

PUBLIC RIGHT-OF-WAY ACCESSIBILITY TRANSITION PLAN



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INTRODUCTION

Transition Plan Need and Purpose

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

1. Employment
2. State and Local Government Services
3. Public Accommodations
4. Telecommunications
5. Miscellaneous Provisions

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

As required by Title II of ADA *[28 CFR. Part 35 Sec. 35.105 and Sec. 35.150]*, the City of Des Plaines has conducted a self-evaluation of its facilities within public rights of way and has developed this Public Right-of-Way Accessibility Transition Plan detailing how the organization will ensure that all of those facilities are accessible to all individuals.

ADA and its Relationship to Other Laws

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

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

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

Agency Requirements

Under Title II, the City of Des Plaines must meet these general requirements:

- Must operate their programs so that, when viewed in their entirety, the programs are accessible to and useable by individuals with disabilities *[28 C.F.R. Sec. 35.150]*.

- May not refuse to allow a person with a disability to participate in a service, program or activity simply because the person has a disability [28 C.F.R. Sec. 35.130(a)].
- Must make reasonable modifications in policies, practices and procedures that deny equal access to individuals with disabilities unless a fundamental alteration in the program would result [28 C.F.R. Sec. 35.130(b) (7)].
- May not provide services or benefits to individuals with disabilities through programs that are separate or different unless the separate or different measures are necessary to ensure that benefits and services are equally effective [28 C.F.R. Sec. 35.130(b)(iv) & (d)].
- Must take appropriate steps to ensure that communications with applicants, participants and members of the public with disabilities are as effective as communications with others [29 C.F.R. Sec. 35.160(a)].
- Must designate at least one responsible employee to coordinate ADA compliance [28 CFR Sec. 35.107(a)]. This person is often referred to as the "ADA Coordinator." The public entity must provide the ADA coordinator's name, office address, and telephone number to all interested individuals [28 CFR Sec. 35.107(a)].
- Must provide notice of ADA requirements. All public entities, regardless of size, must provide information about the rights and protections of Title II to applicants, participants, beneficiaries, employees, and other interested persons [28 CFR Sec. 35,106]. The notice must include the identification of the employee serving as the ADA coordinator and must provide this information on an ongoing basis [28 CFR Sec. 104.8(a)].
- Must establish a grievance procedure. Public entities must adopt and publish grievance procedures providing for prompt and equitable resolution of complaints [28 CFR Sec. 35.107(b)]. This requirement provides for a timely resolution of all problems or conflicts related to ADA compliance before they escalate to litigation and/or the federal complaint process.

This document has been created to specifically cover accessibility within the public rights of way and does not include information on City programs, practices, or building facilities not related to public rights of way.

SELF-EVALUATION OVERVIEW

The City of Des Plaines is required, under Title II of the Americans with Disabilities Act (ADA) and 28CFR35.105, to perform a self-evaluation of its current transportation infrastructure policies, practices, and programs. This self-evaluation will identify what policies and practices impact accessibility and examine how the City implements these policies. The goal of the self-evaluation is to verify that, in implementing the City policies and practices, the department is providing accessibility and not adversely affecting the full participation of individuals with disabilities. The process of self-evaluation for accessibility provides a framework for communities to develop a *Public Right-of-Way Accessibility Transition Plan* that identifies barriers, prioritizes actions to address barriers and then sets forth a schedule to implement those actions.

In accordance with 28 CFR 35.150(d) the Transition Plan used to implement compliance must include the following elements:

- Designate officials responsible for implementation
- Provide public notice and opportunity for public participation
- Develop a grievance procedure
- Adopt design standards and guidelines
- Prepare a self-evaluation
- Schedule and budget for improvements to achieve compliance
- Monitor progress

This *Public Right-of-Way Accessibility Transition Plan* incorporates these elements and provides a method for the City of Des Plaines to schedule and implement required ADA improvements to existing pedestrian sidewalks and pathways.

OFFICIALS RESPONSIBLE FOR IMPLEMENTATION

In accordance with 28 CFR 35.107(a), the City of Des Plaines has identified an ADA Coordinator to oversee the City policies and procedures and to handle grievances.

ADA Coordinator

Director of Human Resources
City of Des Plaines
1420 Miner Street, Room 503
Des Plaines, IL 60016

John Light
Phone: 847-391-5486
Email: jlight@desplaines.org

Given the breadth of requirements related to ADA compliance, public and private, there are multiple departments within the City with special expertise in ADA requirements. The ADA Coordinator processes the grievances and is able to involve the relevant Department to respond to and resolve the grievance.

For issues within the public right-of-way covered under this Transition Plan, the Public Works & Engineering Department is the relevant Department. The Department has personnel who are familiar with the City's operations, properly trained in ADA public right-of-way requirements and able to effectively communicate with governmental agencies, advocacy groups and the public. And the Department coordinates all aspects of ADA compliance found within this *Public Right-of-Way Accessibility Transition Plan*. The ADA Coordinator therefore directs any comments, additions or suggestions about this plan to the Director of the Public Works & Engineering Department or his/her designee.

EXTERNAL AGENCY COORDINATION

Illinois Department of Transportation (IDOT) is responsible for pedestrian signal and ADA ramp facilities within their rights-of-way. IDOT created an updated state-wide Transition Plan in 2014. As part of that planning process, IDOT District 1 performed a comprehensive inventory of all of their facilities within the District.

Cook County Department of Transportation and Highways (CCDOH) also has roadways within the City of Des Plaines and is responsible for the facilities within their rights-of-way.

In addition, there are private streets within the City. The facilities along these private streets are the responsibility of the property owner and/or associations.

The Roadway Jurisdiction Map, included as Appendix A, identifies the ownership of the roadways throughout the City of Des Plaines. The Sidewalk Network Map, included as Appendix B, identifies ownership of the sidewalks throughout the City of Des Plaines.

The City will coordinate with these external agencies to assist in the facilitation of the elimination of accessibility barriers along their routes to the extent possible.

