

**VILLAGE OF ARLINGTON HEIGHTS  
AMERICANS WITH DISABILITIES ACT  
SELF EVALUATION STUDY**



February 4, 1993

## VILLAGE OF ARLINGTON HEIGHTS

### A.D.A. SELF-EVALUATION STUDY

FEBRUARY 4, 1993

This document reports the findings of a self-evaluation study performed in compliance with the United States Code of Federal Regulations, Title 28, Section 35.105. The purpose of the study is to evaluate the current services, policies, and practices of the Village of Arlington Heights, and the effects thereof, for compliance with the requirements of the Americans With Disabilities Act.

The Village of Arlington Heights offers a wide variety of municipal services. Most of these services are performed on a routine, scheduled basis throughout the Village, enjoyed equally by persons with a disability and non-disabled persons alike. Other Village services involve individual contact, in performance of the service, or to initiate performance of the service.

This report has been prepared as a companion document to the July 20, 1992 report, "Village of Arlington Heights, Americans With Disabilities Act, Accessibility Transition Plan," which addressed removal of physical barriers preventing full accessibility to locations where Village services are provided. For ease of organization, this report is divided into sections reporting on services, policies, and practices within each operating department. A brief description is given of the kinds of services provided by the department, followed by a discussion of services or practices found not to be in compliance with the Americans With Disabilities Act. Departmental sections are presented in the same order as in the "Accessibility Transition Plan."

It is the intention of the Village of Arlington Heights to maintain all of its services, policies, and practices fully accessible to the public. It is recognized by the Village that periodic re-evaluation within each department of all policies and services offered, is the best way to ensure full accessibility to all.

Persons wishing to obtain a copy of this document should contact the Village Disability Services Coordinator at 253-2340, ext. 548, T.D.D. 577-5684.

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## I. Village President's and Village Manager's Office

The President of the Board of Trustees utilizes the office to conduct Village business, meet with Village staff, and receive visitors. The office is adjacent to an accessible, private meeting room for any appointments which would require special accommodation. A portable T.D.D. is available in the adjacent Personnel Office if required to communicate with another T.D.D.

The Village Manager is the Administrative Head of the Village Government and along with the Assistant Village Manager is responsible for the administration of all Village departments and all Village services, policies and practices. The Village Manager is therefore ultimately responsible to ensure that all services, policies, and practices are provided in compliance with all laws in a fully accessible manner. The Manager establishes the administrative policies and practices applying to the delivery of Village services and delegates the responsibility for delivery of the services to the various operating departments.

The Village Manager's office provides primarily communications services directly to the public. These include direct telephone contact, direct mail, personal meetings, media press releases, scheduling and providing room accommodations for meetings of the Village Board of Trustees, Trustee Committees, other Regulatory Boards, Village Commissions, and other special meetings.

These communication services are accessible to all. The Manager's office has access to a portable T.D.D. in the adjacent Personnel Office when required. Special accommodations are made, if requested, for any public meeting.

### Non-complying Services, Policies, and Practices: None

**NOTE:** In the course of this self-evaluation study, it was realized that the Village policy for providing Freedom of Information Act responses was not fully accessible. Some departmental practices required F.O.I. Act applicants to personally appear at the department offices to receive the requested information. Persons with disabilities which significantly impair mobility might not have equal access to such information. Departmental policies have been revised to allow the release of F.O.I. Act materials to an authorized second person, or to be mailed.

## II. Personnel Department

The Personnel Department is responsible for the recruitment, testing, selection, and appointment of all new employees, promotions, administration of health and pension benefit programs, and deferred income services for Village employees.

Employment opportunities are posted within the Village buildings, and then advertised in the local papers and trade journals if applicable and when necessary. Application forms for Village employment may be obtained in person at the Personnel Office, or through the mail by request.

Interviews for employment or benefit programs may be conducted in the accessible Personnel Manager's office or adjacent Engineering Conference Room. A portable T.D.D. is located within the Personnel Office for use whenever needed.

