

AMERICANS WITH DISABILITIES ACT TRANSITION PLAN

City of Charlottesville
Virginia



Approved by the ADA Advisory Committee
March 28, 2013

Approved by City Council
June 3, 2013

Table of Contents

Definitions.....	3
Chapter 1: Overview and History of Accessibility in Charlottesville.....	5
Plan Overview	5
Recent Accessibility Efforts	6
City Efforts for Accessibility	7
Chapter 2: Mandates and Standards of Accessibility.....	8
Mandates of the Transition Plan	8
Standards of Accessibility	9
ADA Coordinator	9
Complaint Resolutions	10
Chapter 3: Methodology of Update Procedure	11
Methodology	11
Update Procedure	11
Chapter 4: Streets and Sidewalks.....	12
Background	12
Inventory and Approach to Upgrading Curb Ramps	13
Staff and Contractor Training	15
Construction within a Pedestrian Way	15
Snow Removal	15
Refuse and Recycling Containers	15
Vegetation Encroaching on Sidewalks	16
City Street and Construction Signs	16
Sidewalk Inspections	16
Utility Poles in City Right of Way	16
Chapter 5: Facilities	17
Requirements and Standards	17
Methodology	17
Schools	17
Government Buildings	17
Parks	17
Polling Places	18
Facilities Survey	18
Chapter 6: Parks and Recreation.....	19
Classes and Enrichment Programs	19
Event Transportation	20
Inter-Park Trails	25
Special Programs	26

Chapter 7: Communications	27
Community Participation	27
Web Access	28
Reasonable Accommodation Requests	28
Chapter 8: Employment	29
Request for Reasonable Accommodation Procedure	29
Training and Communication	29
EEO/Nondiscrimination/Anti-harassment Statement	29
Jobs Board	29
Chapter 9: Emergency Preparedness.....	31
911 Registration	31
Shelters and Guidelines	32
Training for Emergency	32
Chapter 10: Housing	33
City Obligations	33
Housing Initiatives	33
Design for Life Cville	33
Future Housing Initiatives	33
Chapter 11: Charlottesville Area Transit (CAT).....	34
System Accessibility	34
Future Plans	34
Accessible Website	34
New Technology for Easier Access	35
Clarification on Definition of Allowed Wheelchair	35
Chapter 12: JAUNT (Paratransit System).....	36
Service Area	36
Response Time	36
Fares	36
Trip Purpose Restrictions	36
Hours and Days of Service	36
Capacity Constraints	37
Target Dates for Goals and Objectives	38
Funding and Implementation	38
Regional Cooperation	38
APPENDIX	

Definitions

Accessible:

refers to a site, facility, work environment, service, or program that is easy to approach, enter, operate, participate in, and/or use safely and with dignity by a person with a disability.

AMERICANS WITH DISABILITIES ACT (ADA):

a comprehensive, federal civil rights law that prohibits discrimination on the basis of disabilities in employment, state and local government programs and activities, public accommodations, transportation, and telecommunications.

AMERICANS WITH DISABILITIES ACT ACCESSIBILITY GUIDELINES (ADAAG):

coding and technical requirements to be applied during the design, construction, and alteration of buildings and facilities covered by titles II and III of the ADA to the extent required by regulations issued by Federal agencies, including the Department of Justice and the Department of Transportation.

Curb Ramp:

solid (usually concrete) ramp graded down from the top surface of a sidewalk to the surface of an adjoining street.

Disability:

with respect to an individual: a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment.

Employer:

a person engaged in an industry affecting commerce who has 15 or more employees for each working day in each of 20 or more calendar weeks in the current or preceding calendar year, and any agent of such person. Exceptions: The term "employer" does not include the United States, a corporation wholly owned by the government of the United States, or an Indian tribe; or a bona fide private membership club (other than a labor organization) that is exempt from taxation under section 501(c) of Title 26 [the Internal Revenue Code of 1986].

Impairment:

term used in the ADA definition of disability. Includes any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more body systems, such as neurological, musculoskeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, immune, circulatory, hemic, lymphatic, skin, and endocrine; or any mental or psychological disorder, such as an intellectual disability (formerly termed "mental retardation"), organic brain syndrome, emotional or mental illness, and specific learning disabilities.

Reasonable Accommodations:

under Title I, a modification or adjustment to a job, the work environment, or the way things usually are done that enables a qualified individual with a disability to enjoy an equal employment opportunity. Reasonable accommodation is a key nondiscrimination requirement of the ADA.

Undue Hardship:

with respect to complying with Title II or Title III of the ADA, significant difficulty or expense incurred by a covered entity, when considered in light of certain factors. These factors include: the nature and cost of the action; the overall financial resources of the site or sites involved; the number of persons employed at the site; the effect on expenses and resources; legitimate safety requirements necessary for safe operation, including crime prevention measures; or any other impact of the action on the operation of the site; the geographic separateness, and the administrative or fiscal relationship of the site or sites in question to any parent corporation or entity; if applicable, the overall financial resources of any parent corporation or entity; the overall size of the parent corporation or entity with respect to the number of its employees; the number, type, and location of its facilities; and if applicable, the type of operation or operations of any parent corporation or entity, including the composition, structure, and functions of the workforce of the parent corporation or entity.

Transition Plan:

refers to a requirement that state and local governments employing 50 or more people create plans detailing structural changes necessary to achieve program accessibility.

Universal Design:

the design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.

Visitability:

Housing that includes the following three essential features:

- One zero step entrance
- Interior doors, including bathrooms, with 32 inch or more of clear passage space
- At least a half bath (preferably a full bath) on the main floor

Chapter 1: Overview and History of Accessibility in Charlottesville

Plan Overview

The American with Disabilities Act (ADA) is a comprehensive civil rights law for persons with disabilities in both employment and the provision of goods and services. The ADA states that its purpose is to provide a "clear and comprehensive national mandate for the elimination of discrimination against individuals with disabilities." Congress emphasized that the ADA seeks to dispel stereotypes and assumptions about disabilities and to assure equality of opportunity, full participation, independent living, and economic self-sufficiency for people with disabilities.

This ADA Facilities Transition Plan Update is being prepared to partially fulfill the requirements set forth in Title II of the Americans with Disabilities Act. The ADA states that a public entity must reasonably modify its policies, practices, or procedures to avoid discrimination against people with disabilities. This report will assist the City of Charlottesville in identifying physical barriers to accessibility and in developing barrier removal solutions that will facilitate the opportunity of access to all individuals.

The City of Charlottesville prepared and adopted a Transition Plan in 1995. This 2013 plan updates the existing 1995 plan by describing the process by which facilities were evaluated for compliance with the ADA; presents the findings of that evaluation; and provides recommendations for facility improvements. This section provides an overview of the requirements for developing the ADA Facilities Transition Plan and outlines the plan development process itself.

The City of Charlottesville has for some time been on the "cutting edge" of accessibility within the state of Virginia. In May 1981, the City of Charlottesville conducted a thorough self-evaluation of its programs and services. The plan and recommendations that resulted from the self-evaluation were submitted to the applicable agencies and were approved. The changes identified in that plan to assure program accessibility have been implemented. These changes were to comply with the 504 Section of the Rehabilitation Act of 1973.

In June 1987, the Charlottesville Transit Authority submitted a transition plan to the Urban Mass Transit Authority, now the Federal Transit Administration, to expand its services to persons with disabilities. That plan was approved and since then services have been expanded to serve a broader spectrum of persons with disabilities within the City.

In April 1989 a self-evaluation was conducted within the city's various departments. As a result, a number of recommendations were formed which improved accessibility to services and programs offered by the city.

In 1990, the city submitted a 504 Plan to the Department of Housing and Urban Development which was approved.

Following the passage of the Americans with Disabilities Act in 1990 by the United States Congress, the City once again saw a need to review its facilities and programs to assure accessibility. Utilizing standards and forms complying with the accessibility guidelines specified through the Act, the City conducted a thorough self-evaluation. A number of goals and objectives were documented in a ADA Transition Plan that was approved by the Charlottesville City Council in January 1995. These items have been satisfactorily addressed since that period.

The ADA Transition Plan that was approved in 1995 also took several other significant steps to assure accessibility and equal opportunity for persons with disabilities. These and other pertinent items will be further addressed and their status will be updated in this update of that plan.

1. An ADA Coordinator for the City was appointed.
2. The City of Charlottesville convened an ADA Advisory Committee.
3. The City of Charlottesville developed an Appeals Procedures for Person with Disabilities when issues of accessibility and equal opportunity arise.
4. The City of Charlottesville solicited comment on this Transition Plan from the public by legal notice dated April 13, 1992.
5. The City of Charlottesville has taken steps to provide equal access to programs by way of qualified interpreters for the hearing impaired and by installation of TDD's within several key departments.
6. The City of Charlottesville had published through an internal electronic mail system the requirements outlined in "Title II Highlights, An Overview of Requirements." This method of dissemination provides these requirements to all department heads, managers and persons who have a chance to deal with the public within City government.
7. In 1995 the City of Charlottesville amended and updated its ADA Transition Plan. The plan was reviewed and approved by the ADA Advisory Committee, the Planning Commission, and finally approved on January 1995 by City Council.

Following the approval of the City's ADA Transition Plan in 1995, significant efforts were taken to address areas that were needed to assure equal access for persons with disabilities. Structural modifications to City structures that provided public access were included in the City's Capital Improvement Program. Additionally, the City examined its policies and procedures to assure that they meet the standards set forth in the Americans with Disabilities Act. Modifications and changes were made to assure equitable access for person with disabilities.

Recent Accessibility Efforts

The Department of Neighborhood Development Services staffs the ADA Advisory Committee, which is comprised of representatives of various City services and functions and with persons with disabilities from the community. The Advisory Committee meets on a quarterly basis to provide technical oversight and networking among City Departments. The Committee also listens to complaints, suggestions, and concerns relating to accessibility within the City of Charlottesville. The 1995 ADA Transition Plan tasked the Committee with hearing appeals related to accessibility. The ADA Advisory Committee has proven to be a very effective tool in providing a forum for accessibility concerns and assuring their resolution.

