

ADA  
IMPLEMENTATION  
and  
TRANSITION  
PLAN

HENDRICKS  
COUNTY  
GOVERNMENT

## ADA IMPLEMENTATION AND TRANSITION PLAN

### POLICY CHANGES

The following policy procedures should be followed in all Hendricks County Offices effective 04/01/1994: Updated 05/01/24:

Offices with double doors must have both doors open during normal working hours. These offices include:

Prosecutor's Office, Superior Court 2, Recorder's Office, Auditor's Office, Clerk's Office, Superior Court 1, Circuit Court.

Offices with doorknobs or other latching hardware on their office door(s) must keep the door open during normal business hours.

Offices with countertops exceeding the maximum height must provide a writing desk in the lobby area. (If you need to order a writing desk for your office, they are available through the Engineering Department).

All departments must clear their public/lobby areas and outside hallways and must maintain a 36" walkway in their public/lobby areas. The area should also be cleared of objects which are higher than 27" from the floor and protrude more than 4" from the wall.

Door mats/rugs should be eliminated if possible. If mats or rugs exist, they should be put on one side of the door or be made of short, tightly woven material and not have thick pads underneath. Carpet and mats/rugs should be securely fastened down.

If a person with disabilities is employed by the County, accessibility of files, mail baskets, etc, must be re-evaluated. It may also be necessary to shift some job duties.

Any recess taken during a court session, or public meeting must allow time for any disabled participants to travel to the first-floor restroom accommodations and back (suggested minimum recess = 30 minutes).

Offices holding court or public hearings of any type must notify the public through advertisement, or agenda that special accommodations for the disabled can be made. Any request for such accommodation must be made at least 48 hours prior to the court or public hearing.

Special accommodations may involve an interpreter for the hearing impaired, allowances for wheelchair seating, etc. Human Resources should be contacted for a list of available interpreters.

The Hendricks County 4-H Fair Board should notify the public that anyone desiring access to the 4-H barns that are not accessible to disabled persons must notify the Extension Office at least 48 hours in advance. Accommodation in the form of a golf cart will then be made to provide this accessibility.

## ADA CHRONOLOGICAL LISTING OF IMPROVEMENTS

The following is a chronological listing of proposed ADA improvements. The time frame is to serve as a guideline and should be used as a minimum standard. Each improvement lists the basic improvements made. The items already included within the estimated cost of the ongoing Hendricks County Remodeling Project do not reflect an individual cost.

### 1994

Mark handicapped spaces at Adult Probation, Courthouse, Courthouse Annex, Cypress Manor, East Campus Community Bldg., Government Center, Highway Department, Jail Complex and Museum. **\$2,350**

Install curb cuts for handicapped accessibility at Courthouse and Jail Complex. **\$6,600**

Install concrete or asphalt walks across graveled areas at Cypress Manor, Fairgrounds and Highway Department Office. **\$4,500**

Repair and bring handicapped accessible entrances at Courthouse, Cypress Manor, Annex and Highway Department Office into ADA compliances. **\$17,100**

Bring Cypress Manor's restrooms into ADA compliance Remodel.

Bring signage into compliance and make recommended changes at Courthouse, Annex, Cypress Manor, East Campus Community Bldg., Museum, Highway Department Office, and Jail Complex. **\$22,500**

Augment fire alarms in building/restroom system to include visual strobe alarms (Courthouse, Cypress Manor, East Campus Community Bldg., Annex, Jail Complex, and Museum). **\$42,000**

Install volume control feature on public telephone and check for proper height (Courthouse, Cypress Manor, East Campus Community Bldg., Fairgrounds, Jail Complex, and Museum). **\$265**

Add a public phone at proper height with volume control at the Courthouse. **No Cost**

Install a text (TDD) telephone at the Courthouse and a TDD with enclosure at the Jail Complex pay phone. **\$1,500**

Install wireless auditory reinforcement devices for the hearing impaired in Circuit Court and Superior 1. **\$2,500**

Provide video viewing on first floor of second floor displays at Museum (includes TV, VCR, stand, and filming). **\$2,200**

### 1995

Bring Courthouse 1<sup>st</sup> floor restrooms into compliance with ADA Standards Remodel.