A human resources consulting firm will be retained to perform a comprehensive classification study and revise any job descriptions as necessary, to ensure that the essential functions of each Village position are clearly identified. This will help ensure that employment applicants are evaluated on relevant criteria only in assessing their suitability for any Village employment position.

**Non-complying Services, Policies and Practices: None**

### **III. Building and Zoning Department**

The Building Department regulates construction pertaining to new and remodeled buildings, issues business licenses, and provides informational services.

Construction is regulated through reviewing permit applications, issuing building, plumbing, electrical, sign, and fence permits, issuing contractor's licenses, and conducting on-site inspections.

Informational services include answering all telephone inquiries, processing requests for access to the Department's microfilm records, conducting job-specific meetings, and providing handouts pertaining to local ordinances.

Services are provided through site inspections by the staff, telephone contact, mail, and public visits to the Department offices. Accommodations are readily available at the Department for persons with disabilities if needed. All services which usually require a personal visit to the office can be accommodated by phone or mail as needed. A portable T.D.D. is located in the adjacent Health Services Department.

**Non-complying Services, Policies and Practices: None**

#### **IV. Finance Department, Village Clerk, M.I.S., and Risk Management**

The Finance Department provides financial management services for the Village, including investing of Village funds, purchasing, accounts payable, accounts receivable, payroll, budget preparation and management, financial reporting, and cashiering. Services are primarily transacted at the front service counter, drive-up window, through the mail and by telephone. Accessibility is maintained through special accommodation at the service desk, escorting individuals to employee work stations, and use of a portable T.D.D. located in the Department offices.

The Village Clerk's office is located in the Finance Department and shares the same accessibility provisions of the Finance Department. The Village Clerk provides management, indexing and safeguarding of Village records. The Clerk prepares the minutes of the Board of Trustees Meetings and arranges for the publication and document filing resulting from Board actions. The Clerk registers voters, accepts absentee voting applications, accepts nominating petitions, and tallies results of Village elections.

The Management Information Systems office provides data processing services to Village staff only. Contact with persons other than Village staff is limited to meetings with vendors, which take place in M.I.S offices.

The Risk Management office, currently located in the Municipal Building lower level, north wing, manages liability claims against the Village brought by members of the public, and administers Worker's Compensation claims. The office receives complaints of damages or injuries that the public believe are caused by the Village. Public contact occurs through telephone, mail, or personal visit. The Risk Manager investigates claims and visits accident sites as needed.

Accommodations are provided to persons through using telephone, mail, a portable T.D.D., and personal visit to the individual.

#### **Non-complying Services, Policies, and Practices: None**

Note: This self evaluation study revealed two policies not in compliance with the A.D.A. Both of these policies have been revised to eliminate possible discrimination on the basis of disability:

Previous Village policy required all dog owners to pay an annual fee to license their dogs. This policy had applied to owners of dogs which are trained and utilized as service animals. The A.D.A. prohibits the practice of charging extra fees for accommodating service animals. Believing that this prohibition may also apply to dog license fees, the policy has been revised, eliminating the annual fee for service animal dogs, but still requiring annual registration of the animals.

Previous Village policy allowed holders of Illinois handicapped license plates to purchase one Village vehicle sticker per family at a discounted rate. The policy has been revised to extend the discount offer to holders of permanent handicapped placards. The permanent placard holders equally meet the qualifications for the handicapped license plates, but for their own reasons choose not to obtain the plates.



## V. Health Services Department

The Health Services Department provides a variety of services to the community: Environmental Health Services, Nursing and Health Aid Services, Disability and Human Services, Senior Services and Youth Services. Telephone calls to the Department offices to arrange for services are made accessible with the use of T.D.D.'s. Portable T.D.D.'s are located in the main office, the Senior Center office, and the Disability Services Coordinator's office. The Village's published T.D.D. number is answered in the Health Department offices. Incoming calls are then transferred to other department T.D.D.'s.

Environmental Health Services personnel primarily provide inspectional services at the customer's location. Inspections for code compliance are made at food preparation establishments, physical health and recreational facilities, day care facilities, and multi-tenant buildings. The Village waste disposal contract is monitored by the Environmental Health Services personnel. Inspectors will upon request visit residences to test well water and test for radon gas. Inspectors investigate complaints and enforce Village codes on various nuisance violations.