In 2007 the City of Charlottesville initiated a campaign to ensure that every school in its system was fully accessible. The Facilities Development Division of Public Works surveyed and prioritized areas where barrier removal was necessary. A budget of \$1,200,000 was allocated to accomplish barrier removal in the City's schools. The most critical portion of the work was completed by the end of 2010.

In 2009 the City of Charlottesville began an aggressive program to provide enhanced safety improvements in the Downtown area. Through participation of the Pedestrian Safety Committee, special emphasis was given to pedestrian modifications that assist persons with disabilities. Curb cuts were reconfigured to provide better access into crosswalks and 10 audio signals for the sight impaired were installed at numerous locations. The cost for the enhancements in the downtown area totaled in excess of \$700,000.00.

In August 2010, City staff was provided in-house training on proposed changes to ADAAG. The training also gave technical insight into the Fair Housing Act and Universal Design. Neighborhood Development staff, including planners and inspection personnel, were provided access to a webinar in August 2011 which highlighted the proposed changes to accessibility within the Right of Way.

In November 2011 the City of Charlottesville adopted, as standard operating procedures, standards for construction barriers within the City. The standards are based on requirements from the Manual of Uniform Traffic Control Devices published by the Federal Highway Administration and address construction within the public right of way by City crews and private contractors.

In 2012 Neighborhood Development Services initiated a barrier removal audit of government facilities. Facilities that are accessed by the public were given the highest priority. The audit was completed in 2012, and the data is currently being organized into work packages. Estimates for the work will be developed to provide a basis for requests for funding.

City Efforts for Accessibility

The City of Charlottesville further demonstrates its commitment to equitable access for all citizens by the furtherance of this plan update. The ADA Advisory Committee, with assistance from staff of the Neighborhood Development Services, will examine all City services and publicly accessible facilities through the adoption of this plan. The Goal and Objectives of this plan will be consistent with the regulations and premises set forth by the Americans with Disabilities Act.

Furthermore, the City of Charlottesville pledges to provide reasonable accommodations in order that any citizen, regardless of disability, is afforded equitable access to its facilities, programs, or services.

Chapter 2: Mandates and Standards of Accessibility

Mandates of the Transition Plan

Public agencies, including municipal governments, have various obligations under Title II of the ADA. Title II of the ADA is similar to Section 504 of the Rehabilitation Act of 1973, but differs in that Section 504 applies only to agencies that receive federal financial assistance. The purpose of Section 504 is to ensure that no qualified individual with a disability shall, solely by reason of his or her disability, be discriminated against under any program or activity receiving federal financial assistance. The City of Charlottesville has been subject to and operated under the requirements of Section 504 for many years.

Title II of the ADA mandates that public entities may not require eligibility criteria for participation in programs and activities that would screen persons with disabilities, unless it can be proven that such requirements are necessary for the mandatory provision of the service or program. A public entity must reasonably modify its policies and procedures to avoid discrimination toward disabled residents. However, if the public entity can demonstrate that a modification would fundamentally alter the nature of its service, it would not be required to make that modification. The lone exception to these requirements would be because of undue hardship. “Undue hardship” is defined in the ADA as an “action requiring significant difficulty or expense” when considering the nature and cost of the accommodation in relation to the size, resources, and structure of the specific operation. Undue hardship is determined on a case-by-case basis by the government entity.

The ADA specifically states that the more strict accessibility standards required under either federal, state, or local laws; takes precedence. This intent has particular application with respect to the City’s obligations under the ADA or Section 504.

A public entity is required to designate a person to be responsible for coordinating the implementation of ADA requirements, including the transition plan, and for investigating complaints of alleged noncompliance. The ADA Coordinator and the duties involved are described on page 7 in this transition plan update.

A public entity that employs 50 or more persons is required by the ADA to adopt and publish grievance procedures providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by Title II. The grievance procedures as they relate to the City's public rights-of-way and sidewalks are provided on page 7 of this transition plan update, and these procedures, or other existing procedures currently used by the City, may be used as deemed to be appropriate by the City.

A public agency is required to prepare a transition plan if physical or structural modifications are required to provide access to programs or services. The transition plan is limited to evaluating physical barriers; however, an analysis of the programs and services rendered by the City is also important to determine what physical changes are necessary. The transition plan documents what actions the City has taken or will take to alter its facilities.

Title II of the ADA requires all public entities to review all policies, practices, and procedures governing the administration of their programs, activities, and services. In addition to the self-evaluation, public entities are required to develop an ADA grievance procedure, and designate a person who is responsible for overseeing Title II compliance. If the self-evaluation for programs

reveals the need for structural modifications to achieve program accessibility, the public entity must either provide the program in another location or make the existing facility accessible.

When a public entity determines that structural changes are necessary to provide program access, it is required to prepare a Transition plan detailing the physical steps it will take. This updated Transition Plan, and those documents incorporated by reference, establish the ADA Transition Plan for selected City of Charlottesville facilities.

Standards of Accessibility

Accessibility guidelines identified in this plan use standards set forth in the 2010 ADA STANDARDS FOR ACCESSIBLE DESIGN as published by the U.S. Department of Justice in conjunction with related local, state and federal regulations that govern structural and program accessibility. Where applicable, the City of Charlottesville will also use requirements set forth in the Uniform Federal Accessibility Standards (UFAS). Facility surveys covered in this plan update will utilize the survey forms from Americans with Disabilities Act Accessible Guidelines (ADAAG).

The City of Charlottesville maintains an extensive web site that serves the citizens of the City. The City will utilize Section 508 of the Electronic and Information Technology to determine that its methods of electronic communication conform to accessibility standards.

Standards for City streets and sidewalks shall conform to Virginia Department of Transportation (VDOT) standards.

At this point, the City of Charlottesville will use the Guidelines for Pedestrian Facilities in the Public Right-of-Way published in the Federal Register on July 26, 2011 when it does not conflict with other federal, state or local standards, as the document is still in comment stage until February 2013. The City of Charlottesville uses the standards of the Virginia Department of Transportation in maintaining its streets and sidewalks.

On November 11, 2012, the City of Charlottesville adopted as part of its Standard Operating Procedures “Pedestrian Accessibility in the Public Way During Construction.” The standards in this document utilize guidelines published by the Federal Highway Administration in 2009. The standards provide guidance and technical details on the proper construction and placement of barriers during construction in the public way to assure that persons with disabilities have a safe passage through the work area. City staff and local contractors have been provided the new standards and City construction staff has been trained in the implementation of these standards.

ADA Coordinator

The City’s ADA Coordinator shall be appointed by City Council and will staff the ADA Advisory Committee which is a group comprised of staff members from various City Departments and citizens representing the disabled community. The ADA Coordinator is responsible for coordinating the efforts of the government entity to comply with Title II and investigating any complaints that the entity has violated Title II.

The ADA Advisory Committee is an internally appointed group made up of staff representatives of the various City Departments along with a group of citizens from the community that represents a wide range of interests and disabilities. The committee acts only in an advisory role to the ADA Coordinator.

Complaint Resolutions

The following procedure has been developed to receive complaints that are made by City employees or other members of the community who feel that the City of Charlottesville is not in compliance with the Americans with Disabilities Act in any area of programs, service, or structure.

When a complaint is issued to a department or agency affiliated with the City of Charlottesville, this matter shall be responded to and resolved at the department or agency level, if possible, within 30 days of the complaint. Consultation with the ADA Coordinator shall occur at this point. The ADA Coordinator will document complaints that he becomes aware of and will give a report to the ADA Advisory Committee at its next regular meeting. The report shall include applicable details of the complaint and its resolution. If a resolution of the matter is not forthcoming, the following steps shall be followed:

STEP I

The person filing the complaint shall submit to the ADA Coordinator written details of the complaint and suggested solutions if available. If assistance is required in submitting this written complaint, appropriate staff shall provide necessary guidance. An acknowledgment of the receipt of the complaint shall be made within fifteen (15) days of its written submission to the ADA Coordinator. This acknowledgment shall be prepared in the appropriate format to effectuate adequate communication. The ADA Coordinator or designee shall review and investigate the complaint and arrange a meeting with the parties involved, if deemed necessary. If at this point the ADA Coordinator deems actions should be taken, necessary steps for compliance will be taken by the City of Charlottesville within a mutually agreed upon time period and in accordance with the Americans with Disabilities Act.

STEP II

If the complaint or problem is not solved at Step I, a written appeal may be made to the ADA Advisory Committee, which, in an advisory capacity, will hold a hearing with pertinent parties within thirty (30) days of receipt of the written appeal. After necessary hearings and investigations, the ADA Advisory Committee will advise the ADA Coordinator of its findings. The ADA Coordinator will take the Committees' findings and/or interpretation into account, and will consult with the City Manager and City Attorney, in rendering a final decision.

STEP III

If at this point the problem or complaint is not solved to the satisfaction of those involved, the filer of the original complaint or designee may pursue the remedies of CFR Part 35, Sub-part F, dated July 26, 1991, which entitles the person complaining to contact the Justice Department for appropriate remedies and actions. The text of these federal appeal remedies will be provided to the necessary parties in an acceptable format, if requested.

Chapter3: Methodology of Update Procedure

Methodology

The City of Charlottesville is committed to providing services, facilities and programs in an equitable manner to all of its citizens. It is in that spirit of determination that the City is prepared to reexamine its ADA Transition Plan that was approved in January 1995. Much within the City has changed since that time as technology has greatly advanced, programs have been modified, and facilities have been upgraded or, in some cases, been completely rebuilt.

In determining the best method of updating the document, the ADA Advisory Committee asked staff to prepare an outline of what the contents of the plan would be. Once the scope of work is determined, staff would draft the preliminary chapters with proposed goals and objectives.