Bring Fairgrounds, Annex, Highway Garage, Jail Complex, and Museum restrooms into ADA compliance. **\$15,500**

Install hearing aid compatible pay telephone with volume control at Administration Building. *No Cost*

Install TDD at Administration Building. *\$750*

Install accessible water fountains in Courthouse, Annex, East Campus Community Building, and Museum (6 needed). *\$4,800*

Bring Courthouse countertops into compliance with ADA requirements. *Remodel*

Make Fairground showers handicapped accessible. *\$1,500*

Require the Subdivision Control Ordinance, currently under revision to include a requirement for curb cuts within all subdivision projects approved after the Ordinance's date of adoption. *No Cost*

#### 1996

Bring Courthouse countertops into compliance with ADA requirements. *Remodel*

#### 1997

Widen Cypress Manor room and hallway openings. *Remodel*

Bring Courthouse countertops into compliance with ADA requirements. *Remodel*

#### 1998

Widen Cypress Manor room and hallways openings.

## IMPROVEMENTS BY BUILDING

### HENDRICKS COUNTY COURTHOUSE 51 W Main St Danville, IN

#### Circuit Courtroom

Updated sound/recording system that includes equipment for the hearing impaired. **2016**

#### Superior Courtrooms 4 & 5

Updated sound/recording system that includes equipment for the hearing impaired. **2016**

#### Superior 1 Courtroom

Upgraded vestibule in **2016** to make ADA accessible.

#### Parking

Handicapped/van accessible parking spaces must be marked (3 total required). These spaces must be wider to accommodate a wheelchair lift. **Complete 2016**

Curb cuts are required at all corners of the building. **Complete 2016**

#### West Entrance

The ramp needs repair. **Repaired 2006**

Surface outside door is not level. **Repaired 2017**

The assist button should be more accessible, better marked. **Doors replaced - in compliance 2015**

#### Signage

Signage does not meet ADA requirements. Room numbers and directories, when applicable, must comply.

Signs for the outside assist button should be better marked. **Complete**

There should be signs on all floors that Handicapped Accessible restrooms are on the 1st floor only. **Complete 2020**

Restroom signs must be in the proper place at the proper height. **Complete 2020**

### Women's Restroom (1<sup>st</sup> Floor)

Handrail needed on all sides of handicapped stall. **Complete 2016**

The door should have a latch on the left side so someone in a wheelchair can close it once in the stall. **Complete 2016**

Any exposed hot water pipes must be insulated. **Complete 2016**

Bigger door needed on stall. **Complete 2016**

Toilet tissue is not accessible. **Complete 2016**

Handicapped stool needed. **Complete 2016**

Handles (not knobs) needed on restroom doors. **Complete 2016**

Faucet is hard to reach – should be extended. **Complete 2016**

### Men's Restroom (1<sup>st</sup> Floor)

Sink(s) must be accessible and any exposed hot water pipes insulated. **Complete**

### Water Fountain

Only Fountain in building and is handicapped accessible. **Complete**

### Office Entrances

Single doors with latch-type hardware must always remain open to be handicapped accessible.

Both doors to a double door room must remain open to be handicapped accessible.

### Fire Alarms

The Courthouse and restroom alarm system must be augmented with visual strobe alarms. **Complete 2000**

This system must have an automatic dialer. **Complete 2000**

### Office Countertops

Countertops should be lowered during Courthouse remodeling. In the interim or if not possible, a writing desk must be provided in the Lobby area. **Complete 2016**

### Courtrooms

Courtroom to have wireless auditory reinforcement devices for the hearing impaired.

### Public Telephones

Hendricks County does not currently provide TDD/TTY (Teletypewriter) phone services for its public services that use telephones; however, Hendricks County does provide TDD/TTY phone service for its employees who request a reasonable accommodation during their employment. Hendricks County provides dial in translation services any time there is a need for an interpreter.