Public Health Nursing and Health Aid personnel provide various services on an individual basis or in a group setting. Individual health care services are provided in Department facilities or at the client's residence. Services include health care visits, health screening, immunizations, maternal and child care. Health care is also frequently provided to groups at schools, the Senior Center, and health fairs. Group activities include educational programs, screening for blood pressure and cholesterol, hearing, and vision. Personnel also organize and schedule the Community Blood Donation program.

Disability and Human Services are provided to individuals at their residences or in Department offices. Clients are offered short term counseling and referrals to specialized agencies, which deal in a large number of issues including housing, employment, financial assistance, health, and a variety of counseling issues. Eligible clients may receive direct financial aid or receive assistance in obtaining financial aid from other agencies. Services provided are tailored to the unique circumstances of the client.

Senior services are provided primarily through the Park Place Senior Center facility. Department employees manage the facility and provide varied services for area Seniors. Services are provided primarily at the Senior Center, however outreach, home weatherization, volunteer care and assistance programs involve services performed at an individual's residence. Department employees provide scheduled programs to provide education and assistance to Seniors on topics such as income tax, insurance, legal issues, and various health topics. Assistance is provided to Seniors making application for various reduced charge programs in health care, transportation, and home improvements.

Space is provided within the Park Place facility for other organizations which offer services to senior citizens. Each such organization is responsible for the accessibility of their respective services.

Youth Services personnel provide a variety of services to resident teens at the Teen Center building and group activities organized by the Teen Center staff. Group activities include participation in various athletic competitions, music concert trips, ski trips, and movie theater trips. Teens may engage in games of ping pong, pool, computer games, volleyball and basketball at the Teen Center building. Staff provides homework assistance, short term counseling, and referral to other counseling agencies.

**Non-complying Services, Policies, and Practices:**

Resident senior citizens and persons with disabilities may participate in a Village program which provides these residents Village subsidized, reduced taxi cab fares. Qualifying residents who must rely upon heavier wheelchairs and powered carts for mobility cannot be accommodated by the taxicabs and cannot take advantage of the subsidized fare service. Such residents may receive transportation from P.A.C.E., however, such service must be arranged 24 hours in advance, while taxicab service requires little advance reservation. The Village cannot require taxicab firms to provide service capable of transporting persons using heavy chairs and carts - only request this of the firms. It does not appear to be the intent of the A.D.A. to require the Village to discontinue this subsidized fare service until such time fully accessible services are made available through other sources in this area.

Curbside recycling is offered to all single family residents as part of the Village's household waste disposal service. Back door service is only available for waste disposal, not recycling. Residents with mobility disabilities might not be able to participate in the recycling program if they are unable to place recyclables at the curb. (They may still dispose of recyclable materials in their regular waste pickup.) The Village may approach the contract waste hauler to provide back door recycling service to these residents, or may approach a volunteer organization to carry these resident's recyclables to the curb.

The Teen Center building is not accessible, and preliminary analyses indicate that it would not be cost effective to make the necessary changes to this facility. Accommodations are made for persons with disabilities for travel and activities away from the Teen Center. Concerted efforts are being made to provide these teen services at an accessible facility.

## VI. Engineering Department

The Engineering Department provides information, inspection, and design services on matters affecting both public property and private property projects. On Village controlled public property, the Engineering Department provides planning, design and inspection services for Village infrastructure improvements. The Department also provides information on the location of infrastructure improvements to interested parties. The Department contacts persons living adjacent to Village construction sites, inviting persons requiring special accommodations during construction to contact the Department to arrange for special accommodations.

On private property projects within the Village, the Engineering Department provides information on Village standards, plan review, and construction inspection for compliance with Village standards.

Information requested of the Department can usually be provided over the telephone or by mail. A portable T.D.D. in the adjacent Personnel Department is available when required. Personal visits to the Department offices to obtain information are fully accessible. Inspectional services are provided on the project site.

