if there is a 5' x 5' passing area within the cut through.			
	• The cross slope is 2% or less. Exception, on steep grades this may not be possible, in which case, the cross slope shall not exceed the grade of the roadway.			
	• The cut through is oriented with the path of travel.			
	• Detectable warnings are installed on the surface of the cut through on each side, located 6"-8" back from the street. If the cut through ≤ 6' in length, then the detectable warnings cover the entire area.			

ACCESSIBLE PEDESTRIAN SIGNALS (PUSHBUTTONS)				
Figures/Examples	**Requirements** [1]	**YES**	**NO**	**NA**
	All accessible pedestrian signals (pushbuttons) within the project limits are ADA compliant.			
	• Pushbuttons are a minimum 2" across in one dimension, raised (not recessed), contrast visually with the housing or mounting, and have a maximum force of 5 pounds to activate operable parts.			
	• The control face of the pushbuttons is installed to face the intersection and parallel to the direction of the crosswalk it serves.			
	• The location of pushbuttons for new construction are within a longitudinal distance of 5' maximum from the crosswalk line, and 30" minimum to 10' maximum from the curb line (this measurement is taken from the center of the ramp). For audible pedestrian signal devices only, pushbuttons are a minimum 10' apart at crossings and a minimum 5' apart at islands or medians. This minimum distance may be waived for audible pushbuttons in medians and islands.			
	• Pushbuttons are located no higher than 42" from the ground and within 24" reach from a level paved landing with minimum dimensions of 30" x 48", and positioned for either forward or parallel approach to the pushbutton. For existing locations, pushbuttons at a height up to 48" and a reach of 25" are acceptable as long as other ADA accessibility criterion is met, i.e., pushbuttons are ADA compliant, level landing provided, within required distances from street and crosswalk.			

	• Where pushbuttons for the visually impaired are installed, tactile signs are to be provided that meet guidelines set forth in the EPG.			

CROSSWALKS				
Figures/Examples	**Requirements** [1]	**YES**	**NO**	**NA**
	***All crosswalks are ADA compliant.***			
	• Minimum width of the crosswalk is 6'.			
	• Crosswalk pavement marking is 6" white.			
	• Stop bar is at minimum 4' from the crosswalk.			

1 Any "NO" answer means that location is ADA non-compliant, except as follows. Although exceptions listed in the above requirements do not meet FDOT current policy standards, that criterion does meet the minimum ADA standards and will be accepted as ADA compliant. Where it is technically infeasible to correct deficiencies as part of a current work, those locations will be labeled as non-compliant, "NO", and added to the transition plan for correction at a later date.

Inspector Name:_____	
Inspector Signature:_____	Date: _____
ADA Coordinator Name:_____	
ADA Coordinator Signature:_____	Date: _____

ATTACHMENT 2

CONFIRMATION OF REQUEST
FOR REASONABLE ACCOMMODATION

1. **Reporting Individual**

_____ _____
Applicant's or Employee's Name **Date of Request**

_____
Applicant's or Employee's Address, City, State and Zip Code

_____
Telephone Number

2. **TYPE OF ACCOMMODATION REQUESTED, IF KNOWN.** ***(Be as specific as possible, e.g., assistive technology, reader, interpreter, schedule change,)***

_____
Service Facility or Program Event requiring Accommodations

_____
Address, City, State and Zip Code

_____
Telephone Number

3. **REASON FOR REQUEST.**

If accommodation is time sensitive, please explain:

(ADA Coordinator will assign number) **Log No.:** _____

Privacy Act Statement

The Rehabilitation Act of 1973, 29 U.S.C. section 791, and Executive Order 13164 authorize collection of this information. The primary use of this information is to consider, decide, and implement requests for reasonable accommodation. Additional disclosures of the information may be: To medical personnel to meet a bona fide medical emergency; to another Federal agency, a court, or a party in litigation before a court or in an administrative proceeding being conducted by a Federal agency when the Government is a party to the judicial or administrative proceeding; to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of the individual; and to an authorized appeal grievance examiner, formal complaints examiner, administrative judge, equal employment opportunity investigator, arbitrator or other duly authorized official engaged in investigation or settlement of a grievance, complaint or appeal filed by an employee.

Please mail this form to: Village of Palmetto Bay, 9495 SW 180th Street, Palmetto Bay FL 33157

ATTACHMENT 3

ADA COMPLAINT/GRIEVANCE FORM

Complainant: _____

Person Preparing Complaint (if different from above):_____

Relationship to Complainant: _____

Street Address & Apt. No.: _____

City:_____State:_____ Zip Code _____

Phone: (____) _____ Email: _____

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

_____

_____

_____

_____

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

_____

_____

_____

Please state what you think should be done to resolve the complaint or grievance:

_____

_____

Please attach additional pages as needed.

_____Please do not contact me personally

Signature: _____Date: _____

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 (305) 969-5011, Fax (305) 969-5091, or e-mail: cpatterson@palmettobay-fl.gov

Return to: Village of palmetto Bay, ADA Program Coordinator, 9495 SW 180th Street Palmetto Bay, FL. 33157

ATTACHMENT 4

ADA NOTICE

AMERICANS WITH DISABILITIES ACT OF 1990

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, the Village of Palmetto Bay will not discriminate against qualified individuals with disabilities on the basis of disability in the Village's services, programs, activities or employment.

Employment: The Village of Palmetto Bay does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the Americans with Disabilities Act (ADA).

Effective Communication: The Village of Palmetto Bay 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 Village's programs, services, activities, meetings, or employment. Our Village Hall Council Chambers is equipped with an assistive hearing device upon request. Qualified interpreters can be made available for Village meetings with 48 hours advance notice to the Village Clerk, at 305-259-1234.

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

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a Village program, service or activity, should contact the following:

i. For employment related issues, contact the Human Resources Director at 305-259-1234
ii. For services, events and activities related issues, contact the Parks & Recreation Director at 305-259-1234 but no later than 48 hours before the scheduled event
iii. For Village facilities use and access related issues, contact the ADA Coordinator at 305-969-5011

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

Complaints: Complaints that a Village program, service, activity or facility is not accessible to persons with disabilities should contact the Village's ADA Coordinator, Corrice E. Patterson, at 305-969-5011.

The Village of Palmetto Bay 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.

ATTACHMENT 5

GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. 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 Village. The Village'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 90 calendar days after the alleged violation to:

Village of Palmetto Bay
Corrice E. Patterson, ADA Coordinator
9495 SW 180th Street
Palmetto Bay, FL 33157
305-969-5011

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

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

Within 15 calendar days after receipt of the appeal, the Village 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 Village 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, appeals to the Village Manager or his/her designee, and responses will be retained by the Village for at least three (3) years.

OFFICE OF THE VILLAGE MANAGER
9705 Hibiscus Street
Palmetto Bay, Florida 33157
Village Hall (305) 259-1234 • Fax (305) 259-1290
Webpage: www.palmettobay-fl.gov