Fire Alarms – visual strobes were added.

Superior Courts 4 & 5 – Relocated in December 2013 to renovated areas that are ADA compliant. *Complete*

*Installed ADA compliant lactation Pod 2023*

### HENDRICKS COUNTY GOVERNMENT CENTER 355 South Washington St. Danville IN

Remodeled in 1996 to be *ADA compliant*.

Water pipes under sinks still require wrapping.

Added handicapped assist doors the **South entrance**. **2023**

Veterans Administration has added a **Captioned Telephone**.

Created an ADA compliant lactation station. **2023**

### 4-H FAIRGROUNDS & CONFERENCE CENTER 1900 East Main Danville, IN

The Fairground Facilities moved to 1900 East Main Street in July 2006. All facilities were constructed to be ADA compliant. No deficiencies have been reported.

### HENDRICKS COUNTY MUSEUM 170 South Washington St Danville, IN

#### Entrance

The outside door handle must have properly accessible door hardware.  
*Complete 2014*

#### Restrooms

The only public restroom on the first floor ADA compliant. *Complete 2015*

#### Second Floor

The second floor is not accessible to the disabled. As an alternative, video viewing of the 2<sup>nd</sup> floor displays will be provided on the 1<sup>st</sup> floor. (The ideal situation would be to hold this viewing in one of the display rooms near the handicapped accessible restroom).

Signage

Signage does not meet ADA requirements (restrooms, exit, entrance, parking, etc.). *Complete 2015*

First & Security Alarms

Building and restroom alarm systems must be augmented with visual strobe alarms. This system must have an automatic dialer.

Water Fountain

A handicapped accessible water fountain installed. *Complete 2016*

**HENDRICKS COUNTY CORONER** 1475 East Main St Suite B Danville IN

**HENDRICKS COUNTY PROBATION DEPARTMENT** 170 Old Farm Rd, Danville

Is a rented space and has been maintained *ADA compliant* by landlord.

**HIGHWAY DEPARTMENT BUILDING** 930 E Main St Danville, IN

Parking

Parking for the disabled must be marked (1 space). *Complete 2014*

Asphalt must be installed from the paved lot to the building. *Complete*

Handicapped Accessible Entrance

The door threshold is 1 ½" high. The threshold or the floor level of the ramp must be changed.

The handrail must be the proper height and type.

The outside door handle must have properly accessible door hardware. New doors installed.

Signage

Signage does not meet ADA requirements (entrance, exit and restroom).

Highway Garage Restrooms

The Highway Garage restrooms were renovated in 2008 and were made ADA compliant. *Complete 2008*



**OLD COUNTY JAIL COMPLEX**

As of 02/2023 the building is no longer open to the public or county employees and is in the process of being demolished. *Removed from inventory.*

**HENDRICKS COUNTY COUNTY JAIL 2023** 189 E Campus Blvd Danville, IN

A new 600 bed facility was constructed and occupied in *2023 to be ADA compliant.*

**HENDRICKS COUNTY ANIMAL SHELTER** 250 E Campus Blvd Danville, IN

This building was constructed in *2008 and is ADA compliant.*

**HENDRICKS COUNTY WORK RELEASE** 200 E Campus Blvd Danville, IN

Newly constructed building in 2008. The building is *constructed ADA compliant.*

**HENDRICKS COUNTY COURTHOUSE ANNEX** 6 S Jefferson St Danville, IN

Renovated in *2011 and designed to be ADA compliant.*

**McCloud NATURE PARK** 8518 Hughes rd. North Salem, IN

Nature Center

Pavilion (by end-of-year 2012)

Paved Trail from Nature Center to Bridge (length; 1/4) mile)

Restrooms

Picnic Tables

Parking

**G.S Gibbs Memorial Park** 4521 Gibbs Rd. Danville IN

Opened in 2017.

