



City of Troy, New York

***Americans with Disabilities Act (ADA)***

Transition Plan

July 26, 2019



**City of Troy, New York**  
Americans with Disabilities Act  
Transition Plan – July 2019

In accordance with the Americans with Disabilities Act, (ADA) this document shall serve as the City of Troy's Transition Plan. Contained within this document are results of the City's self-evaluation which identifies and addresses barriers within City programs and facilities.

The development and completion of this plan was made possible with the assistance of several organizations and individuals within the Troy community. The City of Troy's ADA Coordinator will organize and coordinate all aspects of ADA compliance. Any comments, suggestions or additions about this plan may be directed to the ADA Coordinator:

**John J. Salka**  
**ADA Coordinator**  
**Office of the Mayor**  
**433 River Street**  
**Troy, New York 12180**  
**[John.Salka@troyny.gov](mailto:John.Salka@troyny.gov)**  
**(518) 279-7131**

*Days/Hours available: Monday – Friday, 8:30am – 4:30pm.*

The City's Transition Plan will be updated continuously. A public hearing regarding the contents of the plan will be held on a yearly basis. Notice of the public hearing will be given at least two (2) weeks in advance of the hearing. Additional comments, suggestions or additions to the plan may be submitted to the City's ADA coordinator anytime throughout the year.

Full compliance with the ADA requires the involvement and participation of all City departments. Staff members will serve as liaisons between their respective departments and the ADA Coordinator to address issues and ensure accessibility to services, activities, and programs provided by their department.

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DRAFT

## **Acknowledgements:**

We extend our thanks and appreciation to the following individuals and organizations for their contributions, guidance and assistance in compiling this document:

### **ADA Review Group**

**Denise Figueroa** – *Executive Director, Independent Living Center of the Hudson Valley*

**Robert Doherty** – *former Troy City Councilmember, District 4*

**Sandy VanEck** – *Director of Innovation and Design, Arc of Rensselaer County*

**Cliff Perez** – *Systems Advocate, Independent Living Center of the Hudson Valley*

### **ADAPT Capital Region Chapter**

## Executive Summary

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990 by President George H. W. Bush. The ADA is comprehensive civil rights legislation that prohibits discrimination on the basis of disability and guarantees individuals with disabilities have the same opportunities to employment, access to goods and services, equal treatment and benefit from public services, programs and activities provided by federal, state and local governments, and other public entities. The ADA Amendments Act of 2008 (ADA Amendments Act) was passed in response to various Supreme Court decisions that narrowed the ADA's definition of disability. The amendments made further changes to ensure the definition of "disability" could be broadly applied to ensure all individuals with disabilities are included and could receive the law's protections.

Title II of the ADA pertains to public entities, and requires state and local governments provide equal opportunity for people with disabilities to access services, programs, and activities. The law also outlines standards for communication, access to public facilities, and new construction or rehabilitation of publicly-owned buildings.

Public entities with 50 or more employees required to have transition plan in place that addresses structural changes necessary for achieving program accessibility. In accordance with the ADA, the city is required to conduct a comprehensive review—called a self-evaluation or self-assessment—of all programs, activities and services available to the public.

The purpose of the self-evaluation is to identify all departments, locations of public facilities, and the method in which those services and programs are offered, as well as the physical barriers which limit access to them. Following the completion of the self-evaluation, the City will develop a transition plan which outlines how the City will remove the physical barriers to make the programs, activities, or services more accessible.

A 2013-2017 population estimate by the U.S. Census Bureau of the City of Troy found of all residents under the age of 65, an estimated 13.1% of Troy's total population is defined as disabled (source: U.S. Census Bureau, <https://www.census.gov/quickfacts/fact/table/troycitynewyork/PST045217>). This figure is significant in conveying the broad impact that compliance with the ADA can have on the broader public.

The City appointed an ADA Coordinator in September 2017. The ADA Coordinator coordinated with individual department heads or their designees to compile the department-level inventory and facilities survey of all City services and programs. This inventory was used to establish a road-map for the City's self-evaluation process and eventual development of this transition plan. It also served to gauge employees' and local officials' knowledge of the City's obligations under the ADA.