**Non-complying Services, Policies, and Practices: None**

## **VII. Planning and Community Development Department**

The Planning and Community Development Department maintains records and responds to information requests in matters related to planning, zoning and subdivision of land. The Department coordinates review by other Departments of proposed Planned Unit Developments, rezoning, Special Use Permits, plats of subdivision, zoning variations, and landscape improvements in developments. The Department also administers various Grant Programs available from Federal and State agencies, and provides assistance to qualified residents and agencies in obtaining funds for eligible services from these programs. In addition, the Department promotes the Village's Economic Development Programs, Long Range Comprehensive Planning Programs, Urban Design Projects and Redevelopment Projects.

Requests for information are received usually by telephone, and sometimes by mail or personal visit. Access to a portable T.D.D. is available in the adjacent Personnel Offices. Information requests are usually satisfied through the mail, although telephone, personal visit to the Department office and visits to the customer's office are also available.

**Non-complying services, Policies, and Practices: None**

### VIII. Legal Department

The Legal Department provides informational services to members of the public through telephone, mail and occasionally through in-person contact at the office. Most services are provided either by phone or mail. People contact the office for information on prosecutions, to make complaints, for miscellaneous legal information and in some cases for Freedom of Information Act requests. The Department is flexible and does accommodate people by the use of either phone or mail as needed; the Department also has access to a T.D.D. in the Police Department. Occasionally, developers come in during the development process and residents come in to arrange for street or alley vacations. The offices are accessible and for those who cannot come to the Municipal Building, the services can also be provided through the phone or mail.

**Non-complying services, Policies, and Practices: None**

## **IX. Police Department**

The Police Department provides services to the community through Operations and Administration. Police Operations provides 24 hour patrols through the Village in marked squad cars to make the initial response to all calls for service. The Criminal Investigation Bureau provides criminal and juvenile investigations and enforcement activities. Most contact occurs initially through the telephone. The Department has a T.D.D. and in addition, for emergencies, Northwest Central Dispatch Service has both a T.D.D. and enhanced 911. The remainder of the service would be provided at the scene. In some instances, the police may take people into custody.

The Administrative Service Bureau provides records maintenance, parking enforcement, animal welfare, police information, identification and evidence control, and crime prevention/community relations programs. This contact occurs through mail, telephone, at the scene and sometimes through resident visits to the Police Department offices. Access to records may be made either in person or through the mail as needed. The Department handles parking enforcement and animal welfare at the scene. Crime prevention and community relations occur mostly at schools and in the neighborhoods. Information is provided both through audio and visual means. If any other accommodation is needed, the Department would contact the Disability Services Coordinator.

Those visiting the Department have limited access to Department offices, and those areas that the public does visit are mostly accessible, with some scheduled modifications listed in the "Accessibility Transition Plan."

### **Non-complying Services, Policies, Practices:**

Neither the squad cars nor the holding cells meet accessibility standards for persons with disabilities. The Department is currently developing a written policy for accommodating people in wheelchairs who are arrested and detained.

## X. Fire Department

The Fire Department provides services to the public through emergency services, tours of fire stations and public education training. These services are made through direct contact with the public in the community, via telephone, mail and occasional visits within the Fire Administration Building.

The Fire Department provides emergency services within the Village and in coordination with neighboring communities which belong to the Mutual Aid System. Emergency services include fire fighting as well as ambulance services with certified paramedics. Telephone calls for emergency response are handled by a separate agency, the Northwest Central Dispatch Service, which has Enhanced 911 capability and is equipped to receive text telephone calls (T.D.D.). The Fire Department's non-emergency telephone is also equipped with a T.D.D.

Visitation to the Village's four Fire Stations is primarily by invitation only. Family and friends of on-duty firefighters may visit, and occasional tours of the facility are arranged for small groups. Accommodations for persons with disabilities, such as portable ramps, will be made in order to allow participation in the tour.

The Fire Department also provides a public education service for community groups which include presentations and displays. This service is made available upon request at various sites within the Village.

The Fire Department makes its services available to all people and will make accommodations to meet the needs of people with disabilities whenever necessary.