### **ADA-Accessible Amenities at Hendricks County Parks**

As projects are implemented at McCloud Nature Park, our current portion of the Vandalia Trail (Putnam County line to Amo), along with W.S. Gibbs Memorial Park, we strive to meet or exceed ADA standards. We are currently working to implement a recently awarded Land & Water Conservation Fund grant (\$1.2 million matching fund grant) at W.S. Gibbs Memorial Park, which focuses on ADA enhancements at our newest park. A large ADA accessible fishing dock has already been implemented as a portion of the project, and we are scheduled to start construction on an ADA compliant trail this June (a 10' wide ADA asphalt trail will circle both ponds and connect to an ADA compliant concrete trail leading to the top of the property outlook/sledding hillside). The final project outlined within the grant will be the installation of two ADA accessible restrooms (this portion of the grant is scheduled to be implemented next year). Further, we are actively working to implement the eastern expansion of the Vandalia Trail (Lambert Park in Clayton to S CR 250 W). Construction and design of the ADA compliant trail (10' wide asphalt) is close to completion, and we plan to solicit for construction bids for phase I of the capital project this summer.

### **ADA-Accessible Amenities on Hendricks County Bridges and Culverts**

Hendricks County replaces 5-10 bridges and culverts a year. Each replacement or repair is designed to adhere to ADA guidelines where applicable.

### **Sidewalk and Curb Inventory**

Sidewalk and Curb inventory mapping is being compiled and is ongoing. Hendricks County is dedicating \$30,000 a year for ADA improvements on its sidewalks.