The City consists of approximately 15 departments and offices, including police and fire, with a total of approximately 500+ employees. The local government includes an executive branch, led by the mayor, and a legislative branch, which consists of a seven-member City Council. Each department provides specific services defined by the City Charter and Code.

Following the completion of the initial inventory, the ADA Coordinator established an internal review group consisting of members of Troy's disability community, including representatives of local advocacy organizations, disabled residents, and former elected officials. Members assisted in reviewing various services, activities, programs, policies and procedures to identify barriers which limit equal opportunity for individuals with disabilities to participate and/or benefit.

Conducted in collaboration and communication with people with disabilities in the Troy community, the ADA self-evaluation speaks more to the issue of how our society treats people with disabilities, not the nature of the specific disability of individuals. The unique experience and perspectives of people with disabilities informed the process and guided its progress. This collaborative effort allowed us to question expertise or conventional wisdom which dictates current policies and practices.

A physical assessment was also conducted of specific city facilities and limited number of recreational parks. This process produced an obstacle list which identifies physical barriers and other compliance items. A list of additional locations and facilities is included later in this document.

The city's ADA transition plan is a living document that will continuously be updated to ensure compliance with changes or updates.

## **Department Coordinators:**

The City of Troy has designated the following individuals as ADA Department Coordinators:

**Charles Wojton**

Department of General Services

**Chris Wheland**

Superintendent of Public Utilities

**Eric Cioffi**

Bureau of Code Enforcement

**John Salka**

Mayor's Office

**Mara Drogan**

City Clerk's Office

**Melissa Lombardo**

Bureau of Vital Statistics

**James Rath**

Department of Planning & Economic Development

**Warren Mueller**

Bureau of Information Services

**Assistant Chief Chris Kehn**

Troy Police Department

## City of Troy – ADA Transition Plan Title II: City Services, Programs, and Activities

### Compliance Actions

#### Effective Communication:

The public relies on the City to provide accurate and accessible information regarding important announcements and opportunities in the community. However, many people with disabilities are prevented from fully participating in City programs, activities and services because of a lack of accessible communication. Failure by a public entity to communicate effectively with its residents can inhibit the full participation from individuals with disabilities, or even create issues with public safety.

The City has established the following policies and procedures to ensure effective communication:

- City has published the name, address, phone number and available office hours of the ADA Coordinator online – [www.troyny.gov/ADA](http://www.troyny.gov/ADA) – and within City Hall
- City has posted ADA Compliance Notice on Bulletin Boards at all work sites
- City offers alternative formats of communication upon request, including audiotape, large-type documents (size 14+ font) , Braille, and sign language interpreter
- City has established procedure for providing interpreter services (upon request) for public meetings
  - City includes the following language in all notices of public meetings:
    - “As required by the Americans with Disabilities Act, auxiliary aids and services are available upon request. Please contact John Salka, ADA Coordinator for the City of Troy, via email at [john.salka@troyny.gov](mailto:john.salka@troyny.gov) or by phone at 518-279-7131. Requests should preferably be made seven days prior to, but no later than 48 hours before, the scheduled meeting. Requests made less than 48 hours prior to the meeting will be accommodated to the extent possible.”

- City has identified public meetings by date, time, location and accessibility
- City has updated public announcements (press releases, public meeting notifications) to include links to accessible documents in various formats (PDF, plain text)

The City has identified the following issues for update:

- Provide closed-captioning for City Council meetings aired on Spectrum News, channel 1300-01, 02, 03
- Provide closed-captioning for video materials available online via YouTube, including all video materials produced by the city, mayor's office, and all City Council meetings
  - Pre-recorded videos available via the city's official YouTube channel include closed captioning ([www.youtube.com/troyny](http://www.youtube.com/troyny))
  - Closed captioning is not available on live-streamed City Council meetings, but captions are added following meeting completion

### **Program Accessibility**

The City has identified the following barriers for removal/correction or update:

#### **Establish designated TTY (teletypewriter) communication points**

- Establish designated TTY communication points in various accessible formats
- Train City employees in use of TTY equipment

#### **Establish closed-captioning for television broadcasts of City Council meetings**

- Public meetings currently not accessible for those with hearing impairments

#### **Upgrade public address system in City Council chamber with assistive listening technology**

- Approximately 1 in 6 people experience some degree of hearing loss.
- Existing system in Council chamber is not configured to support listening assistive technology