PUBLIC OUTREACH

Under the Americans with Disabilities Act, each agency is required to publish its responsibilities in regards to the ADA and provide the public an opportunity to provide input on the Transition Plan prior to adoption. The City of Des Plaines recognizes that public participation is an important component in the development of this document. A copy of the *Public Right-of-Way Accessibility Transition Plan* is available on the City website at https://www.desplaines.org/ada_compliance.htm and by request to the ADA Coordinator. Any resident may address their concerns or comments to the ADA Coordinator listed in this document.

GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Des Plaines. The City of Des Plaines Personnel Policy governs employment-related complaints of disability discrimination.

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

Complaints should be submitted as soon as possible, but no later than 60 calendar days after the alleged violation, to the ADA Coordinator.

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

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

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

All written complaints received by the ADA Coordinator, appeals to the City Manager, and responses for these two offices will be retained by the City of Des Plaines for at least three years.

See Appendix D for a copy of the Accessibility Complaint Form. See Appendix E for a copy of the form that can be used to track individual complaints.

DESIGN STANDARDS AND GUIDELINES

The Department of Justice's revised regulations for Titles II and III of the Americans with Disabilities Act of 1990 (ADA) were published in the Federal Register on September 15, 2010. These regulations adopted revised, enforceable accessibility standards called the 2010 ADA Standards for Accessible Design, "2010 Standards." On March 15, 2012, compliance with the 2010 Standards was required for new construction and alterations under Titles II and III.

The City will also follow the Proposed Guidelines for Pedestrian Facilities in Public Right of Way (PROWAG), the Illinois Accessibility Code (IAC) and Illinois Department of Transportation Bureau of Local Roads and Streets Manual (BLR) as a best practice for accessibility within the public right-of-way.

The Federal Highway Administration and the Illinois Department of Transportation also have public right-of way accessibility design specifications and details. The “Standard Specifications for Road and Bridge Construction in Illinois”, current edition, applicable IDOT standard construction details and the current ADA and PROWAG guidelines will apply to and govern all compliance evaluations of existing facilities and proposed improvements for accessibility compliance.

There may be limitations which make it technically infeasible for a public improvement to achieve full accessibility within the scope of any project. As these locations are encountered and improved to the extent feasible within the project scope, reasons for the inability to achieve full compliance must be thoroughly documented. As future projects or opportunities arise, those public improvements shall continue to be incorporated into future work. Regardless of whether full compliance can be achieved or not, each public improvement shall be made as compliant as possible in accordance with the judgment of City staff.

SELF-EVALUATION

Introduction

An element of ADA Title II compliance requires the City of Des Plaines to examine its services, policies, and practices and the effects thereof to determine whether there are barriers to participation by people with disabilities. For this Public Right-of-Way Accessibility Transition Plan, this process includes the identification of existing accessible paths of travel for facilities within the public right-of-way and programs to facilitate prioritization.

For agencies with responsibility or authority over streets, roads and walkways, the self-evaluation and Transition Plan must include curb ramps and other pedestrian facilities. For example, specific items for curb ramps that are to be reviewed include the presence of appropriate detectable warnings, slopes, level landings, and algebraic slope changes from the ramp to the street surface.

The City of Des Plaines has developed a system to identify and assess barriers in the public right-of-way.

Summary of 2014-2017 Evaluation

Over four years, the City conducted a detailed accessibility evaluation of 82 pedestrian signals, 1,093 crosswalks, 638 sidewalk segments and 1,882 curb ramps within its public right of way. This represents approximately 50% of the City’s facilities and is representative of the City’s remaining facilities. The remaining portion will be evaluated as part of mitigating barriers.

The Self-Evaluation Inventory Summary is provided in Appendix C.

MITIGATING BARRIERS

The City of Des Plaines endeavors to mitigate barriers in the public right-of-way on an ongoing basis by proactively identifying and eliminating barriers, responding to public grievances, incorporating accessibility improvements into capital and other City improvement projects and ensuring that new construction is constructed to current standards and guidelines. More details on these approaches are indicated in the next section.

IMPROVEMENTS SCHEDULE

Approach

The City will utilize several methods for upgrading pedestrian facilities to the current accessibility standards.

The first method is through City of Des Plaines-led capital improvements. This includes:

- Scheduled street and utility improvement projects. All pedestrian facilities impacted by these projects will be upgraded to current accessibility standards to the extent possible as part of the project.
- Annual Sidewalk and Curb Program. This program is budgeted annually and is aimed at repairing hazardous sidewalk and curb locations within the public right-of-way. The locations for the program are generated primarily through resident requests.
- Implementation of stand-alone sidewalk and right-of-way accessibility improvement projects. These projects, when determined to be necessary and feasible by City staff, will be incorporated into the Capital Improvement Program (CIP) on a case by case basis, as City finances allow.
- Reasonable accommodation requests. The City of Des Plaines will attempt to provide relief to public right-of-way where a disabled person has identified an issue and/or requested assistance.

The second method is through incorporation as part of private development. The City has adopted more stringent plan submittal requirements for the design of curb ramps to be constructed within the public right-of-way as part of private development projects. Further, all sidewalks and curb ramps constructed within the public right-of-way are inspected by the city engineering staff to confirm full compliance with ADA/PROWAG requirements prior to the City accepting the improvements.

The final method is through coordination with other agencies performing work within the City. This includes the Illinois Department of Transportation and the Cook County Department of Transportation and Highways.

Schedule

The City of Des Plaines will endeavor toward continuous progress in improving the accessibility of pedestrian facilities in the public right-of-way, through the multi-faceted approaches outlined above.

The City will make efforts to select areas with high priority and solvability where feasible before moving to lower priorities. One method of prioritizing will be based upon the location of the barrier as follows:

- Higher 1 - Intersections serving government or public facilities
- 2 - Intersections serving arterial roadways or the central business district
- 3 - Intersections serving collector roads
- 4 - Intersections serving residential roads
- Lower 5 - Intersections serving other areas (such as industrial)

Given the breadth of the program and the size of the City's pedestrian network, the City will follow the concept of Program Access under Title II of the ADA. Program Access does not necessarily require a public entity to make each of its existing facilities accessible to and usable by individuals with disabilities, as long as the program as a whole is accessible.