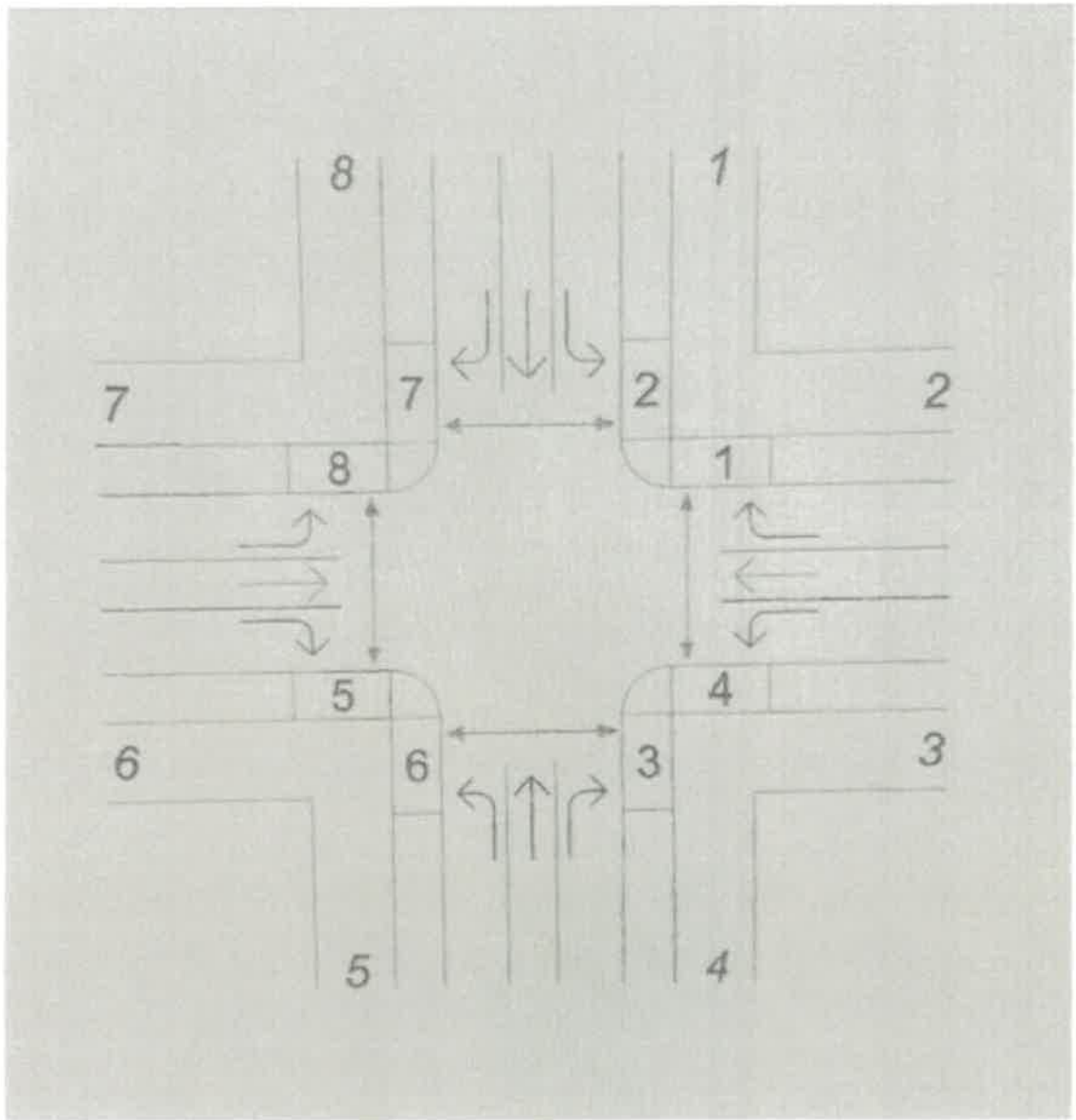
## ADA Inventory Process

**Objective:** Inventory all curb ramps and sidewalks in the Public Right of Way to be compliant with ADA guidelines for the use of Federal Funds.

**The Pre-Award Certifications and Assurance must be completed prior to entering information into the ADA inventory.**

1. Navigate to [www.indot.in.gov](http://www.indot.in.gov)
2. Select from left side panel: "Doing Business with INDOT"
3. Select Local Public Agencies and MPO's.
4. Scroll down to "LPA ADA Inventory & Transition Plan Guidance".
5. Select ITAP.
6. On ITAP page, select the circle in front of "other".
7. Sign up for an ITAP ID and Password
  - a. Refer to How to Enroll as a User if the LPA already has an ITAP ID.
  - b. Refer to How to Enroll as a Business if the LPA does not have an ITAP ID.  
(Instructional videos are available for your use).
8. After obtaining ITAP User ID and password, sign into ITAP
9. After signing into ITAP, select on left side Application; Request New Application; Select LPA Annual Pre-Award Certification and Assurance and submit.
10. Complete the Pre-Certification and Assurances Survey; only one per LPA.
11. A work Management System (WMS) ID, link to the WMS site and a link to the Instructions on how to conduct the inventory will be sent to each LPA within approximately two weeks after completion of the survey.
12. Login to WMS.
13. Left click setup/inventory.
14. Using the Intersection diagram provided, identify all curb ramps, or lack thereof, in the Public Right of Way (PROW) and enter the information in the spaces provided.
  - a. Answer all required LPA questions for all curb ramps and sidewalks.
15. Navigate to the curb ramp, detectable warning, or sidewalks inventory.
  - a. Right click and select insert to enter data.
  - b. All required data is marked with an asterisk.
16. To insert data for all sidewalks and curb ramps in an intersection, right click on the last entry and select "insert like". This will duplicate the information previously entered.
  - a. Tab over and make the necessary changes to the data.
17. Go to the LPA aerial maps or other aerial mapping system and locate the Intersections.
  - a. (Other options include driving the streets and making a video log (for Inventory use only, not to upload), reviewing the video and entering the data; Walking the streets with inventory questions or with computer to input data at site visit).
18. REMEMBER ALL THE INVENTORY ON STATE ROUTES WILL BE CONDUCTED BY INDOT.
19. In WMS complete:
  - a. Location not including last/long unless readily available.  
(ONLY INSERT ONE LAT/LONG PER INTERSECTION)
  - b. Curb Ramps-Y/N
    - i. Landing? Y/N
  - c. Detectable Warnings? Y/N
  - d. Sidewalks Y/N
    - i. Sidewalk Obstruction? Y/N