- Integration of audio induction loop system to assist individuals with hearing disabilities

### **Provide all public documents in three formats: Accessible PDF, Word, and Text-Only**

- Documents posted online should be compatible with assistive technologies such as screen-reader software
- Accessible online documents should have an established reading order
- Visual elements within the document must include alternative text descriptions
- These features are critical for assistive technology to fully and effectively communicate information to the reader
- City will complete review and update of all existing administrative forms

### **Establish use of sans serif font (Arial, Verdana, Tahoma, Helvetica, or Calibri) for all public documents, forms, and reports.**

- Stylized or decorative fonts can be difficult to read for individuals with a visual impairment
- Use of a sans serif font displays better on computers and mobile devices, and are easier to read for those utilizing screen-reader devices.

### **Website Accessibility**

- City will undertake a review of the City website ([www.troyny.gov](http://www.troyny.gov)) to make recommendations and achieve compliance with the latest ADA accessibility standards (including WCAG 2.0), as described by the U.S. Justice Department.
- Preliminary work has been conducted through feedback from Troy/Capital Region disability community

## Statement of Policy

The City Code, Chapter 60, Article III, Section 60-4 (Adoption of Policy) states:

- A. "The City of Troy believes that it is in the best interest of the community as a whole and of the municipal government organization that full compliance with the spirit and letter of the Civil Rights Act of 1964, the Equal Employment Opportunity Act of 1972, Presidential Executive Order No. 11246, and other federal and state legislative and judicial rulings be fully effectuated. The City hereby commits itself to an affirmative action program which establishes employment practices, policies, procedures and environment consistent with providing equal employment opportunities to all applicants and employees."
- B. "It is the City's policy to institute and further positive, results-oriented measures aimed at providing equal employment opportunity in City employment for all persons; to prohibit discrimination in employment because of race, color, creed, religion, national origin, ancestry, sex, sexual orientation, gender identity or expression, age, mental or physical disability, military status, or marital status, and political orientation or affiliation; and to promote full utilization of all persons employed by the City of Troy."

## Physical Assessment

The city's ADA Coordinator, with assistance from the city's ADA Review Group, conducted a physical assessment of several city facilities, including:

- **City Hall (433 River Street, Suite 5001)**
  - Assessor
  - City Clerk
  - Code Enforcement
  - Fire Department
  - Mayor's Office
  - Personnel
  - Police Department
  - Planning and Community Development
  - Public Works
  - Public Utilities
  - Treasurer
  - Vital Records
- **Knickerbacker Park**
- **Knickerbacker Ice Rink**

Assessment of these facilities and locations identified physical barriers which should be addressed to increase accessibility in accordance with the ADA. These items are listed by location in the Obstacle List attached to this document.

Additional facilities will require assessment following the publication of the initial assessment document. These include, but are not limited to:

- **Prospect Park**
- **Frear Park**
  - Recreational/Playground facilities
  - Golf Course
  - Frear Park Ice Rink
- **Pocket Parks**
  - 6th Avenue Park – on Old 6th Ave
  - 9th Street Park – on 9th St (between Jacob St & Eagle St)
  - 112th Street Park – at 112th St and Park Place
  - 120th Street Park – at 120th St and First Ave
  - Barker Park – at 3rd St and State St

- Beman Park – at 15th St and Peoples Ave
- Carroll Hill Park – on Delaware Ave (at Oneil St)
- Cook’s Right of Way – on 10th St (off Rensselaer St)
- Geer Field – on Thompson St (off Mill St)
- Ingalls Avenue Playground – at 7th Ave and Ingalls Ave
- Kinloch Park – end of Parmenter Ave (off Spring Ave)
- Little Italy Market Place – on Hill St (between Liberty & Washington)
- North Lake Avenue Park – on N Lake Ave (near Frear Park Rd)
- Osgood Tot Lot – at 3rd St and Canal Ave
- Powers Park – at 110th St and Second Ave
- Riley’s 8th St Park – on 8th St (between Hoosick & Hutton)
- Riley’s 9th St Park – on 9th St (between Hoosick & Hutton)
- William D. Chamberlain Riverfront Park
- Sheridan Avenue Park – at Thomas St & Sheridan Ave (off Sherman Ave)
- **Troy Police Department Headquarters**
- **Troy Fire Department Central Station**
- **South Troy Swimming Pool**
- **Water Treatment Plant**

## **City of Troy ADA Transition Plan – Obstacle Removal**

The City has compiled the following summary of structural/architectural barriers. Each department will be responsible for budgeting, planning and removal of existing structural barriers. A full obstacle list is included with this transition plan.