Monitoring Progress

This document will continue to be updated as improvements are made and conditions within the City evolve. The appendices in this document will be updated periodically, while the main body of the document will be updated at least every 5 years, with a future update schedule to be developed at that time. With each main body update, public comments will be solicited to continue the public outreach efforts.

CONCLUSION

The City of Des Plaines has demonstrated a commitment to provide equal access to its facilities within the public right-of-way and to maintain and enhance compliance with the requirements of the Americans with Disabilities Act. The completed *Public Right-of-Way Accessibility Transition Plan* provides the City with the framework to address current accessibility compliance issues and plan for future components that will need to be addressed. The City is committed to the findings and improvements identified in this Transition Plan and will continue to adhere to accessibility requirements to benefit the overall accessibility of the City to all residents.

ADA RESOURCE REFERENCES

Americans with Disabilities Act Title II Regulations
https://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.htm

U.S. Department of Justice – 2010 ADA Standards for Accessible Design
https://www.ada.gov/2010ADAstandards_index.htm

State of Illinois Capital Development Board (2018 October 23). Illinois Accessibility Code. Online Capital Development Board
<https://www2.illinois.gov/cdb/business/codes/IllinoisAccessibilityCode/Pages/default.aspx>

Public Rights of Way Accessibility (PROWAG) Guidelines
<https://www.access-board.gov/attachments/article/743/nprm.pdf>

Illinois Department of Transportation – Accessibility in the Public Right-of-Way
<http://www.idot.illinois.gov/about-idot/civil-rights/ADA-and-Accessibility>

Illinois Department of Transportation- Bureau of Local Roads and Streets Manual
<http://www.idot.illinois.gov/Assets/uploads/files/Doing-Business/Manuals-Guides-&-Handbooks/Highways/Local-Roads-and-Streets/Local%20Roads%20and%20Streets%20Manual.pdf>

Illinois Department of Transportation- Highway Standards & District Specific Standards
<http://idot.illinois.gov/doing-business/procurements/engineering-architectural-professional-services/Consultants-Resources/highway-standards-and-district-specific-standards>

Illinois Attorney General's Office
<http://www.illinoisattorneygeneral.gov/>

United States Access Board
<https://www.access-board.gov/>

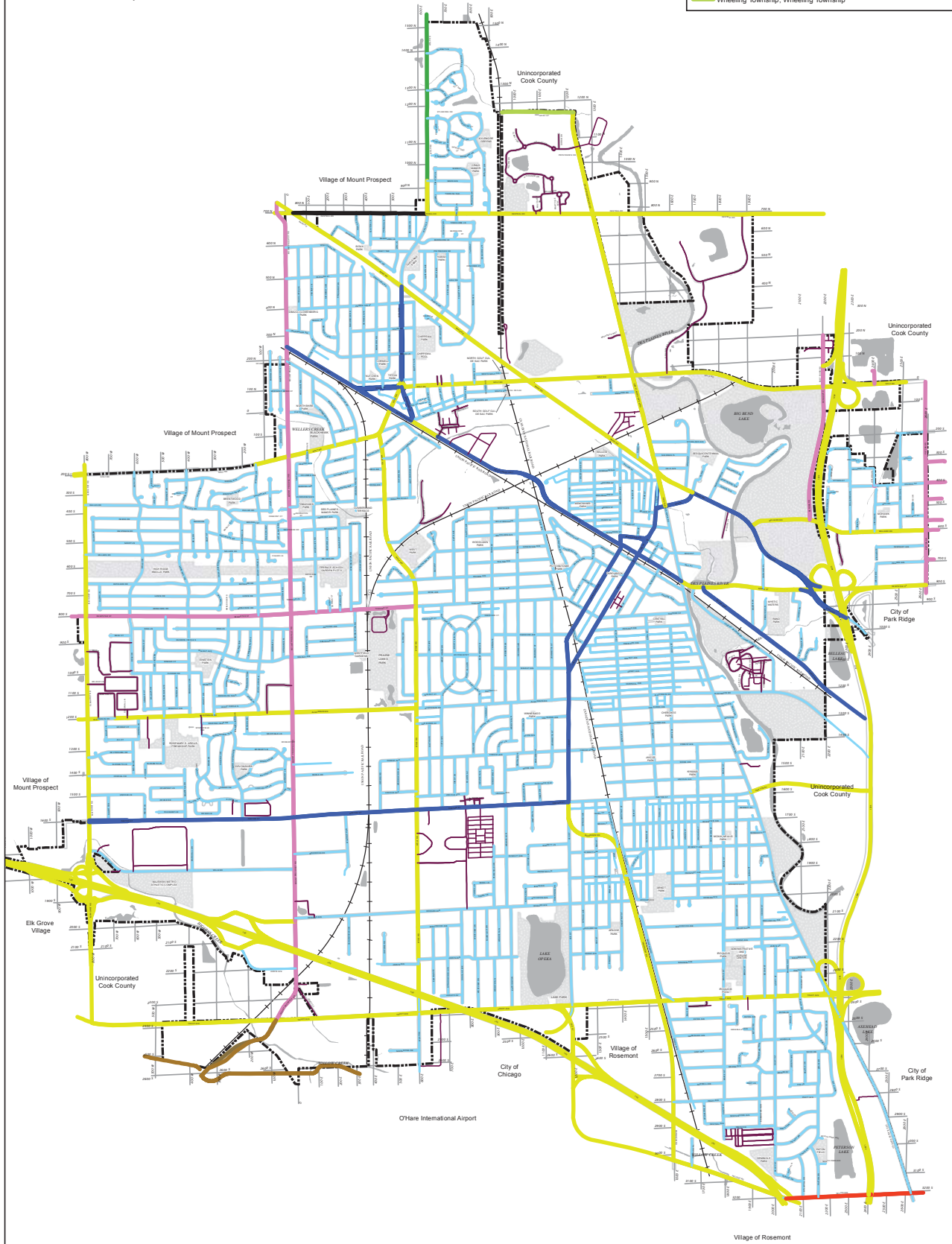
Federal Highway Administration
<http://www.fhwa.dot.gov/>