**Non-complying Services, Policies, Practices: None**

## **XI. Public Works Department**

The Public Works Department provides services to operate and maintain Village owned infrastructure, buildings and grounds, equipment, and public rights-of-way. These services include operation and maintenance of the water distribution system including wells, reservoirs, and pumping stations; the sanitary and storm sewer systems including sanitary lift stations and storm sewer pumping stations; traffic signal and street lighting systems; pavement maintenance and snow and ice control; urban forestry management and turf management; fleet maintenance; and maintenance of Village owned buildings.

Most of these services are performed on a routine, unsolicited schedule, not requiring any request from a resident or business. The Department also operates as a citizen service organization responding to specific requests for services to be performed, usually on public property, but sometimes also on private property in the case of some sewer and water supply service requests.

Services provided by the Department are all performed on Village owned equipment and property. A service may be requested by an individual, however, no service is performed to or for any individual. All services provided by the Department are performed unrelated to any individual's disability or non-disability.

Requests for services are received at the Department offices. Equal access for all persons to requests for services is provided. Individual requests may be placed by voice telephone, T.D.D., written note, walk-in, or contact with employees performing duties in the field.

**Non-complying Services, Policies, and Practices: None**



## **XII. Other Sites**

The "Accessibility Transition Plan" reported on physical barriers at a number of sites where Village services were provided, or where Village ownership interest in the facility existed. The extent to which Village services, policies, and practices are involved at these facilities, is discussed below.

### **A. HISTORICAL MUSEUM**

The Historical Museum facilities are located west of Vail Avenue, between Euclid Avenue and Fremont Street. The facilities are operated under a joint agreement between the Village, the Park District, and the Historical Society. The Village owns and provides custodial care and maintenance of the buildings and grounds. The Historical Society owns the Museum collection and together with the Park District employed Museum Director, plan and schedule all Museum services and activities.

The Village has the responsibility to remove physical barriers as addressed in the "Accessibility Transition Plan." The Park District and the Historical Society are responsible to ensure compliance with the A.D.A. for all services and activities conducted through the Museum facilities.

### **B. CONTEMPORARY ART CENTER (COUNTRYSIDE ART CENTER)**

The Art Center is located at 408 N. Vail in a converted one-story single-family house owned by the Village. The Contemporary Art Center of Arlington Heights is a not for profit organization that leases the building from the Village to operate a public art gallery, a meeting place for organization members, and a classroom for art instruction.

The Village maintains the building exterior and grounds, and has the responsibility to remove physical barriers as addressed in the "Accessibility Transition Plan". The Contemporary Art Center of Arlington Heights is responsible to ensure compliance with the A.D.A. for all services and activities conducted through the Art Center facilities.

### **C. TEEN CENTER**

The Teen Center is located at 402 N. Vail in a converted 2½ story single-family residence owned by the Village. The Center is operated by the Village's Health Services Department, Youth Services Division. Preliminary analyses indicate that it will not be cost effective to modify the existing facility. Efforts are underway to provide the teen services at an accessible facility.

#### **D. PARK PLACE SENIOR CENTER**

The Senior Center facilities are located in a converted elementary school building at 306 W. Park Street. The building is owned by School District 25 and leased by the Village. The Village makes space available to the Center for several agencies which provide services for Senior Citizens. Each of these agencies is responsible to maintain accessible services and to remove physical barriers within their individual office space. The Village has the responsibility to remove physical barriers throughout the building common areas as addressed in the "Accessibility Transition Plan." The Village provides services at the Senior Center as discussed in Section V, Page 8 of this report.

#### **E. COMMUTER RAIL STATIONS**

The Village owns the Arlington Park Station building, and leases the C.B.D. Station building from the Chicago and Northwestern Transportation Company. Both buildings are utilized as railway passenger stations, complete with passenger ticket sales, waiting room, and authorized vending. Both buildings are scheduled to receive remodeling construction improvements beginning in 1994. The improvement projects, managed by Metra, are designed to provide the necessary modifications to bring the facilities into compliance with the A.D.A. Accessibility Guidelines.