The city will also complete the identification, mapping and condition assessment of all curb ramps and sidewalks within the city limits.

- City currently possesses limited data on sidewalk locations, including a partial inventory of select areas of sidewalks and curb ramps
- In consultation with the Planning Department and local disability advocates, the city has developed a survey utilizing a third-party application to catalog and map current sidewalk conditions
- Future sidewalk improvement/replacement plans will continue to be reviewed for compliance with ADA accessibility standards and the city's Complete Streets policy



# Americans with Disabilities Act

## City of Troy, New York

In accordance with Title II of the Americans with Disabilities Act of 1990 (ADA), the City of Troy, New York will not discriminate on the basis of disability in its services, programs, or activities.

**Employment:** the City of Troy, New York does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations outlined in ADA Title I.

**Communication:** the City of Troy, New York will, upon request, provide appropriate auxiliary aides and services for qualified individuals with disabilities, including qualified sign language interpreters, assistive listening devices, documents in Braille, and other methods to make communications accessible to individuals who have speech, hearing, or vision impairments.

The City of Troy, New York will not charge fees to individuals with disabilities associated with costs to provide requested auxiliary aids or services.

**Modification to City Policies and Procedures:** the City of Troy, New York will make reasonable modifications to policies and procedures to ensure that individuals with disabilities have equal opportunity to participate in and enjoy city programs, services, and activities.

**Requests:** To request an auxiliary aid or service for effective communication, or a modification of policies or procedures please contact **John Salka, ADA Coordinator** for the City of Troy, New York via email at [john.salka@troyny.gov](mailto:john.salka@troyny.gov) or (518) 279-7131 as soon as possible but preferably 7 (seven) days prior to, but no later than 48 hours before, the scheduled city event. Requests made less than 48 hours prior to an event will be accommodated to the extent possible.

*The ADA does not require local governments to take any action which would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.*

**Complaints:** Please send complaints regarding programs, services or activities that are not accessible to individuals with disabilities to **John Salka, ADA Coordinator** for the City of Troy, New York at [john.salka@troyny.gov](mailto:john.salka@troyny.gov) or (518) 279-7131.

*Upon request, this notice is available in alternative formats such as large print or Braille.*

## City of Troy – ADA Self-Assessment

### Obstacle Removal

The City of Troy has compiled an inventory of access issues—including structural and non-structural barriers—which may limit access of individuals with disabilities to City services, programs, and activities. The inventory is organized by location, and identifies the specific area and/or details of issue, with a solution and anticipated date for completion.

<b>Troy City Hall</b> 433 River Street, Suite 5001, Troy NY 12180						
Area	Access Issue	Photo	Solution	Target Date	Staff Responsible	Comments
Troy City Hall	Inaccessible entryway for bathroom facilities		Add handle allowed under ADA standards		C. Wojton	
City Council	Closed captioning not available during public meetings				City Council	Meetings available for streaming (post-broadcast) via YouTube are closed captioned. However, they are not captioned live or during broadcast on public access television
City Council	No assistive listening system		Budget for implementation of an assistive listening system		City Council	
City Assessor	Obstruction within 5' clearance requirement from doorway	1	Relocate obstruction		S. Martin	
City	Non accessible	2	Replace with key		C. Wojton	

Assessor	lock		card access point or other accessible alternative			
Personnel Office	Required legal postings located in restricted space	3	Relocate board to another wall space		C. Wojton	
Treasurer's Office	Accessible Parking Permits wall pocket located too high up wall	4	Lower wall pocket to 48" from floor		N/A	Pocket has been removed.
Mayor's Office	Front counter 42" high		Short term: provide clipboard  Long term: replace current counter with accessible countertop		C. Wojton	
Mayor's Office	Obstruction within 5' clearance requirement from doorway	5	Relocate or reorganize chairs to make room		J. Salka	Chair was removed to accommodate turning radius
Clerk's Office	When occupied, hallway seating may block access for people who use wheelchairs	6	Relocate chairs to ensure access in hallway		M. Drogan	Chairs have been relocated to the small entryway to the Council Chamber
Planning	Obstruction within	6	Relocate chairs,		S.	