APPENDIX A – ROADWAY JURISDICTION MAP

ROAD JURISDICTION

Legend

- Private, Private
- Airport Authority, Airport Authority
- City of Des Plaines, City of Des Plaines
- Cook County, Cook County
- Illinois Department of Transportation, City of Des Plaines
- Illinois Department of Transportation, Illinois Department of Transportation
- Illinois Department of Transportation, Village of Mount Prospect
- Rosemont, Rosemont
- Village of Mount Prospect, Village of Mount Prospect
- Wheeling Township, Wheeling Township



APPENDIX B – SIDEWALK NETWORK MAP



2018 SIDEWALK NETWORK



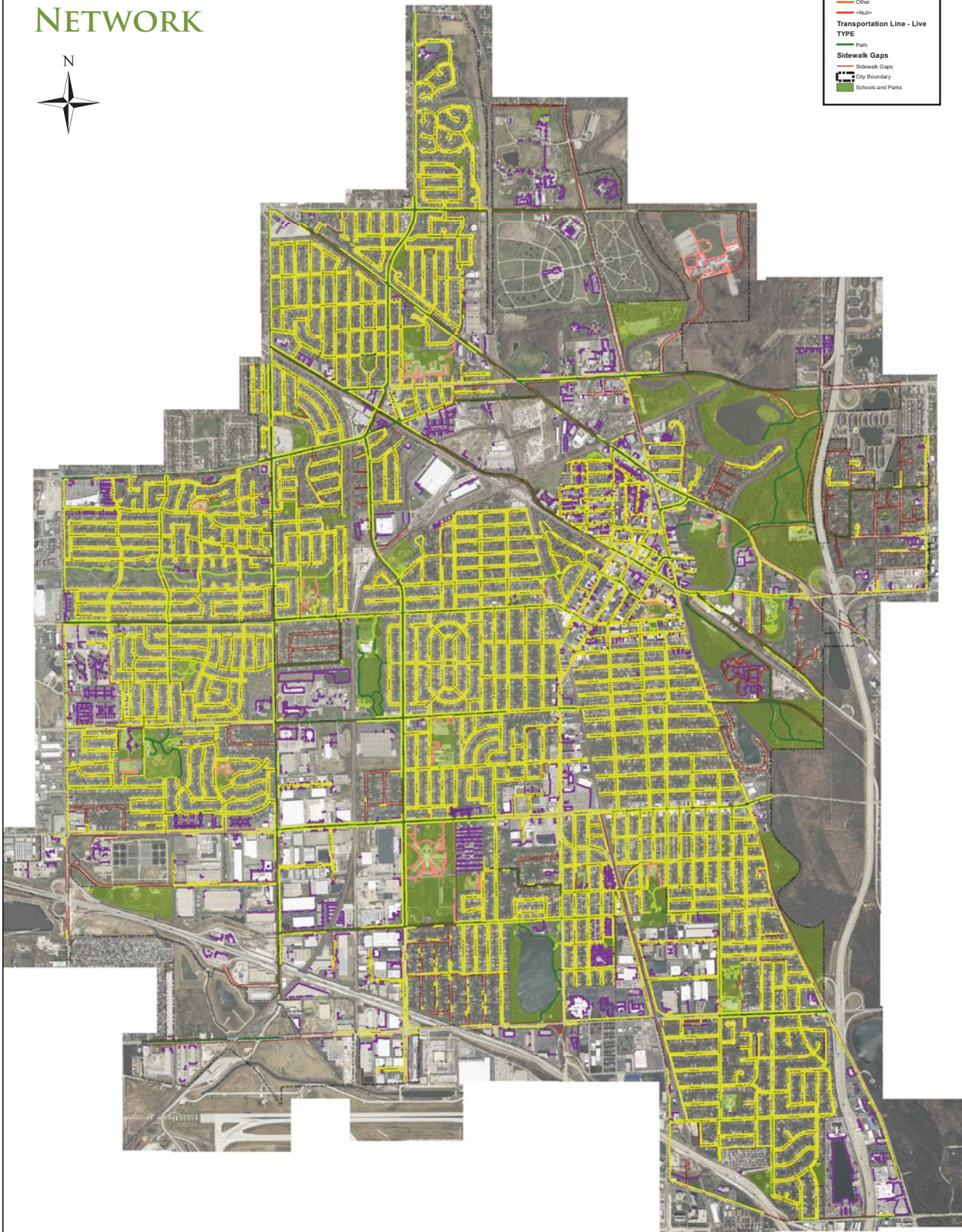
Map Legend

Sidewalk - Live
-all other values-

OWNERSHIP
-CDP-
-School-
-SchoolCDP-
-Park District-
-Mount Prospect Park District-
-Forest Preserve-
-Private-
-Other-
-Multi-

Transportation Line - Live
TYPE
-Path-

Sidewalk Gaps
-Sidewalk Gaps-
-City Boundary-
-Schools and Parks-



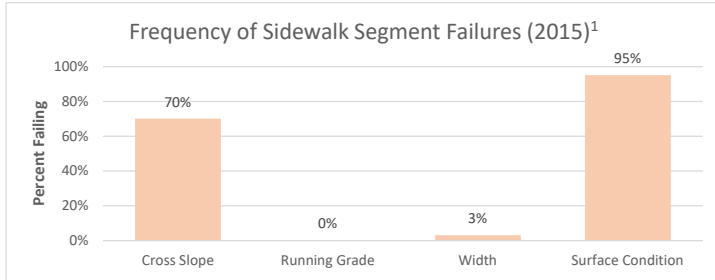
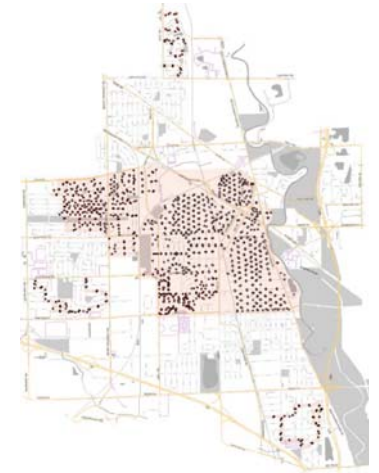
APPENDIX C – SELF-EVALUATION INVENTORY SUMMARY