- ii. Passing Space? Y/N
    - iii. Surface – Continuous? Y/N
  - e. Enter date to visit site and confirm by measuring the items thought to be in compliance.
  - f. Update all ADA Inventory Information, including all tabs and fields present in the Work Management System (WMS) under the ADA Inventory. All information is required to ensure that all Public Rights of Way Accessibility Guidelines (PROWAG) are addressed.
- 20. If the LPA has ADA Inventory data to upload, please log into ITAP to upload the data on the ITAP website by clicking in the upper left corner of the page after login.
- 21. After completing the ADA inventory, prioritize what public right of way has greater pedestrian traffic and need.
- 22. Run a report in WMS for transition priorities. Make a list of sites to visit to enter the data in for the sites believed to be compliance.



**RESOLUTION NO. 11 - 08**

**A RESOLUTION OF THE BOARD OF COMMISSIONERS  
OF HENDRICKS COUNTY, INDIANA**

**ADOPTING THE AMERICANS WITH DISABILITIES ACT (ADA)  
ADA ACCESSIBILITY GUIDELINES FOR STANDARDS FOR ACCESSIBLE DESIGN  
AND  
ADA GUIDELINES FOR PEDESTRIAN FACILITIES IN THE PUBLIC RIGHT OF WAY**

**WHEREAS**, the Federal government enacted the Americans with Disabilities Act of 1990 (ADA) to prevent discrimination of the physically and mentally disabled relating to employment and access to public facilities; and

**WHEREAS**, Title II of the ADA requires that municipalities Adopt the Americans with Disabilities Standards for Accessible design that provide accessibility, through proposed structural modifications to remove accessibility barriers; and

**WHEREAS**, Title II of the ADA recommends that municipalities adopt the Americans with Disabilities Guidelines for Pedestrian Facilities in the Public Right-of-Way that provide accessibility, through proposed structural modifications to remove accessibility barriers; and

**WHEREAS**, The United States Department of Justice recently modified the ADA Standards for Accessible Design and the Guidelines for Pedestrian Facilities in the Public Right-of-Way in 2010 and 2011, respectively; and

**WHEREAS**, Hendricks County, Indiana remains committed to the ADA and elimination of barriers to public facilities; and

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Commissioners of Hendricks County, Indiana hereby adopts the 2010 Americans with Disabilities (ADA) Standards for Accessible Design and the 2011 Guidelines for Pedestrian Facilities in the Public Right-of-Way.


**Approved and Adopted this 13<sup>th</sup> day of December, 2011.**

**HENDRICKS COUNTY BOARD OF COMMISSIONERS**

  
Eric L. Wathen, President

  
Phyllis A. Palmer, Vice President

  
Bob Gentry, Member

ATTEST:   
Cinda Kattau, Auditor

RESOLUTION NO. 11- 09

A RESOLUTION OF THE BOARD OF COMMISSIONERS  
OF HENDRICKS COUNTY, INDIANA

ADOPTING THE AMERICANS WITH DISABILITIES ACT (ADA)  
ADA COORDINATOR AND PROCEDURES

WHEREAS, the Federal government enacted the Americans with Disabilities Act of 1990 (ADA) to prevent discrimination of the physically and mentally disabled relating to employment and access to public facilities; and

WHEREAS, in compliance with Title II of the ADA the Board of Commissioners of Hendricks County, Indiana shall name an ADA Coordinator; and

WHEREAS, in compliance with Title II of the ADA the Board of Commissioners of Hendricks County, Indiana shall adopt a grievance procedure for resolving complaints alleging violation of the Title II of the ADA; and

WHEREAS, in compliance with Title II of the ADA the Board of Commissioners of Hendricks County, Indiana shall publish notice to the public regarding the ADA;

WHEREAS, in compliance with Title II of the ADA the Board of Commissioners of Hendricks County, Indiana shall post the ADA coordinator's name, office address, and telephone number along with the ADA Notice and ADA grievance procedure on its website.