Department	5' clearance requirement from doorway		table to make room		Strichman	
Planning Department	Entrance – non-compliant door handle (doorknob)		Replace with lever handle		C. Wojton	
Code Enforcement	Obstruction (paperwork holder) within 5' clearance requirement from doorway	8	Relocate obstruction to make room		E. Cioffi	
City Council chamber	Side entrance – non-compliant door handle (doorknob)	9	Replace with lever handle		C. Wojton	This may be unnecessary as the entryway is more for emergency exit than a common entryway.
City Council chamber	Podium microphone not fully accessible	10	Install alternative wireless microphone system (necklace microphone or similar device)		City Council	

**Knickerbacker Ice Rink**  
191 103<sup>rd</sup> Street, Troy NY 12180

Area	Access Issue	Photo	Solution	Target	Staff	Comments
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				Date	Responsible	
North entrance exterior doors	Non-accessible door handles	1	Replace door handles		K. Graber	
North entrance interior doors	Non-accessible door handles		Replace door handles		K. Graber	
Bathroom entrance	Tactile sign placed higher than 60" from floor	2	Relocate sign to lower height (centered between 48" – 60")		K. Graber	
Bathroom entrance water fountain	Non-compliant drinking fountain		Replace with accessible fountain		K. Graber	
Women's restroom	Accessible stall too small, lacks sufficient clearance	3	Replace with wider stall, reorient stall entrance		K. Graber	
Women's restroom	Sink positioned too close to hand dryer. Wheelchair user blocks dryer when using sink	3, 4	Reorient sink to accommodate wheelchair user		K. Graber	
Men's restroom	Accessible stall too small, lacks	4			K. Graber	

	sufficient clearance					
Emergency Exits	Exterior stairs not accessible for individuals in wheelchairs or with other mobility limitations	5	Modify stairs to include a ramp		TBD	
Facility Parking Lot	Incorrectly measured accessible parking spaces / insufficient number of spots	9	Restripe spots/aisles consistent with ADA standards		P. Carroll	
Facility Parking Lot	Access to sidewalk limited to single curb cut	7, 8	Construct additional curb cuts adjacent to accessible parking spots		TBD	

## Knickerbacker Park

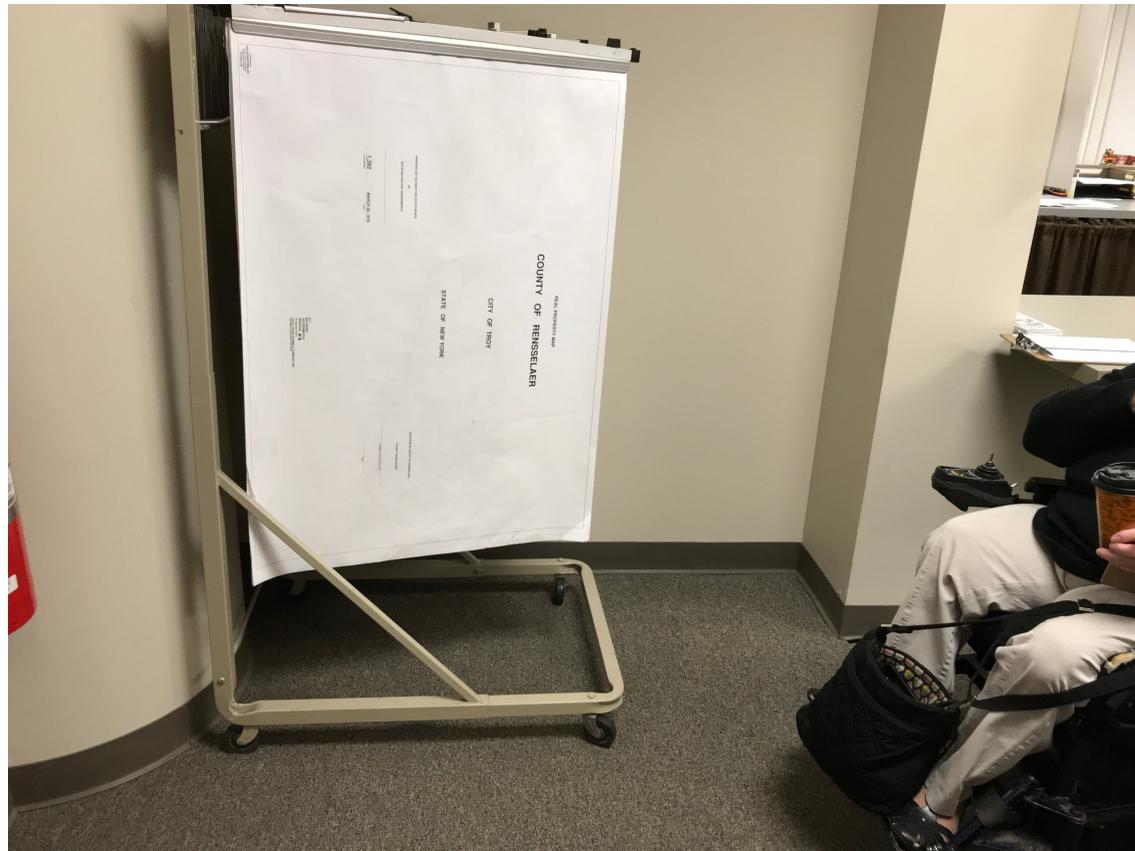
191 103<sup>rd</sup> Street, Troy NY 12180