City of Des Plaines

ADA Inventory Summary (2014-2017)

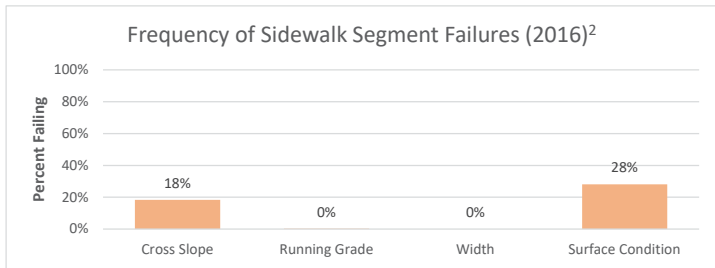
SIDEWALKS

The *Sidewalk* segment data was collected over the course of three summers, from 2015 to 2017. The methodology was adjusted each year based upon lessons learned. As a result, the sidewalk segment data from year to year is not directly comparable. The final summer of data collected provides the best snapshot of sidewalk segment conditions and typical ADA issues. Additional detail is provided below. Methodology for the *Crosswalks*, *Curb Ramps*, and *Pedestrian Signals* did not change over the course of the three summers of data collection.



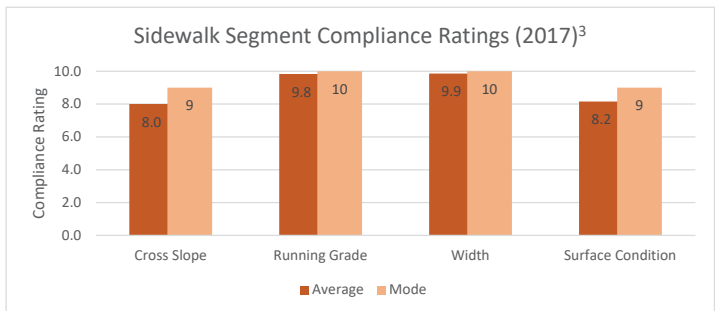
During the summer of 2015, the first year of *Sidewalk* segment data collection, the sidewalk segment between two intersections was strictly evaluated as pass-fail. If even one square out of 100 had a crack exceeding the maximum width, or exceeding the 2% maximum cross-slope, the entire sidewalk segment was failed. This resulted in data of limited value, because most sidewalk segments failed, and we couldn't determine which were serious issues vs which were minor.

- Based upon the methodology, only 4% of the 638 sidewalk segments evaluated met all ADA standards.
- The leading cause of failure was surface condition, with the most common issue being wider than acceptable sidewalk gaps. The second leading cause of failure was sidewalk cross slope. Running grade and sidewalk width were rarely an issue.



For the summer of 2016, the evaluation method was modified in an attempt to get more meaningful data. If more than 2/3 of the sidewalk met standard and there was nothing particularly severe, it was indicated as pass, and individual deficiencies were noted. This provided better data, but proved way too slow a process, and the 2/3 litmus was somewhat arbitrary.

- Based upon the revised methodology, 66% of the 398 sidewalk segments evaluated met all ADA standards.
- The leading cause of failure remained the surface condition, followed by the cross slope.

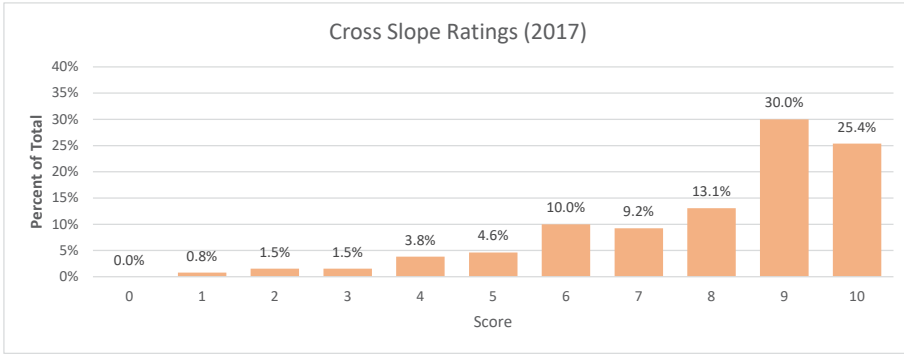


For the summer of 2017, the evaluation method was modified again. For each criterion, sidewalk segments were given a rating on a scale of 1-10, with 10 being great condition with no deficiencies observed (i.e. 100% of squares compliant), and 1 being worst condition with deficiencies at virtually every sidewalk square (i.e. 10% or fewer squares compliant). This new methodology provided much more useful information, allowing for a clearer picture of the existing field conditions.

- Based upon the revised methodology, the average rating for the 130 sidewalk segments evaluated was 9.0. Indicating that the sidewalk segments were generally in very good condition, and compliant with ADA standards, with just scattered deficiencies. Surface condition and cross slope remained the primary sources of deficiencies.
- Additional charts highlighting the 2017 results are included on the next page.

City of Des Plaines
 ADA Inventory Summary (2014-2017)

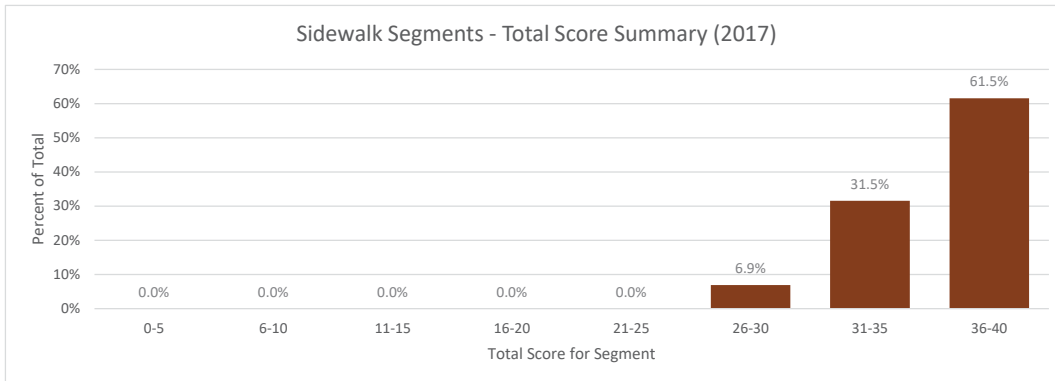
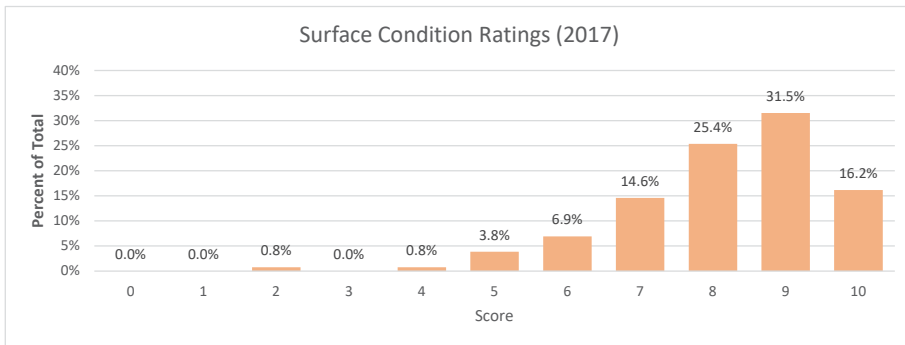
SIDEWALKS cont...



These two charts show the spread of the summer 2017 ratings for the cross slope and the surface condition, the primary identified sources of ADA deficiencies along the sidewalk segments evaluated.

Cross Slope – As per the previous chart, the average rating was 8.0.

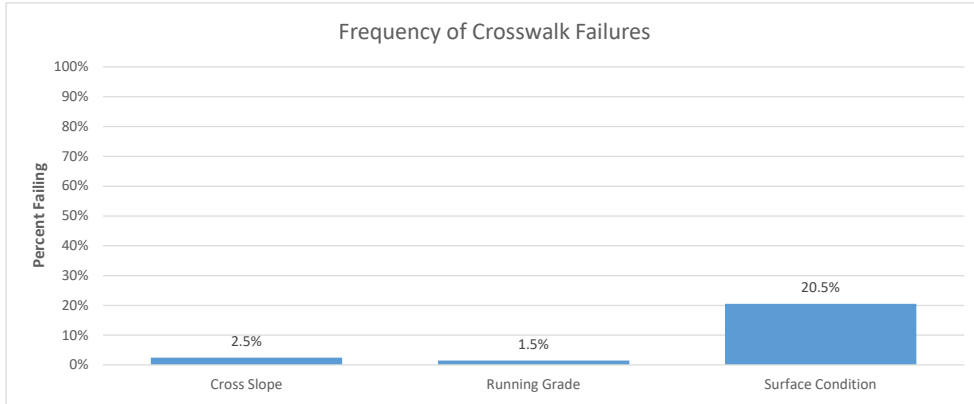
Surface Condition – As per the previous chart, the average rating was 8.2.



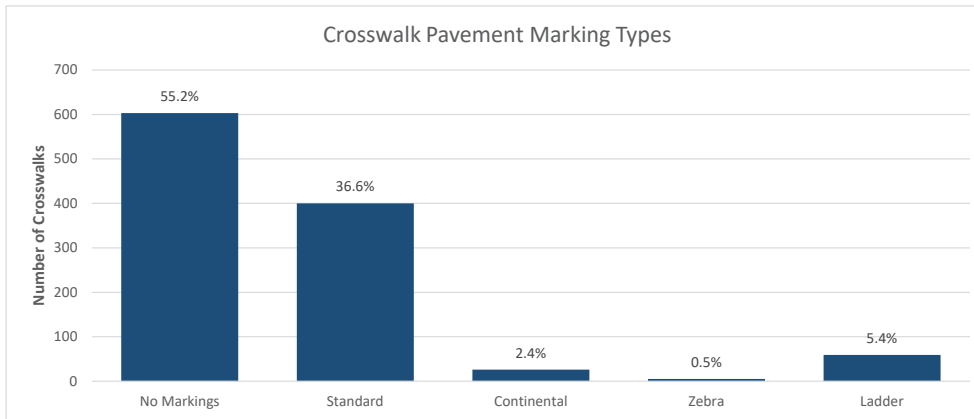
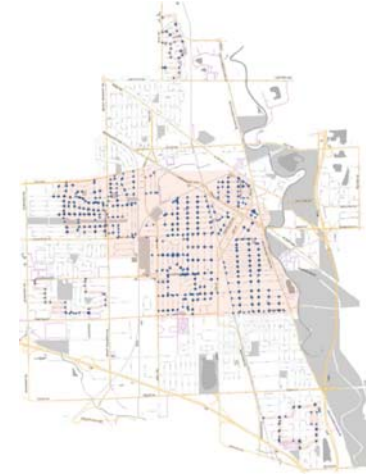
This chart shows the spread of the total score for the individual sidewalk segments, which is the addition of the ratings for each of the four criterion upon which each segment was evaluated.

City of Des Plaines
ADA Inventory Summary (2014-2017)

CROSSWALKS

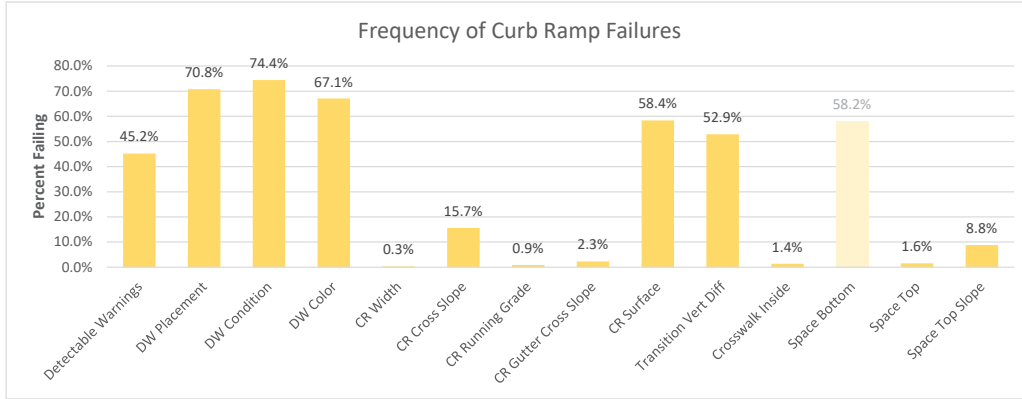


- Of the 1,093 crosswalks evaluated, approximately 77% met all ADA standards.
- The most common deficiency was with the surface condition, typically consisting of cracks or gaps in the pavement. Approximately 20% of locations had one or more issues with the surface condition.
- Cross slope and running grade were rarely an issue.

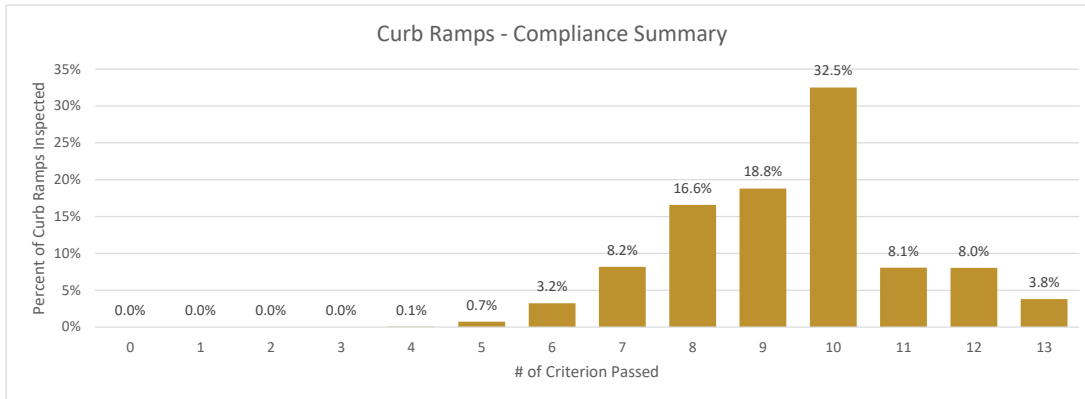
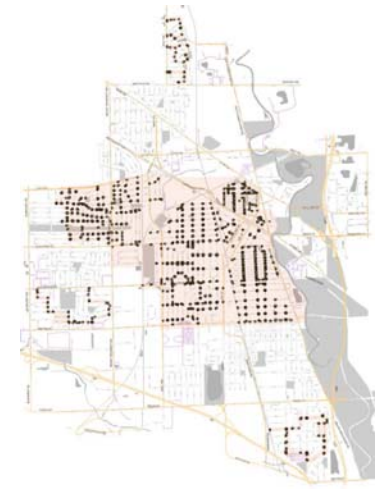


- Approximately 45% of the crosswalks had pavement marking.
- The most common pavement marking was the standard marking consisting of two parallel edge lines. This is the typical treatment when crosswalk marking is provided at local streets within neighborhoods.

CURB RAMPS



- Of the 1,882 curb ramps evaluated, only approximately 3.8% met all ADA standards.
- Modern detectable warnings were in place at 55% of crossings. Most of the missing detectable warnings were in one neighborhood. Where detectable warnings were present, roughly a quarter of them had issues with placement, surface condition and/or color.
- After detectable warnings, the next most common deficiencies were with the surface condition and vertical slope transitions. Differential settlement between the sidewalk ramp and the curb was the frequent issue.
- While space at bottom of the ramp appears to be a common deficiency, an audit of the data indicated that this criterion was incorrectly evaluated during the first summer of data collection. In reality this is not a major issue within the neighborhoods where there is typically separate rather than combined curb ramps at each corner. As a result, this criterion was eliminated from the analysis in the chart below.



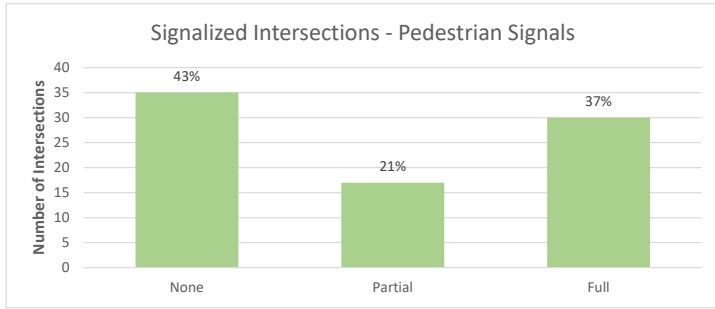
This chart shows the spread of the total number of criterion passed for the individual curb ramps.

The average number of criterion passed was 9.4 out of the 13, while the mode was 10.

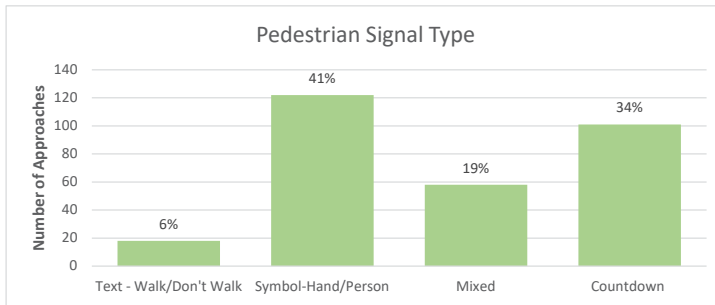
City of Des Plaines

ADA Inventory Summary (2014-2017)

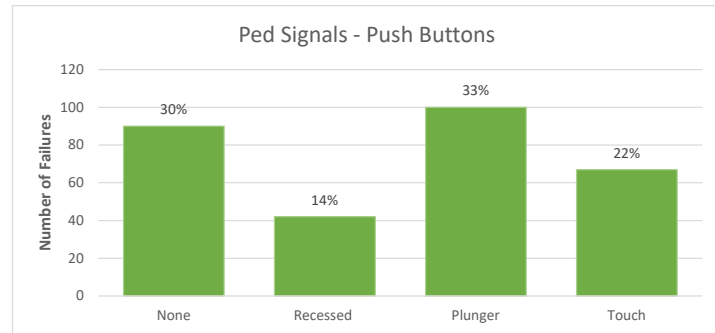
PEDESTRIAN SIGNALS



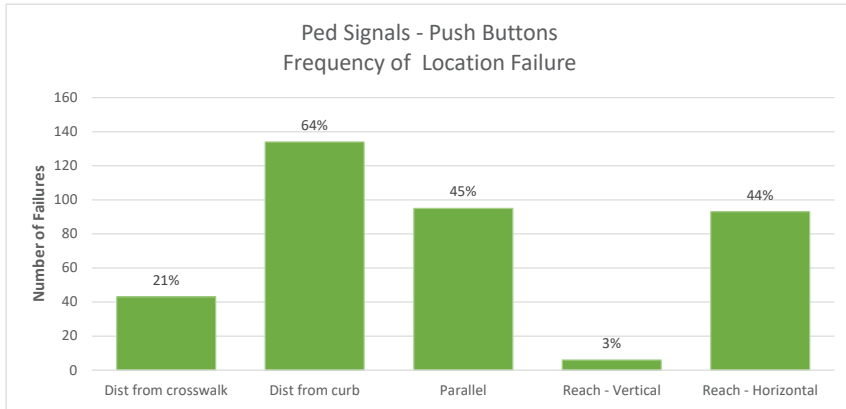
- Of the 82 traffic signals reviewed within the City, 47 (57%) have some pedestrian signals. Of these, 30 traffic signals have full coverage with ped signals at each corner and direction.
Note that some signals do not have sidewalks at each corner, and so pedestrian signals at each corner are not appropriate at this time.



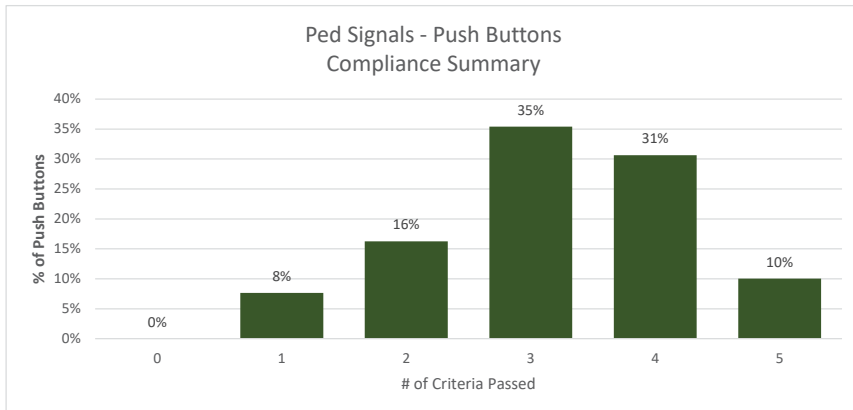
- Of the pedestrian signals, 34% are the modern countdown signal type. Note that the countdown type signals cannot be used at railroad pre-empted signals, which includes the signals within downtown Des Plaines.
- The City does not have any pedestrian signals meeting the Accessible Pedestrian Signal (APS) standards as outlined in the pending Public Rights of Way Accessibility Guidelines (PROWAG). The vast majority of the traffic signals within the City are owned and maintained by the IL Department of Transportation which has not yet adopted internal standards for APS signals.



- Of the 299 intersection approaches equipped with pedestrian signals, 209 (70%) are equipped with push buttons.
- The most common type of push button is the plunger. At the time of the inventory there were still 42 locations with recessed push buttons.
- In 55 locations, a single push button serves two movements, a condition which results in button placement not meeting current ADA standards for at least one of the movements.



- Only 10% of the push buttons met all five of the ADA location/reach standards.
- The most common deficiency was the distance of the push button from the curb. Second was the button not being parallel to the direction of crossing – often due to a single button being used for two crossing movements.
- The horizontal distance (reach) of the push button from the sidewalk was another common deficiency.



This chart shows the spread of the total number of criterion passed for the individual push buttons.

The average number of criterion passed was 3.2 out of the 5, while the mode was 3.

APPENDIX D – PUBLIC RIGHT-OF-WAY ACCESSIBILITY COMPLAINT FORM



**Americans With Disabilities Act (ADA)
Accessibility Complaint Form – Title II**

To submit an accessibility concern or complaint to **City of Des Plaines**, please complete this form, and mail or email to:

**City of Des Plaines
Human Resources Department
Attn: ADA Coordinator
1420 Miner St
Des Plaines, IL 60016
hr@desplaines.org**

If you need assistance with this form, please contact the City's ADA Coordinator directly at 847-391-5486. Complaints and requests can also be submitted through the City's DP311 system at www.desplaines.org/DP311.

SECTION I

Complainant Name (or Third Party):	Address:	Apt. #:
City:	State:	Zip:
Phone #:	E-mail Address:	

SECTION II

Location of the accessibility issue (Please include city, roadway name, intersection (if applicable), facility name and/or location if other than a roadway, i.e. rest area, pedestrian bridge, etc.):

Please describe in detail the nature of the complaint (include all parties that were involved): **Use additional page(s) if required and attach any documents you believe support your complaint.**

SECTION III

Has this complaint been filed with another private, federal, state, local agency, or legal entity? Yes No
If yes, please provide details below:

APPENDIX E – PUBLIC RIGHT-OF-WAY ACCESSIBILITY GRIEVANCE TRACKING SHEET

Complaint #: _____
Complainant Name: _____

City of Des Plaines - ADA Grievance Process Tracking Sheet

Step in the Grievance Process		Date	ADA Timing Guidelines	
1	Grievance Event		-----	-----
2	Initial Complaint filed		within 60 days of event	C
3	ADA Coordinator meet with complainant		within 15 days of complaint	C + 15 days
4	ADA Coordinator respond with proposed resolution		within 15 days of meeting	C + 30 days
5	Complainant appeal if unsatisfied with proposed resolution		within 15 days of proposed resolution	C + 45 days
6	City Manager meet with complainant about appeal		within 15 days of appeal	C + 60 days
7	City Manager respond with final resolution		within 15 days of meeting	C + 75 days

NOTES