NOW, THEREFORE, BE IT RESOLVED by the Board of Commissioners of Hendricks County, Indiana the Assistant Engineer is designated as the ADA Coordinator for Hendricks County, Indiana.

The Notice under the Americans with Disabilities Act, a copy of which is attached hereto, is adopted as the Hendricks County, Indiana Notice under the Americans with Disabilities Act.

The Hendricks County Grievance Procedure under the Americans with Disabilities Act, a copy is attached hereto, is adopted as the grievance procedure for addressing complaints alleging discrimination on the basis of disability in the provision of services, activities, programs or benefits by Hendricks County, Indiana.

In compliance with Federal and State laws as set forth above, the Board of Commissioners of Hendricks County, Indiana resolves to post the required information regarding the ADA coordinator, Notice under the Americans with Disabilities Act, and the Hendricks County, Indiana Grievance Procedure under the Americans with Disabilities Act on its website and at such other locations as may be determined from time to time.

Approved and Adopted this 13<sup>th</sup> day of December, 2011

HENDRICKS COUNTY BOARD OF COMMISSIONERS

  
Eric L. Wathen, President

  
Phyllis A. Palmer, Vice President

  
Bob Gentry, Member

ATTEST:   
Cinda Kattan Auditor

RESOLUTION No. 11-10

A RESOLUTION OF THE BOARD OF COMMISSIONERS  
OF HENDRICKS COUNTY, INDIANA

ADOPTING THE AMERICANS WITH DISABILITIES ACT (ADA)

TRANSITION PLAN  
FOR PEDESTRIAN FACILITIES IN THE PUBLIC RIGHT OF WAY

WHEREAS, the Federal government enacted the Americans with Disabilities Act of 1990 (ADA) to prevent discrimination of the physically and mentally disabled relating to employment and access to public facilities; and

WHEREAS, Title II of the ADA requires that municipalities develop and adopt a Transition Plan which documents physical barriers to accessibility, proposed structural modifications to remove those barriers and a schedule to complete the modifications; and

WHEREAS, The Board of Commissioners of Hendricks County, Indiana adopted Resolution No. 11-08 pertaining to the ADA Standards for Accessible Design and the Guidelines for Pedestrian Facilities in the Public Right-of-Way; and

WHEREAS, The United States Department of Justice recently modified the ADA Standards for Accessible Design and the Guidelines for Pedestrian Facilities in the Public Right-of-Way in 2010 and 2011, respectively; and

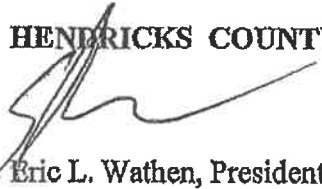
WHEREAS, Hendricks County, Indiana remains committed to the ADA and elimination of barriers to public facilities; and

WHEREAS, a Transition Plan for the pedestrian network has been prepared that reflects current municipality infrastructure and ADA design standards, referred to as the "ADA Transition Plan: Pedestrian Network;"

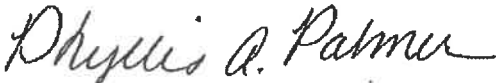
NOW, THEREFOR, BE IT RESOLVED that the Board of Commissioners of Hendricks County, Indiana hereby approves the ADA Transition Plan: Pedestrian Network.

Approved and Adopted this 13<sup>th</sup> day of December, 2011.

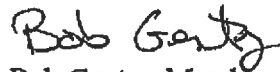
HENDRICKS COUNTY BOARD OF COMMISSIONERS



Eric L. Wathen, President




Phyllis A. Palmer, Vice President



Bob Gentry, Member

ATTEST:



Cinda Kattau, Auditor





## NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), **Hendricks County** will not discriminate against qualified individuals with disabilities based on disability in its services, programs, or activities.