Area	Access Issue	Photo	Solution	Target Date	Staff Responsible	Comments
Running Path	Uneven transition between	10	Repave path between sidewalk		K. Graber	

	sidewalk and path		and path			
Playground	Entryway obstructed by large rock / no straight-on access / uneven surface	11	Reorient entrance to playground. Create paved pathways within fenced-in area		K. Graber	
Playground	Non-accessible equipment	12	Explore adding accessible equipment		K. Graber	
Tennis Court Parking Lot	Path from parking lot not connected to other areas of park		Reconnect path between upper tennis courts and ice rink facility		K. Graber	
Tennis Court Parking Lot	No designated accessible parking spots		Designate accessible spots using signage		K. Graber	
Tennis Court Parking Lot	Entryway insufficient width	13			K. Graber	
Upper Playground	No accessible route to reach play area	14	Create paved pathway to play area		K. Graber	
Upper Playground	Non accessible equipment		Explore adding accessible equipment		K. Graber	

# Photo 1 - City Assessor

Non-permanent obstruction within turning radius



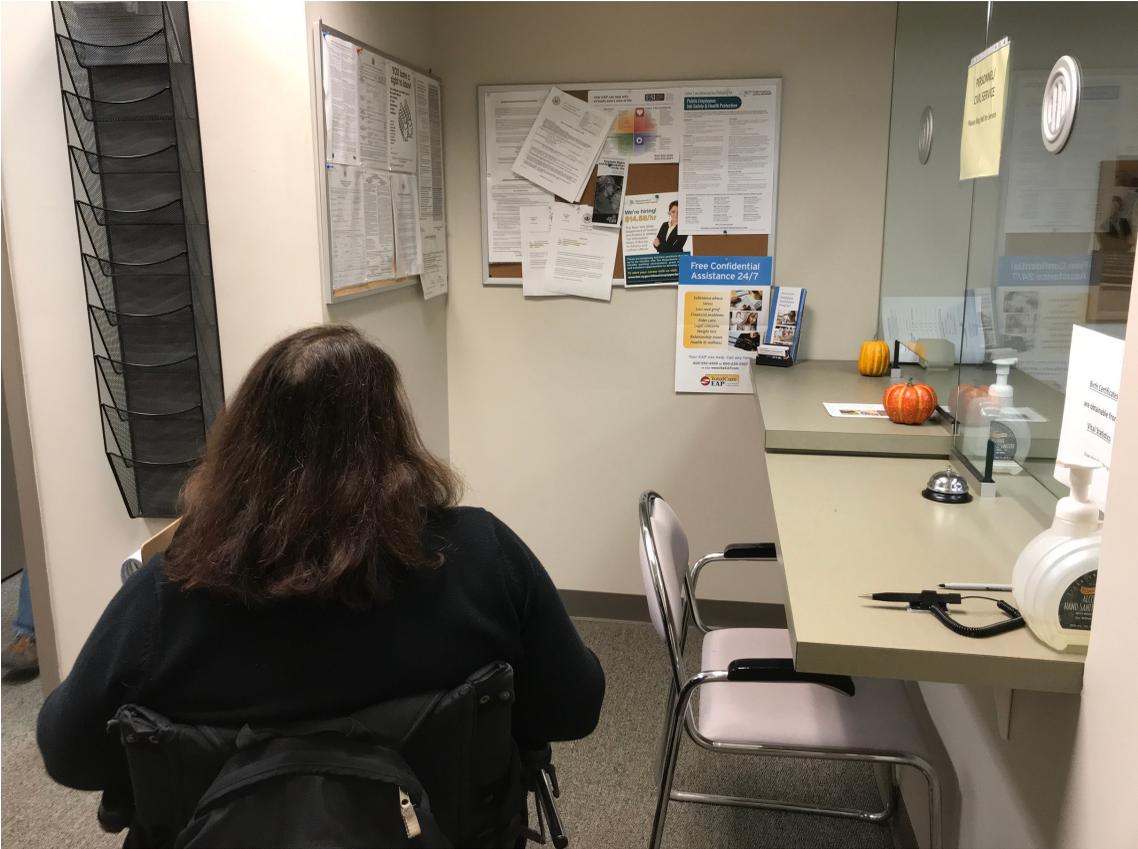
# Photo 2 - City Assessor

Non-compliant security door  
handle on staff entrance



# Photo 3 - Personnel Office

Legal postings located in restricted space (insufficient turning radius)



# Photo 4 - Treasurer Department



Accessible parking permit wall pocket located too high on wall. It has since been removed.

## Photo 5 - Mayor's Office



Non-permanent obstruction within the required turning radius. The chair has since been removed.

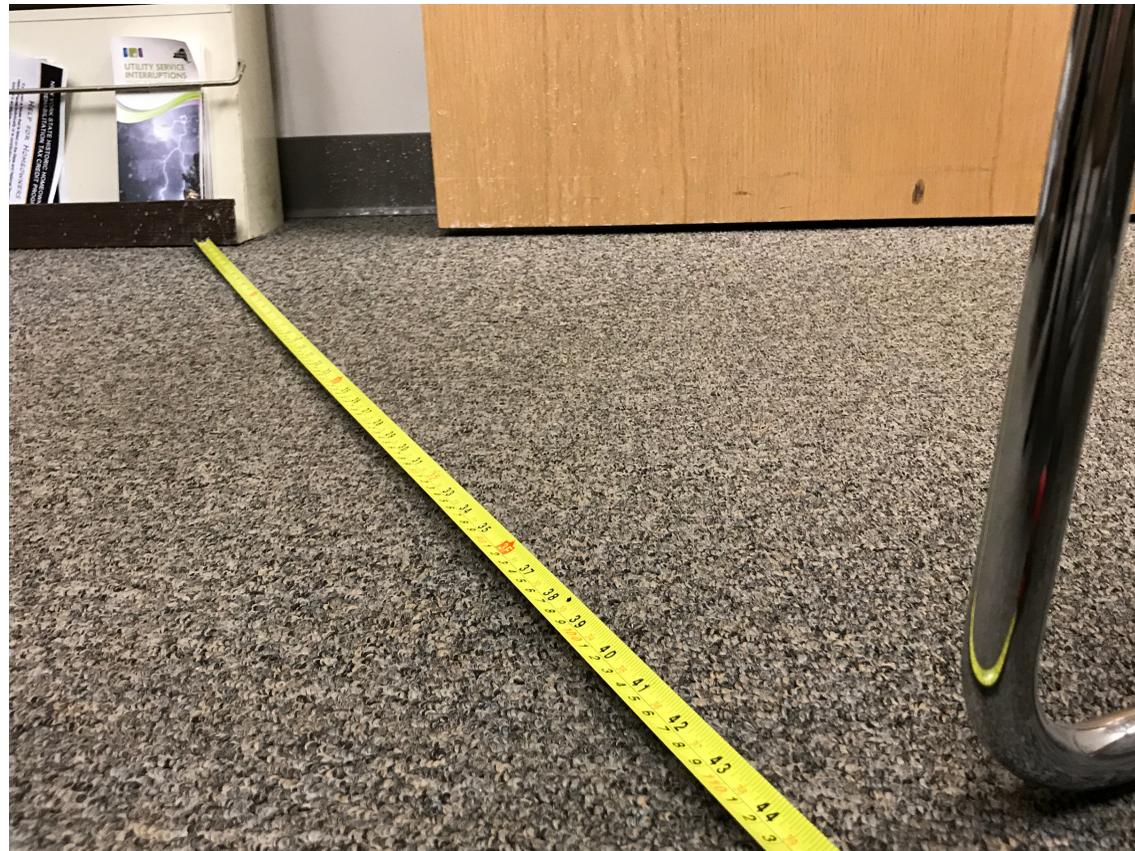
# Photo 6 - Clerk's Office (hallway)