The basic premise of the plan is to:

- Provide structure and organization to the City's efforts to comply with the Americans with Disabilities Act by appointing an ADA Coordinator and establishing a Complaint Procedure.
- Provide the City of Charlottesville with the opportunity to document its efforts in the area of accessibility.
- Provide the City of Charlottesville the opportunity to examine its programs and services to make sure that they meet required standards of accessibility.
- Provide the City of Charlottesville the opportunity to survey its accessible facilities to assure that they meet standards of accessibility. This portion of the plan may be the most extensive and provides the City its greatest opportunity to assure equitable access it provided to its publicly accessible buildings and programs.

The ADA Advisory Committee sees the plan as more than just a status report of accessibility within the City. The Plan should provide a blueprint for accessibility in the City for years to come. While physical accessibility and programmatic accessibility are major aspects of the plan and deserve to be major components, it is the Committee's feeling that the plan gives the City the opportunity to promote policies and procedures that are sensitive to principles of accessibility. Policies proposed and

consequently approved within this plan will become part of the City's Standard Operating Procedures and responsible Departments and Divisions will be expected to implement those policies.

Update Procedure

While the initial draft of the plan will be available in May 2012, the internal structure surveys will take place in the latter months of 2012, as staff become available. Once complete, they will be inventoried and included in the final plan, along with an action plan on implementation. The plan will include cost of needed renovations. These barrier removals will be cataloged and prioritized by the ADA Advisory Committee prior to being submitted to be included in the City's Capital Improvements Program.

Chapter 4: Streets and Sidewalks

Background

The City's street and sidewalk network provides the fundamental framework for creating a safe, livable community. Streets connect people to each other and to destinations, foster economic activity and provide public space for human interaction. As a result, streets should be designed for everyone, whether young or old, motorist or bicyclist, walker or wheelchair user, bus rider or shopkeeper. The street network is an effective, flexible framework for building community.

In 2010, City Council adopted a resolution that supports the idea that streets should be designed for all users. The City's Complete Streets Resolution defines complete streets as "roadways that enable safe and convenient access for all users including bicyclists, children, persons with disabilities, motorists, movers of commercial goods, pedestrians, users of public transportation, and seniors." Curb ramps are a small but important part of making sidewalks, street crossings, and the other pedestrian routes that make up the public right-of-way accessible to all. The Complete Streets Resolution is included as part of this plan in the Appendix.

In an effort to comply with the guidelines and standards set out by the ADA, the City of Charlottesville has developed a program where \$100,000 is allocated each year in the CIP for such improvements. This money is used for constructing curb ramps, and other accessible features within the public right of way.

Requirements and Design Standards

Title II of the Americans with Disabilities Act (ADA) requires state and local governments to make pedestrian crossings accessible to people with disabilities by providing curb ramps. This requirement applies if a state or local government has responsibility or authority over highways, streets, roads, pedestrian crossings, or walkways. The City of Charlottesville constructs and maintains its streets and sidewalk network. Consequently, the City is responsible for accessible features required by the Americans with Disabilities Act (ADA) and creating "complete streets" consistent with its policy. The City of Charlottesville is committed to proactively creating a continuous and accessible pedestrian network by installing ADA accessible curb ramps at all street intersections within City limits.

The Americans with Disabilities Act (ADA) requires that new and altered facilities be accessible. Title II of the ADA covers sidewalk and street construction and transit accessibility, referencing the ADA Accessibility Guidelines (ADAAG) or the Uniform Federal Accessibility Standards (UFAS) for new construction and alterations undertaken by or on behalf of a state or local government. The Department of Justice (DOJ) Title II regulation specifically requires that curb ramps be provided when sidewalks or streets are newly constructed or altered.

To allow people with disabilities to cross streets safely, state and local governments must provide curb ramps at pedestrian crossings and at public transportation stops where walkways intersect a curb. To comply with ADA requirements, the curb ramps provided must meet specific standards for width, slope, cross slope, placement, and other features.

The City of Charlottesville has adopted a Standards and Design Manual which provides current standards and specifications for sidewalks and curb ramps built within the City. These standards are used for City construction and maintenance projects as well as private construction projects that fall under the review and inspection of the City of Charlottesville. The City uses current VDOT standards in the design and construction of these accessibility features.

The following design considerations should be incorporated into the existing Design Manual to provide for more “Complete Streets.”

- When marked crosswalks are provided, curb ramps should be located so that they are within the extension of the crosswalk markings.
- Ramps must include a detectable warning surface that complies with the Public Right of Way Access Guidelines.
- The color of warning strips and pedestrian crossings should contrast with surrounding pavement.
- Curb ramps should be in-line with the direction of pedestrian travel to improve wayfinding for visually impaired pedestrians.
- ADA curb cut ramp design must comply with VDOT’s Road Design Manual, Appendix A, Section A-5 and VDOT Publication IIM-LD-55.14

While decorative surfaces provide a pleasing esthetic to historical or culturally significant sites, cobblestones and many other similar tiling methods for a pedestrian route quite often are not designed properly to provide an accessible route. The stones or tiles may, over a period of time, become uneven and become a significant challenge to a wheel chair or a cane user. Interlocking pavers may serve the same esthetic and environmental purpose as the cobblestone, but if designed properly, can provide a fairly smooth surface that is ADA accessible.

The City Engineer should investigate driveway curb cut standards. If a more accessible standard is available, the City should adopt that as its standard.

In future negotiations with utilities and contractors, the City will include verbiage in contracts and agreements that require that any service provided to the City, in the future, shall meet all applicable ADA standards and establish consequences if not met. This includes proper barrier techniques during construction in a pedestrian way.

Inventory and Approach to Upgrading Curb Ramps

The City strives to create a connected network of pedestrian facilities that consist of unobstructed sidewalks, curb ramps, accessible signals and crosswalks. In an effort to assess the accessibility of our pedestrian network, the City undertook an inventory of our curb ramp and crosswalk infrastructure during the summer of 2012 and found that many of the City’s existing curb ramps are old and do not meet current federal guidelines or the guidelines established by the City.

Description	Total Number	Percent
Curb ramp is old and does not meet standards	969	38%
Curb ramp is older. Many, but not all, disabled people can use it.	1029	40%
Curb ramp was recently built and should be usable by most, if not all.	563	22%

As part of the inventory, the City has documented the location of existing curb ramps (or lack thereof) in proximity to downtown and the University Health System, City schools, parks, and employment and service destinations for people with disabilities. There are currently 145 locations where a sidewalk or other pedestrian walkway crosses a curb, but no curb ramp exists. It is important to note that this inventory only addressed the existing type of curb ramp or crosswalk. It did not take into account slope or level landing considerations that are part of the ADA. It is anticipated that these features will be addressed as curb ramp improvements are made. The City will seek funding to assure that the 145 locations identified are corrected within a three year period.

Presently, curb ramps are built or upgraded according to citizen input or proximity to pending construction or other planned pedestrian upgrades. However, there is no system in place where curb ramps are prioritized or categorized.

Each year, the City’s Department of Public Works monitors and evaluates the condition of City streets as part of its routine roadway and sidewalk maintenance program. When streets are constructed or altered, the City will make every effort to upgrade each curb ramp on that street to current VDOT standards and will strive to replace diagonal curb ramps with perpendicular curb ramps where physical conditions allow, lining up within existing pedestrian crossings and pathways. However, when existing streets or sidewalks are altered, there may be space limitations that restrict how much they can be altered to install accessible curb ramps. In these cases, the curb ramps installed must meet the accessibility requirements of the ADA to the maximum extent feasible.

Given both physical limitations in a constrained right of way and funding limitations, the City will prioritize improvements as follows:

1. No existing Curb Ramp with pedestrian crossings and sidewalks providing access to local government facilities, bus stops and other transportation services, public accommodations, business districts, and residential areas. (approximately 145 locations)
2. Older Curb Ramp with or without outdated textured concrete (such as aggregate stone)

Individual requests for curb ramps and other accessible features will continue to be prioritized, but will be evaluated using the same criteria developed for sidewalk prioritization. When

funding and resources available are limited, pedestrian volume and access to public facilities may be considered when evaluating individual requests.

In addition, the City plans to work with those employment and service destinations that serve people with disabilities to better understand the travel patterns of their clients (anticipated summer/fall 2013) to better prioritize accessible pedestrian improvements. This will include a more detailed inventory of accessible signals, sidewalk obstructions, cross walks, trip hazards, and sidewalk gaps on high priority corridors. Upon determining which facilities need to be built or replaced, a reasonable budget and schedule should be established to perform the work.

The City will make every effort to replace as many curb ramps as funds and resources allow during a given year using a combination of the City's CIP, grant funding, private development, and new constructions.

Staff and Contractor Training

Upon the approval of the revised standards and designs in the City's Design Manual, training as needed will be provided to City staff. Additionally, contractors will be apprised of the new standards and will be provided the opportunity for training.

Construction within a Pedestrian Way

All construction within a pedestrian way will abide by the latest standards from the Manual of Uniform Traffic Control Devices (MUTCD). The standards from this manual are set forth in a document called "Pedestrian Accessibility in the Public Way During Construction." Every effort will be made during construction to minimize the disruption to persons with disabilities. It shall be the responsibility of the Department or Division performing or contracting the work within the public way to assure the safe passage of persons through or around the construction zone.

Snow Removal

The City of Charlottesville, when removing snow and ice from the city streets and sidewalks adjacent to city owned properties, will make every effort to provide and maintain adequate access on the sidewalks. Every effort should be made to clear the entire width of the sidewalk. Access to curb ramps at intersections, transit facilities and bus stops, and all other ramp access points should be cleared as soon as possible after a snow event.

In enforcing the City's ordinance on snow removal (Sec 28-26), special care will be given to insure that snow is not deposited in handicapped parking spaces or the access aisles that serve them.

Refuse and Recycling Containers

The Department of Public Works or designated contractor shall make every effort to insure that property owners who deposit trash containers and recycling containers for collection shall do so in a manner than maintains adequate access to sidewalks and curb ramps. Periodic notices should be made using utility bill mailings and the City's web page to reinforce this policy. Future

contracts with refuse and recycling contractors should contain a clause on proper container placement and a provision for consequences for failure to comply.

Vegetation Encroaching on Sidewalks

One of the most prevalent barriers to all pedestrians, and particularly pedestrians with disabilities, is the overgrowth of vegetation along sidewalks. City Code (Sec. 5-149) states that it is unlawful for any hedge, shrub, tree or other vegetation to obstruct or impede persons on a sidewalk. The City of Charlottesville will provide public notice on a regular basis through the City's website and City staff will proactively identify and correct violations. Inspections should include ground vegetation which may grow over the sidewalk and low hanging limbs and shrubbery. A seven foot vertical clearance should be maintained on all spans of a public sidewalk. . The City should include inspections for overgrowth in its neighborhood "sweeps".

City Street and Construction Signs

The City of Charlottesville should strive to place signs in a location and position that is out of the pedestrian way, as much as possible, and the bottom edge should not be lower than the ADA standard (seven feet). Construction signs and other warning signs should be placed outside of the pedestrian walkway. Every effort should be made to keep public pedestrian walkways free of obstructions and hazards

Sidewalk Inspections

The City's Public Works Department assumed responsibility for the biennial (every other year) citywide sidewalk hazard survey in 2011. The initial survey by Public Works staff will be conducted in the spring of 2013, documenting the following conditions in city right of way, city parks, and city schools:

- Vertical separations in sidewalks .5" or greater
- Broken/surface section loss in sidewalks .5" or greater
- Vertical separation, surface section loss, and detectable warning issues on ADA ramps
- Broken/separated sections of curb and gutter
- Broken/separated sections of curb
- Broken/Surface section loss in steps
- Rusted/broken handrails

Information gathered during the survey will be used to create a prioritized work document for city contractors and in-house crews. Public Works staff anticipates completion of this initial survey by the end of April 2013.

Utility Poles in City Right of Way

The ADA Coordinator, in coordination with the City Engineer and City Attorney shall investigate the most expedient manner of removing barriers in pedestrian paths created by utility poles. The remedies may include franchise agreement amendments, a joint effort by the City or other reasonable efforts. Initial analysis may be conducted with GIA and aerial photography.

Chapter 5: Facilities

Requirements and Standards

The City of Charlottesville maintains an existing portfolio of properties and structures. New facilities are planned, designed, and built as needs demand and budgets allow. The City is responsible for accessible features in the buildings and on the sites at all City government buildings, schools, and parks.

The Americans with Disabilities Act (ADA) requires that new and altered facilities be accessible. The Department of Justice (DOJ) Title II Regulation of the ADA requires that all government programs be accessible to everyone. Facilities must be renovated where feasible to accomplish this or programs must be relocated to accessible facilities.

All new facilities are designed and built to incorporate all accessible features required by the most current (2010) version of the Americans with Disabilities Act. Existing facilities are renovated to update those features that are essential to enable the City to provide access to programs to all citizens.

Methodology

The City conducts Facilities Condition Assessments at approximately five year intervals. The assessments may be conducted by contracted inspectors, or they may be self-assessments using City resources. The City uses the assessment reports and companion cost estimates to plan projects in the Capital Improvement Program which is reviewed during the City's annual budget approval process. Approved projects are executed by the City's Facilities Development Division of Public Works.

Schools

ADA deficiencies noted in City schools during inspections conducted in 2005 have been or are being corrected in a coordinated campaign of projects that began in 2007 and are nearing completion.

Government Buildings

Accessibility has been improved by a series of small projects undertaken in the most critical areas of the City's public buildings. A self-assessment that is being conducted by the City in 2012 will provide a comprehensive list of accessibility improvements that remain to be made.

Parks

Accessibility has been improved by projects undertaken in the most critical areas of the City's parks, aquatics, and recreation centers. A self-assessment that is being conducted by the City in 2012 will provide a comprehensive list of accessibility improvements that remain to be made.

Polling Places

The City shall assure accessibility of its polling places. The Voter Registrar shall monitor polling place accessibility, making periodic inspections to confirm continued accessibility and compliance with all applicable regulations.

Facilities Survey

In the summer and fall of 2012, an intern and graduate student of the University of Virginia conducted a detailed survey of publicly accessible City building and facilities. The survey has been analyzed by Public Works staff and each needed improvement has been assigned a priority. These improvements will be addressed as part of the City's annual Capital Improvement Program according to their priority listing. These items are included as part of this plan as an item in the Appendix.

Chapter 6: Parks and Recreation

Classes and Enrichment Programs

Charlottesville Parks and Recreation offers a variety of recreation classes such as arts, gymnastics, dance, swimming, yoga. The classes are generally by age groups and or ability levels such as beginners, intermediates, etc. Individuals with or without disabilities are welcome to register for the classes as long as they meet any requirements listed. With a child with a developmental disability if it is felt it is in the best interest of the child to be in a younger age class that is allowed. If an individual needs one on one assistance they are allowed to have a family member, facilitator, or volunteer provide that assistance. The Recreation Supervisor will work with the individual or the parent and the instructor before the class begins to make any necessary modification and to help the instructor have a better understanding of the disability. If the parent or individual prefers to try the class one time before paying the fee this is allowed in some situations. The department will make every reasonable effort to help the individual be successful in the class. If an Interpreter or other type of communication device is needed and the Recreation Supervisor has been given reasonable time notice of the need every attempt will be made to meet the need.

Therapeutic Recreation Classes and Enrichment Programs

Charlottesville Parks and Recreation offers several recreation classes each season as well as weekly and monthly programming for individuals with disabilities. These classes and programs are led by staff with experience working with all types of disabilities. The goals of these programs are to encourage independence, improve self-esteem, improve or maintain physical health and teach recreation skills as well as social skills.

Examples of some of these activities are therapeutic water exercise classes, softball, basketball, group exercise, day trips, Supper Clubs, dances, bowling, ceramics, VSA art workshops, safety and social skills classes.

Summer Camps

A variety of Summer Camps are offered by Charlottesville Parks and Recreation. Some examples of these camps are Camp Excel, Pre-Teen Camp, Teen Camp, Gymnastic Camp, Playground Camps, and Dance Camp. These camps run from four days to six weeks at different locations through the city. If an individual needs one on one assistance they are allowed to have a family member, facilitator, or volunteer provide that assistance. The Recreation Supervisor will work with the parent of a child with a disability to guide them in choice of an appropriate camp and then work with the Camp Leaders before the camp begins to make any necessary modification and to help the leaders have a better understanding of the disability.

A Five Week Therapeutic Summer

The camp offered for youth ages 8 to 21 with disabilities who need smaller staff ratio of 1 to 6, smaller group and more structure. A one week Art Camp and one week Outdoor/Environmental Camp are offered to teens ages 13 and up with disabilities as well as a one week Adult Recreation Camp. All the therapeutic Camps have staff who are experienced in Therapeutic Recreation.

Special Events

Special Events such as annual Easter Egg Hunt, December Holiday Santa Craft Party, Downtown Safe Halloween, and Mother Son Dance are held for the public. Reasonable accommodations are made for individuals with disabilities are made as long as at least 48 hours' notice is provided.

Therapeutic Special

Therapeutic Special Events are held around holidays and throughout the year provided by the Therapeutic Recreation Division. Some examples of these are dances, golf clinic, wheelchair basketball tournament, holiday parties and lunches, and annual Independence Resource Center and Therapeutic Recreation Picnic.

Event Transportation

Events are held around holidays and throughout the year provided by the Therapeutic Recreation Division. Some examples of these are dances, golf clinic, wheelchair basketball tournament, holiday parties and lunches, and annual Independence Resource Center and Therapeutic Recreation Picnic.

Pool Lifts

Zero depth entrance and or aquatic wheelchair are available at the outdoor and indoor city pools.

Registration

Trained Front office staff and Therapeutic Recreation staff are available to help Individuals with disabilities register at the Parks and Recreation Office in person or by phone. Virginia Relay communication is used from time to time for registration. Training is being provided to other staff as more recreation sites are made available to accept registration. Fifty Large Print Parks and Recreation brochures are printed each season to make it easier for individuals with visual or developmental challenges to read the brochure. Therapeutic staff is also available if requested to read the brochure to individuals. A Therapeutic Recreation Activities Calendar is printed and mailed to over 400 individuals and agencies serving people with disabilities each month.

Scholarships

Scholarships for most programs are available based on financial need to individuals who live in the city with or without disabilities. Scholarships are handled by the Parks and Recreation Business Office in City Hall Annex.

Evaluation and Feedback

Evaluation and Feedback are encouraged by all Parks and Recreation consumers to help the Department improve their services to all. The Evaluations can be given in written or orally to Parks and recreation staff.

Parks and Recreation Facilities

The Parks Department manages a number of facilities including indoor pools, recreation centers, and outdoor parks. Parks include walkways, play facilities, athletic fields and spectator areas, restroom buildings, concession stands, picnic shelters, spraygrounds, natural areas, and other typical park facilities.

A short-term priority for parks and recreation centers is to ensure all parking spaces are properly signed and demarcated with compliant striped adjacent aisles as well as an accessible route from the parking spot to the park's internal facilities and pathways.

A longer-term goal is provision of more accessible play equipment for children.

Carver Recreation Center

This facility is currently under major renovation and is expected to be fully ADA compliant upon its re-opening.

Herman Key Recreation Center

This facility had a major renovation in the 1990's most of the building is accessible except some of the rear storage areas. There may be need for some modifications to handrails, ramps and doorways to improve accessibility.

Smith Pool and Rec Center

This facility was opened in 2011 and is fully compliant

Washington Park pool

This facility was renovated in 2012 and is fully compliant

Onesty Pool (at Meade Park)

This facility was built in 2010 and is fully compliant

Crow Recreation Center**

**Depending on the YMCA, this facility may be closed in the near future, so any improvements proposed should bear this in mind in terms of cost and useful life of the improvement.

Azalea Park

The entire park is currently under renovation and will be fully accessible upon its re-opening. Improvements include paved walkways throughout the park and to adjacent neighborhood streets, accessible restrooms, and a number of marked accessible parking spaces with paved access to the park facilities.

Belmont Park

New curb ramps were built in 2010 to improve access to the park.

Fifeville Park

This small park has compliant walkways leading to its facilities, but is in need of updates to the markings and signage for the parking space.

Forest Hills Park

The entire park was renovated in 2010 and is fully compliant.

Greenbrier Park

This park is a natural area with no facilities. The cross park trail that connects Jamestown Drive to Greenbrier Drive near the elementary school was recently paved to provide a better surface. Due to the topography and property boundary limitations of the park, the upper portion of the trail cannot be brought to a complaint grade. A staircase will help those with some mobility/stability limitations have better access to the park, but will not be compliant for wheelchair users.

A second paved trail access point is proposed for the park that will be at a more accessible grade at the intersection of Brandywine and Greenbrier Drives. There is no current parking for the park, but if parking is created for the park, the ADA space should be provided near the second trail entrance.

Greenleaf Park

The entry walkway for Greenleaf is providing much better access to the park and connects to the interior walkway. All the park facilities are on top of the hill and are accessible. An accessible parking space is provided.

Jackson Park

This small urban park has no facilities, and consists only of brick walkways crossing it. Its location Adjacent to the historic Albemarle County Courthouse may or may not limit improvements to the walkways for more compliant surface of the brick walkways. Three corners of the park have ramps providing access to the surrounding sidewalks, but one corner only has a staircase.

Jordan Park

Has an accessible pathway from the sidewalk on 6th Street to the basketball courts and playground. These are the only facilities in the park.

Lee Park

This small urban park has no facilities, and consists only of concrete walkways crossing it. Of the five access points from the sidewalk, only one has an accessible ramp providing access to the park, the other four have only staircases.

McGuffey Park

The entire park was renovated in 2008. There is one fully accessible route into the park on 2nd street, and parking is available at the adjacent McGuffey Art Center.

McIntire Park

McIntire Park consists of two halves separated by the railroad. On the west side, with the athletic fields, compliant walkways and restroom buildings already exist. The picnic shelters have compliant parking spaces, but are not fully accessible from the rest of the park due to topography challenges. When the YMCA is built in western McIntire, the picnic shelters will be removed and replaced with new shelters in a different area of the park which will be fully accessible. The new paved trail in the western woods of the park is ADA compliant for most of its length, except in areas where topography makes the slope too steep. The eastern side of the park has historically been a golf course with a playground and wading pool. A recently adopted plan will close the golf course and relocate and rebuild the pool and playground into modern and fully accessible systems. An ADA compliant paved trail system will be developed that will connect the two sides of the park as well as connections to adjacent sidewalks and trails.

Meadow Creek Gardens

There are no facilities at Meadow Creek Gardens. An accessible trail is proposed to run along the sewer line.

Meadowcreek West

This new parkland is currently under public planning process. Most of the land is natural area in floodplain with steep slopes. A paved accessible trail is proposed to run parallel to the creek through this parkland. Other facilities are begin proposed include a small playground and community garden plots, which can be made accessible at the time of construction.

Northeast Park

The topography of this park makes full accessibility difficult. A new surface was recently added to the paved trail to provide access to the basketball court and playground. The bridge over the creek is accessible, but the approaches on either side are not. The recent acquisition of the adjacent “Davis Field” parcel offers some room for better access, but the topography of that parcel is similar to the existing park, and may not be fully accessible.

Pen Park

The curb cuts leading from the parking lot to the golf course were recently installed. The fitness trail pavement was replaced. A new paved accessible trail provides safe access into the park from adjacent areas along Pen Park Road. The paved trail system will eventually connect most facilities in the park to provide much more accessibility.

Quarry Park

The gravel walkway from the parking lot to the restrooms and ball field is planned to be paved in summer 2013 to provide a more stable surface. At that time, the ADA parking space will be relocated and properly signed and striped to provide compliant access to the new walkway. The new walkway will lead to the bridge over Moore’s Creek, which will be ADA accessible from Quarry Park, but may not have an accessible exit point on the south side of the creek due to severe topography. When the parcel on the south side is redeveloped by UVA, changes to this topography may provide a more accessible connection to the new UVA facilities built at that time.

Rives Park

Rives Park is undergoing major renovation and will be fully compliant upon re-opening in summer 2013. A new paved loop walk way system will provide access to the entire park and all facilities, as well as to adjacent sidewalks. The new restroom and picnic shelters will also be fully accessible.

Riverview Park

The paved trail along the river is fully compliant. The park has a new entry sidewalk from Riverside Avenue to connect with adjacent sidewalks. A paved connection from this walkway to the river trail system may be needed for full accessibility.

Tonsler Park

This park is currently undergoing a public planning process to determine where improvements and changes may be needed. Any new facilities or renovations will be made with full ADA compliance as a goal.

Washington Park (and pool)

The lower park has accessible routes, but they may sometimes be too soft for use, and may need to be paved to be fully accessible in all weather. The facilities in the upper park are all connected by accessible paths.

The pool and bathhouse have both been recently renovated and have no accessibility issues that we are aware of.

Inter-Park Trails

The parks department manages a growing system of paved and unpaved trails connecting City parks and other destinations. The system is currently being connected with new bridges and trails, all of which are being built to ADA standards. The City is also working on plans to improve signage and other amenities along the trails, such as benches, and will work to ensure these are ADA compliant when they are installed.

With the latest ADA guidelines, the City is responsible for determining which of its trails are not suitable for motorized mobility assistance vehicles. Generally, the paved multi use trails are fully accessible for this use, and the natural surface footpaths are not accessible due to topography, stream crossings (or lack thereof), roots and rocks in the tread area, and soggy or muddy areas. The City will perform more specific analysis on its trails in 2013 and provide the appropriate signage for any trails that do not meet the criteria for this use.

Rivanna River Trail

This is the most accessible trail in the park system due to its paved surface, width, and generally flat topography.

Meadow Creek Trail

A combination of narrow natural surface paths and wider paved and/or stone dust trails will be constructed in this corridor.

Moore's Creek Trail

Nearly all existing trails are soft surfaced nature trail. The City has plans to provide a parallel accessible multi-use trail along the sewer corridor if property owners agree to allow it.

Special Programs

On occasion, the City or one of its affiliates holds special events that block handicapped parking and restrict access to event areas. The City's Traffic Engineer and the ADA Coordinator will investigate how the lost spaces can be replaced, during those periods. Additionally, the Traffic Engineer and the ADA Coordinator will explore the possibility of establishing a drop off for persons with disabilities for those attending. Once a plan for each of these endeavors is established, it will be the responsibility of the ADA Coordinator to see that these plans are implemented within a reasonable amount of time.

The ADA Coordinator and the City's Traffic Engineer should investigate drop-off spaces at appropriate sites at or near the Downtown Mall. Presently there is no plan for the various transportation programs that need to bring persons with disabilities to the Mall.

Chapter 7: Communications

Community Participation

It is the policy of the City of Charlottesville to ensure that communications with participants and members of the public with disabilities are as effective as communications are with others. If requested, the City of Charlottesville will furnish appropriate auxiliary aids and services where necessary to afford an individual with a disability an equal opportunity to participate in, and enjoy the benefits of, any program, service, or activity conducted by the City. In determining what type of auxiliary aid or service is necessary, the City will give primary consideration to the requests of the individual with disabilities. Requests for aids or services need to be made in a reasonable amount of time prior to a function or event, preferably a period not to exceed two weeks. In the event that sufficient notice for sign interpretive services is not made, every effort should be made to provide the accommodation through captioned video or other accessible means.

When an auxiliary aid or service is requested, the City of Charlottesville will give primary consideration to the choice expressed by the individual with disabilities. The City of Charlottesville will honor the choice unless:

1. it can show that another effective means of communication is available or,
2. it can show that the use of the means chosen would result in a fundamental alteration in the service, program, or activity or,
3. it can show that the use of the means chosen would result in undue financial burden to the City department.

The City agency will consult with the individual with a disability to identify in what ways effective communication can be achieved with the individual in the context of the agency's program, service or activity. The City's ADA Coordinator shall be responsible for the oversight, dissemination, coordination, and enforcement of procedures related to this policy.

In order to assure that the City is prepared to provide these alternate means of communication, this plan proposes that a budget item be established to cover interpreters, conversions to Braille, or other communication devices or methods that may be required to provide equitable participation. The amount allocated and the methods of disbursement should be determined by the Director of Communications in consultation with the ADA Coordinator. The City should investigate a joint effort with UVa and PVCC to develop a pool of qualified sign interpreters.

The City of Charlottesville is a member of the Virginia Relay system and welcomes inquiries from persons with hearing impairments. Callers may dial 7-1-1 for a free and confidential relay to access City services from their TTY, VCO, or other communication device.

A City Council chamber is equipped with an assistive listening device. Additional devices need be added. City courts that use audio systems have assistive listening devices available to the public. The auditorium at Charlottesville High School (MLK Performing Arts Center) has a system for persons with hearing impairments which is old and often in disrepair. City school administration has plans to upgrade the system when an assistive listening system is installed in the upgraded football stadium, this year.

Web Access

The City of Charlottesville has a significant presence on the Internet. The City offers meeting Agendas, Minutes, and community related issues digitally. The City also offers videos and audios of meetings on its web site. The City is dedicated to providing all of its on-line information in an accessible manner.

Technologies change frequently, so the City has made a commitment to adhere to the standards set forth in Section 508 of the US Rehabilitation Act. All new web initiatives that engage outside contractors shall require that software and applications meet these standards.

The Director of Communication shall pursue all measures to assure that the present web site is as accessible as possible. The City has purchased software to assess the accessibility of its web site. The Department of Information Technology will work with the ADA Coordinator to assure that the City's web site and Internet communications are accessible to the various disabilities that citizens may possess.

The City school system shall coordinate with the Director of Communications and the ADA Coordinator to assure that its web site meet Section 508 standards of the US Department of Justice. Communications from the City school system shall be provided in an accessible format and alternative formats of information shall be provided, when requested.

Reasonable Accommodation Requests

Meeting announcements and agendas should provide an opportunity for a person with a disability to request a reasonable accommodation. The contact information should read as follows:

Persons with Disabilities may request reasonable accommodations by contacting ada@charlottesville.org or (434)970-3182

Printed materials and information included on web site should contain the following note:

This information will be provided in an accessible format if requested. Call (434) 970-3182 or Department who publishes the information to request assistance.

Chapter 8: Employment

The City of Charlottesville is dedicated to public programs, activities and services, which are free of discrimination based on disability. The City is committed to providing nondiscrimination based on disability and to comply fully with the letter and spirit of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973.

During an internal self-evaluation, Human Resources found that while their policies and practices conformed to the standards of the Americans with Disabilities Act, several additional actions could be taken to further enhance the City's commitment to persons with disabilities.

Request for Reasonable Accommodation Procedure

Finalize proposed Request for Reasonable Accommodation Procedure and related forms. The goal of the City's reasonable accommodation procedure is to provide an interactive process to identify mutually agreeable and effective solutions in response to requests for reasonable accommodation by employees and applicants.

Training and Communication

HR will periodically provide training to employees on the ADA and reasonable accommodation procedures. HR will communicate to all employees changes to the nondiscrimination policy and reasonable accommodation procedures through a variety of channels. Each division will develop related ADA training for the service it provides. This may include sensitivity training. Additionally, the ADA Coordinator will assure that each department is aware of the responsibilities and expectations that are outlined in this plan.

EEO/Nondiscrimination/Anti-harassment Statement

Add EEO statement to Charlottesville.org HR Department's web page.

Jobs Board

Update FAQs to include how to request a reasonable accommodation in the hiring process. Add the following to the Jobs Board:

Requests for reasonable accommodation by applicants may be made by submitting a written request to the Human Resources Director at the address below, prior to the job closing date or prior to the event for which an accommodation may be needed:

City of Charlottesville
Department of Human Resources
P.O. Box 911
Charlottesville, Virginia 22902

You may also contact the Human Resources Department at (434) 970-3490 or HR_FEEDBACK@charlottesville.org to begin the request for reasonable accommodation procedure.

Chapter 9: Emergency Preparedness

911 Registration

The City of Charlottesville recognizes that in case of an emergency, persons who have disabilities may be presented with various challenges unique to that segment of population. Working jointly with the Emergency Communication Center, the ADA Advisory Committee proposes to establish a coordinated plan of action in the coming months. While the ECC already has a listing of names and addresses of persons with disabilities, the City will seek to initiate a program to encourage persons with disabilities to participate in a “Special Needs Directory” with the ECC, taking into account privacy and confidentiality concerns.

In the event of an emergency, emergency responders should be provided with the vital information needed to assist persons in the ECC registry. They should also be provided with the additional efforts needed for a rescue or evacuation, as shown below. Some of these include:

Disability and Other Access or Functional Needs	Additional Steps
Visually impaired	May be extremely reluctant to leave familiar surroundings when the request for evacuation comes from a stranger. A guide dog could become confused or disoriented in a disaster. People who are blind or partially sighted may have to depend on others to lead them, as well as their dog, to safety during a disaster.
Hearing impaired	May need to make special arrangements to receive warnings. Coordination with Virginia Relay required.
Mobility impaired	May need special assistance to get to a shelter.
Single working parent	May need help to plan for disasters and emergencies.
Non-English speaking persons	May need assistance planning for and responding to emergencies. Community and cultural groups may be able to help keep people informed.
People without vehicles	May need to make arrangements for transportation.
People with special dietary needs	Should take special precautions to have an adequate emergency food supply with dietary considerations.

People with medical conditions	Should know the location and availability of more than one facility if dependent on a dialysis machine or other life-sustaining equipment or treatment.
People with intellectual disabilities	May need help responding to emergencies and getting to a shelter.
People with dementia	Should be registered in the Alzheimer's Association Safe Return Program.

Shelters and Guidelines

Since the locations of emergency situations could occur in various places, the City should have prepared a list of accessible facilities in strategic areas of the City that may meet the needs of persons with disabilities. Accessibility and their proximity to local hospitals should be used and preferential criteria, as they are chosen. The City should be prepared with alternate transportation for persons who may not have. If advance notice is provided, such as in the case of a hurricane, the ECC should utilize an accessible means of communications. The City should seek coordination with the Virginia Relay Service for persons with hearing impairments. In certain cases, this may require an emergency worker traveling to the person with a disability.

Guidelines for the plan should be developed using the documents "Evacuating Populations with Special Needs" published by the Federal Highway Administration in April 2009. Additional guidance should also be acquired from the source "Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters" published by the Federal Emergency Management Agency in November 2010. Additional guidelines, such as "Preparing for Disaster for People with Disabilities and Special Needs (FEMA)" can also be referenced in the plan of action developed by the ECC and the ADA Coordinator for the City of Charlottesville.

The Emergency Management Coordinator shall continue to work closely with the American Red Cross to assure that all of its emergency shelters are accessible and meet standards set forth in Chapter 7 Addendum 2: of the ADA Best Practices Tool Kit for State and Local Government, <http://www.ada.gov/pcatoolkit/chap7shelterprog.htm>.

Training for Emergency

Emergency service personnel should investigate training to better understand how to assist persons with disabilities during a crisis. A listing of interpreters and other individuals who could assist in communication during an emergency should be compiled and be readily available for use in an emergency.

Chapter 10: Housing

City Obligations

While the Americans with Disabilities Act does not specifically regulate single family housing, the City of Charlottesville is dedicated to the principles and objectives of Universal Design and Visitability. The City will continue to enforce the Fair Housing Act through the site plan review process. Within this process, the site, parking, and access of apartment buildings are reviewed to assure that they meet the Fair Housing Accessibility Guidelines.

The City coordinates the construction of multiple family residences and the facilities that serve the units. In assuring that access to the site is provided, the City coordinates with developers' placements of curb cuts and handicapped parking spaces on the street.

Housing Initiatives

The City of Charlottesville will continue to encourage universal design in housing and recently approved a policy to encourage builders of single and two family homes to provide a degree of visitability to their design. This initiative offers refunds for construction that meet visit-ability or livability guidelines. The City will continue to pursue policies and programs that increase the number of accessible units available to the local real estate market.

Design for Life Cville

The City of Charlottesville should actively promote the City's policy to refund a portion of the building permit for new structures and renovations that meet the criteria for either visit-ability or live-ability. As technology and enabling legislation provide, the City should re-examine and expand this policy to provide a greater incentive for accessible housing within the City of Charlottesville.

Future Housing Initiatives

While the City looks to broaden its efforts to expand the accessible housing stock with local policies and incentives, it will continue to seek enabling legislation from the Virginia General Assembly that will allow a more aggressive program promoting accessibility in one and two family structures. The City will continue to educate local contractors on the advantages of Universal Design and growing concept of "Aging in Place." As the City identifies code or policy modifications that promote accessible housing, modifications will be pursued. Initiatives and programs facilitated by the State of Virginia such as *Virginia Accessible Housing Solutions* (<http://www.elhomes.org/index.html>) and the *Livable Home Tax Credit Program* (http://www.dhcd.virginia.gov/HousingPreservationRehabilitation/Tax_credit_program.htm) need to be promoted and encouraged by the City.

Chapter 11: Charlottesville Area Transit (CAT)

System Accessibility

The City of Charlottesville strives to maintain an accessible transit system. The CAT system also serves the County of Albemarle and provides a valuable service to many area persons who depend on the accessible buses.

Features:

- All passenger CAT buses are equipped with ADA compliant lifts, wheelchair securement and automated bus stop announcements.
- Low floor model buses (no steps to walk up/down when loading/unloading) are being adopted for easier access for passengers.
- All CAT facilities (Downtown Station and Avon St. Facility) are ADA compliant.
- Paratransit service system (curb to curb service) provided for persons unable to use the fixed route system through JAUNT.
- Paratransit service is offered during same hours and in the same area as the fixed route bus service.

Future Plans

- Accessible Website.
- Apps for smart phones.
- Upgraded automated announcement systems on all our buses.
- Possible announcement system for Downtown Transit Station.
- Upgraded telephone bus estimated system.
- Continued training of employees to uphold ADA requirements.

CAT currently meets all ADA requirements. Over the past years, progress has been made to ensure that CAT is fully ADA compliant. All CAT buses as well as the new facilities on Avon St. and the new Downtown Transit Station are ADA compliant. In conjunction with the services provided by JAUNT, the City of Charlottesville is able to satisfy ADA requirements concerning Transit. CAT will make every effort to place all requested bus stops in an accessible location.

Future plans for CAT include projects that are aimed at improving existing systems for ADA requirements and ensuring flexibility to adapt to any changes to the ADA requirements.

Accessible Website

CAT will work with City Information Technology to ensure that CAT's website is accessible to people with all abilities and disabilities. Info on web accessibility can be found on this site. ([http://www.section508.gov/.](http://www.section508.gov/))

New Technology for Easier Access

With improving technology, we are looking into ways to provide easier applications for passengers. An example of this would be development of an application smart phones users can use to easily access info on our routes and service to better guide them on their journey. These apps can be specifically made to be ADA accessible or made to ensure they work with ADA accessible smart phones.

Clarification on Definition of Allowed Wheelchair

The current definition of allowable wheelchair on a bus is outdated. CAT is working to upgrade this definition. Keep close tabs on any development to ensure CAT stays compliant.

Chapter 12: JAUNT (Paratransit System)

The Federal Transit Administration (FTA) requires fixed route transit systems using federal funding to also provide complementary paratransit systems to abide by the Americans with Disabilities Act of 1990 (ADA). Charlottesville Area Transit (CAT) provides fixed-route bus service in the City of Charlottesville and portions of urban Albemarle County. CAT buses are accessible to persons with disabilities and are wheelchair lift-equipped. For persons with disabilities who cannot use CAT for all trips, paratransit service is provided through JAUNT, Inc.

JAUNT is in complete compliance with ADA requirements. Therefore, this is a brief overview of JAUNT standings on the specific regulations.

Service Area

JAUNT's service area is regional. It provides service to the City of Charlottesville and in Albemarle, Fluvanna, Louisa, Nelson, and Buckingham Counties. This is beyond the standard requirements. JAUNT provides service throughout the urban area, rather than just within three-quarters of a mile from CAT routes, with the exception of six holidays, when service is restricted to the three-quarter mile requirement.

Response Time

Reservations are accepted seven days a week during normal business hours of 8:30 am – 4:45 pm. Trips may be scheduled up to two weeks in advance or up until the day before travel is requested. As required by regulations, reservations staff may negotiate pickup times with a passenger up to one hour before or after the requested time.

Fares

Paratransit fares can be no more than twice the full CAT fare and JAUNT fares comply with this regulation. One personal care attendant may ride with the passenger at no cost. Other passengers accompanying the client must pay the paratransit fare.

Trip Purpose Restrictions

JAUNT accepts all requests for service, regardless of the trip purpose.

Hours and Days of Service

JAUNT administrative offices are open Monday – Friday 8:30 am to 5:00 pm. Service days vary by county and service. In Charlottesville and Albemarle we provide service from 6:00 am to 11:45 pm Monday – Saturday and 7:00 am to 10:00 pm on Sunday. This exceeds the ADA service requirement, which is to match fixed route bus service hours.

Capacity Constraints

JAUNT has no restrictions on how many trips a certified individual can make, nor any pattern of denials, excessive trip lengths or untimely pickups. In FY11, there were only seven requests for ADA service that could not be met; thus far in FY12 there have been only two. On-time performance for FY11 was also excellent system-wide, with 100% of passengers arriving at their destinations on time and 90% picked up on-time.

Overall, JAUNT is in compliance with federal ADA regulations and continues to find ways to excel.

Target Dates for Goals and Objectives

The City of Charlottesville will make every effort to adopt the Goals and Objectives listed in this plan. The Goals and Objectives in the plan will be implemented with oversight of the ADA Coordination and input from the ADA Advisory Committee.

Upon approval, the ADA Advisory Committee will establish target dates for implementation. The Committee shall, on an annual basis, review the plan and take steps necessary assure that the these dates are honored and that the full intent of the plan is realized.

Funding and Implementation

Funding sources for the numerous initiatives outlined in this plan need to be identified. When Capital Improvement Program funds are to be used, the scheduling will be based on the priority rating given to items. It will be the responsibility of the City departments who maintain the facilities needing accessibility improvements to assure that these items are included in future CIP requests. The ADA Coordinator will monitor those improvements and ensure that the improvements are made in a timely manner.

Regional Cooperation

The ADA Coordinators of the City, the County of Albemarle, and the University of Virginia shall maintain a consistent and reliable means of communication. Cross jurisdiction notification of training and educational opportunities concerning accessibility issues should be encouraged.

APPENDIX: Accessibility Survey 2012

Facility	Sum of Cost .
Curb Ramp	\$ 10,100 .
Central Library	\$ 2,300 .
5th St NE	\$ 2,000 .
change in level	\$ 2,000 .
8th St NE	\$ 300 .
detectable warning	\$ 300 .
Crow Recreation Center	\$ 2,300 .
detectable warning	\$ 2,300 .
Health Department	\$ 1,200 .
detectable warning	\$ 1,200 .
Jordan Park	\$ 2,000 .
curb ramp (new)	\$ 2,000 .
Public Works Administration	\$ 300 .
detectable warning	\$ 300 .
Washington Park	\$ 2,000 .
curb ramp (new)	\$ 2,000 .
Drinking Fountain	\$ 25,700 .
Central Library	\$ - .
2nd Floor	\$ - .
water arc adjustment	\$ - .
City Hall	\$ 21,000 .
2 ea high-low fountains	\$ 3,000 .
7 ea high-low fountains	\$ 18,000 .
McGuffey Art Center	\$ 4,700 .
Elevator	\$ 21,500 .
City Hall	\$ 9,000 .
South	\$ 9,000 .
control upgrade contract	\$ 9,000 .
City Hall Annex	\$ 5,000 .
control upgrade contract	\$ 5,000 .
Market Street Parking Garage	\$ 7,500 .
control upgrade contract	\$ 7,500 .
McGuffey Art Center	.
Ext Access Route	\$ 13,400 .
City Hall Annex	\$ 100 .
directional signage	\$ 100 .
Crow Recreation Center	\$ 200 .
signage (accessible route)	\$ 200 .
Downtown (Key) Rec Center	\$ 200 .
powered door	\$ 200 .
Facility	Sum of Cost.
Greenleaf Park	.
Historic Society	\$ 7,900 .
back entrance	\$ 700 .
change in level	\$ 500 .
door closer adjustment	\$ - .
powered door	\$ 200 .
curb ramp (new)	\$ 2,000 .
ramp (new) Package Cost	\$ 5,000 .
Facility	Sum of Cost .
signage (accessible route)	\$ 200 .

APPENDIX: Accessibility Survey 2012

McGuffey Art Center	\$ 1,000 .
Riverview Park	\$ 2,000 .
walkway	\$ 2,000 .
Washington Park	\$ 2,000 .
walkway	\$ 2,000 .
Parking	\$ 14,900 .
Belmont Park	\$ 500 .
striping (access aisle)	\$ 500 .

Facility	Sum of Cost.
Central Library	\$ 700 .
signage (van accessible space)	\$ 200 .
striping (restripe lot)	\$ 500 .
striping (van accessible space)	\$ - .
City Hall Annex	\$ 950 .
signage (van accessible space)	\$ 200 .
striping (van accessible space)	\$ 750 .
Crow Recreation Center	\$ 1,900 .
signage (accessible parking)	\$ 200 .
signage (van accessible space)	\$ 200 .
striping (relocate space)	\$ 500 .
striping (van accessible space)	\$ 1,000 .
Downtown (Key) Rec Center	\$ 850 .
signage (van accessible space)	\$ 100 .
striping (van accessible space)	\$ 750 .
Fifeville Park	\$ 600 .
signage (accessible parking)	\$ 100 .
striping (access aisle)	\$ 500 .
Forest Hills Park	\$ 1,000 .
striping	\$ 500 .
striping (access aisle)	\$ 500 .
Health Department	\$ 1,150 .
signage (accessible parking)	\$ 400 .
striping (van accessible space)	\$ 750 .

Facility	Sum of Cost.
Historic Society	\$ 1,200 .
signage (van accessible space)	\$ 200 .
striping (restripe lot)	\$ 1,000 .
striping (van accessible space)	\$ - .
Jordan Park	\$ 1,200 .
signage (accessible parking)	\$ 200 .
striping	\$ 500 .
striping (access aisle)	\$ 500 .
Facility	Sum of Cost .
signage (accessible parking)	\$ 200 .
McGuffey Art Center	
McIntire Park West	\$ 500 .
striping (access aisle)	\$ 500 .

APPENDIX: Accessibility Survey 2012

Northeast Park	\$ 1,200 .
signage (accessible parking)	\$ 200 .
striping (access aisle)	\$ 500 .
striping (accessible parking)	\$ 500 .
Public Works Administration	\$ 950 .
signage (van accessible space)	\$ 200 .
striping (access aisle)	\$ - .
striping (restripe lot)	\$ 750 .
striping (van accessible space)	\$ - .
Riverview Park	\$ 500 .
striping (accessible parking)	\$ 500 .

Facility	Sum of Cost
Washington Park	\$ 1,500 .
striping (access aisle)	\$ 500 .
striping (restripe lot)	\$ 1,000 .
Ramp	\$ 10,000 .
Downtown (Key) Rec Center	\$ 8,000 .
ramp (new)	\$ 8,000 .
Health Department	\$ 1,000 .
Entrance 2	\$ 500 .
handrail (ends)	\$ 500 .
Entrance 3	\$ 500 .
handrail (ends)	\$ 500 .
Market Street Parking Garage	\$ 1,000 .
mall side ramp	\$ 1,000 .
handrail (new)	\$ 1,000 .
Toilet Room	\$ 26,300 .
Central Library	\$ 6,800 .
2nd Floor	\$ 3,500 .
grab bar (new)	\$ 300 .
lavatory (new)	\$ 500 .
stall (new)	\$ 1,600 .
toilet (new)	\$ 600 .
urinal (new)	\$ 500 .
ground floor	\$ 3,300 .
grab bar (new)	\$ 300 .
stall (new)	\$ 800 .
toilet (new)	\$ 1,200 .
urinal (new)	\$ 1,000 .

Facility	Sum of Cost
City Hall	\$ 10,400 .
2nd Floor North	\$ 5,200 .
signage (accessible route)	\$ 200 .
2nd Floor South	\$ 2,700 .
grab bar (new)	\$ 600 .

APPENDIX: Accessibility Survey 2012

stall (new)	\$ 1,600 .
urinal (new)	\$ 500 .
3rd Floor	\$ 2,500 .
grab bar (new)	\$ 600 .
lavatory (new)	\$ 500 .
mirror (new)	\$ 200 .
toilet (new)	\$ 1,200 .
City Hall Annex	\$ 1,100 .
2nd Floor	\$ 1,100 .
accessory (relocate)	\$ 100 .
urinal (new)	\$ 1,000 .
Crow Recreation Center	\$ 2,100 .
grab bar (new)	\$ 300 .
stall (new)	\$ 800 .
urinal (new)	\$ 1,000 .
Health Department	\$ 700 .
ground floor	\$ 500 .
lavatory (new)	\$ 500 .
upper level	\$ 200 .
mirror (new)	\$ 200 .
Historic Society	\$ 2,500 .
door (replace door)	\$ 1,000 .
grab bar (new)	\$ 300 .
lavatory (new)	\$ 500 .
signage (accessible route)	\$ 100 .
toilet (new)	\$ 600 .
McGuffey Art Center	\$ 2,600 .
Washington Park	\$ 100 .
signage (accessible route)	\$ 100 .
Grand Total	\$ 121,900

APPENDIX: Summary of Accessibility Survey 2012

ADA Compliance Assessment Data

Collected: Fall 2012

Type of Facility	Approximate Cost for Improvements
Government Facilities	\$77,400 ,
Joint Facilities	\$13,850 ,
Parks	\$30,650 ,
<i>Grand Total</i>	<i>\$121,900 ,</i>

Type of Improvement	Approximate Cost for Improvements
Curb Ramp	\$10,100,
Drinking Fountain	\$25,700,
Elevator	\$21,500,
Ext Access Route	\$13,400,
Parking	\$14,900,
Ramp	\$10,000,
Telephone	\$0,
Toilet Room	\$26,300,

APPENDIX: Summary of Accessibility Survey 2012

Facility Type	Facility Name	Approximate Cost for Improvements
Government Facility	City Hall Annex	\$7,150,
	Historic Society	\$11,600,
	Market Street Parking Garage	\$8,700,
	McGuffey Art Center	\$8,300,
	Public Works Administration	\$1,250,
	Virginia Discovery Museum	\$0,
Joint Facility	Central Library	\$9,800,
	Health Department	\$4,050,
Park	Belmont Park	\$500,
	Crow Recreation Center	\$6,500,
	Downtown (Key) Recreation Center	\$9,050,
	Fifeville Park	\$600,
	Forest Hills Park	\$1,000,
	Greenleaf Park	\$0,
	Jordan Park	\$3,200,
	McIntire Park West	\$500,
	Meade Park	\$0,
	Northeast Park	\$1,200,
	Pen Park	\$0,
	Riverview Park	\$2,500,
	Tonsler Park	\$0,
	Washington Park	\$5,600,

Notes:

- For toilet rooms we could run into new costs if the room itself has to be expanded to create clearances
- If it appears that approval for these improvements is possible, then a more refined scoping and estimating effort is warranted. That effort would incur design costs. This step needs to happen before funding is sought.
- Line items that are questions require further field investigation or reference investigation. Some portion – maybe 25% to 50% of these items could become line items with actual cost.

- The bottom line as it stands now is \$122,000. This could easily double when we add in design costs, estimate variance, the items to be researched, and the potential toilet room expansions.

Resolution

WHEREAS, “Complete Streets” are defined as roadways that enable safe and convenient access for all users, including bicyclists, children, persons with disabilities, motorists, movers of commercial goods, pedestrians, users of public transportation and seniors; and

WHEREAS, “Sustainable Complete Streets” are defined as Complete Streets with elements of design, construction and operation that also serve environmental sustainability; and

WHEREAS, streets that support and invite multiple uses, including safe, active and ample space for pedestrians, bicycles, and public transportation, are more conducive to the public life and efficient movement of people than streets designed primarily to move automobiles and trucks; and

WHEREAS, promoting pedestrian, bicycle and public transportation travel as an alternative to the automobile reduces negative environmental impacts, promotes healthy living, and is less costly to the commuter; and

WHEREAS, the full integration of all modes of travel in the design of streets and highways will increase the capacity and efficiency of the road network, reduce traffic congestion by improving mobility options, limit greenhouse gas emissions, and improve the general quality of life; and

WHEREAS, many studies show that when roads are better designed for bicycling, walking and transit use, more people do so; and

WHEREAS, the design and construction of new roads and facilities should anticipate future demand for biking, walking, and other alternative transportation facilities and not preclude the provision of future improvements; and

WHEREAS, Complete Streets are supported by the Institute of Traffic Engineers, and American Planning Association, and many other transportation planning and public health professionals;

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Charlottesville hereby establishes and adopts a sustainable Complete Streets Policy whereby all street projects, including design, planning, reconstruction, rehabilitation, maintenance, or operations by the City of Charlottesville shall be designed and executed in a balanced, responsible and equitable way to accommodate and encourage travel by bicyclists, public transportation vehicles and their passengers, and pedestrians of all ages and abilities;

BE IT FURTHER RESOLVED that the City shall provide for the needs of drivers, public transportation vehicles and patrons, bicyclists, and pedestrians of all ages and abilities in all planning, programming, design, construction, reconstruction, retrofit, operations, and maintenance activities and products; and

BE IT FURTHER RESOLVED, that the City shall view all transportation improvements as opportunities to improve safety, access, and mobility for all travelers in the City and recognizes bicycle, pedestrian and transit modes as integral elements of the transportation system.

APPENDIX: Useful City Phone Numbers**USEFUL CITY PHONE NUMBERS**

Absentee Voting	434-970-3250	Permit and Inspections	434-970-3182
Adopt a Street Litter Program	434-970-3362	Permit Parking Residential	434-970-3146
Adult Recreation Classes	434-970-3572	Permit Parking Commercial	434-970-3182
Animal Control	434-977-9041	Personal Property Assessments	434-970-3160
Architectural Review Board	434-970-3182	Personal Property Filing	434-970-3160
Athletic Programs	434-970-3271	Personal Property Payments	434-970-3146
Band - Municipal	434-295-9850	Picnic Shelter Rentals	434-970-3260
Bicycle Registration	434-970-3240	Planning Commission	434-970-3182
Building Permits	434-970-3182	Playground Maintenance	434-970-3589
Bus Service - Schools	434-970-3532	Plumbing Permits	434-970-3182
Bus Service - CAT	434-970-3649	Public Defender 409 Third St.	434-951-6300
Business & Professional Licenses	434-970-3170	Rain/Snow Softball Line	434-970-3593
Business License Inspector	434-970-3170	Real Estate Tax Payments	434-970-3146
Cemetery Records	434-970-3260	Refuse/Recycling Services	434-970-3830
Child Daycare Assistance	434-970-3400	Registration Voting	434-970-3250
Child Protective Services	434-970-3400	Rent Relief Grant Elderly/Disabled	434-970-3170
City Council Clerk	434-970-3113	Retired Senior Volunteer Program	434-970-3261
City Job Hotline	434-970-3450	Rezoning Applications	434-970-3182
City Market	434-970-3371	Risk Management	434-970-3862
Curb Ramp Request	434-970-3182	School Grounds Maintenance	434-970-3589
Curbside Trash Collection	434-970-3830	Senior Citizens Programs	434-970-3261
Customer Service Water & Gas	434-970-3211	Sidewalks-construction	434-970-3182
Dead Animals in the Street	434-970-3830	Sidewalks-repair	434-970-3830
Dog Licenses	434-970-3146	Sign Permits	434-970-3182
Dog Warden	434-977-9041	Site Plans and Subdivisions	434-970-3182
Downtown Area Development Maps	434-970-3182	Snow Emergency Hotline	434-970-3337
Drainage Concerns	434-970-3307	Snow Removal	434-970-3830
Electrical Permits	434-970-3182	Social Services	434-970-3400
Employment - City	434-970-3450	Soil Erosion Permits	434-970-3182
Employment - City Schools	434-245-2400	SPCA	434-973-5959
Engineering	434-970-3182	Special Events Applications	434-970-3267
Fair Housing Inquiries	434-970-3182	Stray Animals	434-977-9041
Family Group Homes	434-970-3355	Street and Sidewalk Cut Permits	434-970-3361
Financial Assistance Social Services	434-970-3400	Street and Sidewalk Maintenance	434-970-3830
Food Stamps	434-970-3400	Street Banners	434-970-3363
Foster Care	434-970-3400	Street Flooding	434-970-3830
Garbage Collection	434-970-3830	Summer Playgrounds	434-970-3572
Gas New Service & Billing	434-970-3211	Swimming Programs and Classes	434-977-0601
Gas leaks/emergencies	434-293-9164 or 911	Tax Relief Grant Elderly/Disabled	434-970-3170
Handicapped Parking	434-970-3182	Teens GIVE	434-970-3334

USEFUL CITY PHONE NUMBERS (Continued)

Handicapped Access	434-970-3182
Historic Preservation & Review	434-970-3182
Inspectors	434-970-3182
Job Hotline	434-970-3450
Landscape Maintenance	434-970-3586
Large-Item Collection	434-970-3830
Leaf Collection	434-970-3830
Magistrate - Avon Street Ext.	434-977-0220
Marriage License - 315 E High Street	434-970-3766
Meals Tax Filing	434-970-3170
Mechanical Permits	434-970-3182
Minority Business Assistance	434-970-3117
Municipal Band 1119 5th St. SW	434-295-9850

Therapeutic Recreation Programs	434-970-3264
Traffic Engineering	434-970-3182
Traffic Operations	434-970-3362
Traffic Sign Maintenance	434-970-3362
Traffic Signal Maintenance	434-970-3363
Water/wastewater Service & Billing	434-970-3211
Weed Enforcement Private/City Property	434-970-3182
Youth Recreation Classes	434-970-3572
Zoning Administration	434-970-3182
Zoning Board of Appeals	434-970-3182
Zoning Maps	434-970-3182