***Employment:*** Hendricks County does not discriminate based on disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

***Effective Communication:*** Hendricks County will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Hendricks County programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

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

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of Hendricks County, should contact the office of *Kim Galloway Assistant County Engineer* [kgalloway@co.hendricks.in.us](mailto:kgalloway@co.hendricks.in.us) or 317-745-9236 as soon as possible but no later than 48 hours before the scheduled event.

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

Complaints that a program, service, or activity of Hendricks County is not accessible to persons with disabilities should be directed to *Kim Galloway Assistant County Engineer* [kgalloway@co.hendricks.in.us](mailto:kgalloway@co.hendricks.in.us) or 317-745-9236.

Hendricks County will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

**Preferred:**

You may file any request for service on-line at the Hendricks County web site; The complaint should be filed online through the **Hendricks County Mobile 311 Citizen Request Portal** by following the **LINK** under **ADA** on the **Hendricks County Government Engineering** web page. Follow link to:

- Create an account.
- Sign in.
- Click on map to place pin.
- Create work request.
- Under work type select issue from dropdown and pick ADA and enter request.

Those entries go directly to the ADA coordinator for processing.

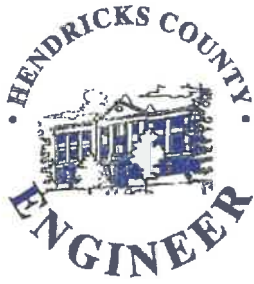
The Department of Justice published its revised regulations for Titles II and III of the Americans with Disabilities Act of 1990 “ADA” in the *Federal Register* on September 15, 2010, which include the 2010 Standards for Accessible Design “2010 Standards” or “Standards”. In the revised regulations, the Department included detailed guidance with a section-by-section analysis of the revisions.

The following includes guidance from the revised regulations related to 28 CFR 35.151; 28 CFR part 36, subpart D; and the 2004 ADAAG. It addresses changes to the Standards, the reasoning behind those changes, and responses to public comments received on these topics.

**For More Information**

For information about the ADA, including the revised 2010 ADA regulations, please visit the Department’s website [www.ADA.gov](http://www.ADA.gov); or, for answers to specific questions, call the toll-free ADA Information Line at 800-514-0301 (voice) or 800-514-0383 (TTY).

Revised; 5-08-24



Hendricks County Government Center  
355 South Washington Street #209 Danville, Indiana 46122

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Phone: (317) 745-9236 • FAX: (317) 745-9416 • TDD: (317) 745-9391

## HENDRICKS COUNTY

### **Grievance Procedure Under The Americans with Disabilities Act**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination based on disability in the provision of services, activities, programs, or benefits by Hendricks County Government.

The complaint should be filed online through the **Hendricks County Mobile 311 Citizen Request Portal** by following the **LINK under ADA** on the **Hendricks County Government Engineering** web page. Follow link to:

Create an account.

Sign in.

Click on map to place pin.

Create work request.

Under work type select issue from dropdown and pick ADA and enter request.

The complaint will go directly to the ADA Coordinator.

The complaint should be submitted by the complainant and /or their designee as soon as possible but no later than 60 calendar days after the alleged violation.

Within 30 calendar days after receipt of the complaint, the ADA Coordinator or their designee will contact the complainant to discuss the complaint and the possible solution. Within 15 calendar days of the contact, the ADA Coordinator or their designee will respond. The response will explain the County's position and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant or their designee may appeal the decision of the ADA Coordinator within 30 calendar days after receipt of the response to the Board of Hendricks County Commissioners or their designee.

Within 30 calendar days after receipt of the appeal, the complainant may wish to be heard at a designated meeting of the Board of Hendricks County Commissioners, meeting on the second and fourth Tuesday of each month, to discuss the complaint and possible resolution. Within 15 calendar days the Board of Hendricks County Commissioners or their designee will respond with a final resolution of the complaint.

Revised; 5-08-2024