Chairs obstruct a clear path along the access hallway. The chairs have since been relocated.



# Photo 7 - Planning Department

Non permanent obstructions block turning radius near entrance to department.



# Photo 8 - Code Enforcement

Non permanent obstructions block turning radius near entrance to department.



# Photo 9 - Council Chamber (side door)

Side door entrance to City Council chamber lacks accessible door handle.



# Photo 10 - Council Chamber (podium microphone)

Microphone on council chamber podium is located out of reach. An alternative wireless necklace-microphone can be installed to provide alternative option.



Photo 1 - Non-accessible door handles on Knickerbacker Ice Rink exterior doors



Photo 2 - Tactile sign outside Knickerbacker Ice Arena rest rooms placed in excess of 60" from the floor.



Photo 3 - Accessible bathroom stalls in men's, women's bathrooms too small, lacks sufficient clearance. Certain sinks positioned too close to hand dryer. Soap dispenser placed out of reach for wheelchair users.



Photo 4 - Sinks in men's, women's bathrooms positioned too close to hand dryer, towel dispenser.



Photo 5 - Emergency exit stairs not accessible, lacks ramp access.



Photo 6 - Emergency exit stairs not accessible, lacks ramp access.



Photo 7 - Access to sidewalks adjacent to Knickerbacker Ice Rink limited to single curb cut.



Photo 8 - Access to sidewalks adjacent to Knickerbacker Ice Rink limited to single curb cut.



Photo 9 - Accessible parking spots incorrectly measured. Insufficient number of spots available in the lot.



Photo 10 - Uneven transition between the sidewalk and running path in Knickerbacker Park



Photo 11 - Knickerbacker Park playground entryway obstructed by large rock.



Photo 12 - Non-accessible playground facility in Knickerbacker Park.



Photo 13 - Entryway from tennis court parking lot of insufficient width; lacks clearance



Photo 14 - Upper playground area and Knickerbacker Pool not accessible from lower park area.





**City of Troy, New York  
Americans with Disabilities Act  
Complaint Form**

Use this form to file a complaint based on disability in accordance with requirements under the Americans with Disabilities Act (ADA).

Please complete all parts of this form. Sign, date and return to the City of Troy's ADA Coordinator John Salka at [john.salka@troyny.gov](mailto:john.salka@troyny.gov) or via mail at the below address:

**City Hall  
433 River Street, Suite 5001  
Troy, NY 12180  
Attn: ADA Coordinator**

1. Complainant Information

First Name:

Last Name:

Street Address:

City:

State:

ZIP Code:

Telephone (Home):

Telephone (Work):

Email:

**Individual Filing Complaint:** *(Complete only if the complaint is being filed by a person other than the individual discriminated against):*

2. Location(s) and date(s) of the circumstances giving rise to your complaint:

Are the circumstances of your complaint continuing?

Yes

No

3. Please describe the alleged denial of services, activities, programs or benefits and your reason(s) for concluding the conduct was discriminatory. Please include name(s) of witnesses, if any, and attach supporting documents or data, if available.

4. Have you filed a claim regarding this complaint with a federal, state or local government agency?

Yes

No

5. Have you hired an attorney with respect to the allegations in the complaint?

Yes

No

6. Have you commenced a legal suite or court action regarding this complaint?

Yes

No

7. This complaint form was completed by:

ADA Coordinator

Complainant

Print Name:

Signature:

Date: