

Citizen Complaint Concerns & Responses – Ashley Thomas
(As of: 1/18/10)

Concern	Department/Agency	Response
<p>Morreene Road Park (1102 Morreene Road)</p>	<p>General Services</p>	<p>Morreene Road Park is a \$310,000 funded project where a majority of the scope is direct ADA improvements. Final construction drawings received. Construction will begin by 5/1/11.</p> <p>The major elements of this project include site and recreation center repairs as well as a new pre-fabricated exterior restroom. The accessibility improvements include:</p> <ul style="list-style-type: none"> • New accessible walks that will connect the parking and the recreation center to the play area, the basketball courts and the softball field. • A new restroom building which will be fully accessible (current restroom building will be torn down – it is not accessible and was heavily damaged by a fire). • A new hi-low water fountain outside of the new restroom building. • Improvements to the kitchen area of the recreation center to make it more accessible (lowered counter heights, for example). • A new hi-low water fountain inside the recreation center. • Extension of the existing sidewalk which runs alongside the entry drive, to the edge of Morreene Road. This will connect pedestrians walking on the Morreene Road sidewalk, to the interior of the park. <p>Current scope does not include modifying the rear exit in the main building which is the citizen concern. Building code requires that a one story building of this size needs two means of egress and that only one needs to be accessible (2009 NCBC 1005.2.2). The maximum allowable travel distance inside the building to accessible entry is 200 linear feet; at the recreation center the actual distance is 124 linear feet.</p>

<p>Holton Career and Resource Center (401 N. Driver Street)</p>	<p>Durham Parks & Recreation and Durham Public Schools</p>	<p>The building code requires an elevator for multistory government buildings. Since Holton has an elevator, installation of a ramp from the second story to ground level is redundant (Vol 1-C, 15.2.1).</p> <p>The building code indicates that for buildings and facilities having an automatic sprinkler system, areas of rescue assistance are not required. In this instance the area of rescue assistance provided exceeds the code requirement (NCAC 6.3.3). DPR has created a shelter-in-place in conjunction with the Fire Department.</p> <p>Holton School was a renovation not new construction. It was technically infeasible to place an ADA stall in the women's restroom due to the existing plumbing and required fixture count. Instead a single stall toilet room was constructed in the same hallway where the women's restroom is located, which is permitted by code. Directional signage at the facility identifying the location of the ADA restroom has already been installed.</p>
<p>Durham Parks and Recreation Administrative Building (400 Cleveland Street)</p>	<p>General Services</p>	<p>As required in the Settlement Agreement the parking lot at 400 Cleveland Street was redesigned to improve the accessible parking, access aisle and path of travel to the building. The parking spaces were designed and installed. Once the installation of the accessible parking spaces was completed it became apparent that the design was not fully practical.</p> <p>The ADA Coordinator and Inspections department suggested the improvements as a part of the review process. Accordingly redesign and reconstruction was completed in order to create more functional accessible parking spaces and aisles.</p>
<p>Chapel Hill Street Parking Deck (326 E. Chapel Hill Street)</p>	<p>General Services</p>	<p>Negotiation to redevelop the property is ongoing. In the interim, restriping solution to improve current use of ADA parking spaces in deck has been completed. Intermediate project scope design underway includes improving ramp from the deck to Orange Street.</p>
<p>Chapel Hill Street Parking Lot (326 E. Chapel Hill Street)</p>	<p>General Services</p>	<p>Negotiation to redevelop the property is ongoing. Intermediate project scope design underway to include upgrade of existing accessible parking spaces and connection to public infrastructure.</p>

<p>Chapel Hill Street Parking Deck Elevator (326 E. Chapel Hill Street)</p>	<p>Transportation Department</p>	<p>Transportation Department hired Lanier Parking to manage parking deck including the elevator. Per the report from Otis, with whom Lanier Parking has a service contract, the following has been determined.</p> <ul style="list-style-type: none"> • There were two service calls for the Chapel Hill street deck elevator in the past 12 months. • Preventative maintenance occurred every month and the elevator may have been out of service during this time. <p>The parking contractor has agreed that anytime the elevator is out of service a notification will be placed on all levels where accessible parking is located. We anticipate this will prevent people who are unable to utilize the stairs from unnecessarily exiting their vehicles.</p>
<p>Mayor’s Luncheon for People with Disabilities</p>	<p>EO/EA Department</p>	<p>EO/EA does not recall distributing a survey at the Mayor’s Committee Holiday party last year. Typically, the December meeting for the Mayor’s Committee is a celebration and the traditional meeting format is suspended. The EO/EA department expressed, in a written letter to the citizen, their apologies for any unintended offense which may have occurred.</p>
<p>Triangle Orthopedics (249 E. Hwy 54)</p>	<p>City/County Inspections</p>	<p>The counter height question the citizen raised was found to be compliant at the time of the installation. When the owner of the property was informed that a later interpretation by the Department of Insurance, due to citizen concern, required a more stringent application – the owner agreed to improve directional signage to the existing accessible counter, but declined to make further physical changes as would be required by the newer interpretation.</p>
<p>McAllister’s Deli (5318 New Hope Commons Drive)</p>	<p>City/County Inspections</p>	<p>The placement of the accessible toilet in the women’s bathroom was determined to be non-compliant by the inspections staff early in the inspections process due to its distance from the wall, and lack of ability to provide side mounted grab bars, as required. The correction installed by the contractor satisfactorily addressed both of these issues, but inadvertently created another noncompliant issue by reducing the approach and “turn around” space in front of the toilet.</p>

		<p>The final and follow-up inspection noted the corrections, but did not identify the newly created deficiency.</p> <p>After confirming this deficiency by a site visit December 13, Inspections staff contacted the owner. The owner and builder have met on site and have communicated to Inspections staff an interest in making the necessary changes to establish design and code compliance for the toilet area, approach and required “turn around” space.</p>
<p>Southpoint Mall Parking (6910 Fayetteville Road)</p>	<p>City/County Inspections</p>	<p>The required parking for Southpoint Mall and the Streets of Southpoint total 6,410 spaces, per the approved Site Plan Revision dated 4-20-2001. By standards of the accessibility code in effect at the time of permitting, this would require the placement of 75 accessible spaces. The revised site plan identified 85 spaces, a minimum of 10 of which were “van accessible”. These were in place and compliant at the time of final inspection.</p> <p>At the adjoining Streets at Southpoint this includes several dispersed banks of accessible parking spaces centrally located on the southern and western approaches, all within the 200 foot limit as required. The code did not require separately placed spaces for each individual building or store when a parking lot serves several buildings or facilities.</p>
<p>Durham County Courthouse (201 E. Main Street)</p>	<p>Durham County</p>	<p>The General Services Director has communicated to the County Manager the citizen concerns regarding the Durham Courthouse. The County will communicate with the citizen directly regarding specific citizen concerns within the county’s purview.</p>
<p>Training Process for City Inspectors</p>	<p>City/County Inspections</p>	<p>All Building Inspectors in the state of North Carolina are certified by the NC Department of Insurance, Division of the State Fire Marshall. There are three certification levels with the Level III being the highest certification. At each level, inspectors are required to pass a classroom test, a state examination, and complete annual continuing education training. All Durham City-County Inspectors are Level III certified.</p>

<p>Training Process for ADA Coordinator</p>	<p>General Services</p>	<p>ADA coordinators at municipalities come from a variety of backgrounds and experiences. The City of Durham ADA coordinator has a BA in Political Science from Stetson University and MPA from NCCU. The ADA Coordinator is also Level 1 State Certified in three trades areas Building, Plumbing and Mechanical.</p> <p>Until recently there was no certification specifically focused on ADA Coordinators. This year the National Association of ADA Coordinators created a certification training program to provide the opportunity to become a certified Professional ADA Associate. The first step is to become an Individual Associate, which the ADA Coordinator has done. The second step is to earn continuing education training credits at the national conference. The ADA Coordinator is scheduled to attend the fall conference. Completion of certification can take several years to complete.</p>
<p>Training Process for Parks and Recreation Employees</p>	<p>Durham Parks and Recreation</p>	<p>Three employees in Durham Parks and Recreation are North Carolina Licensed Recreation Therapists and Nationally Certified Therapeutic Recreation Specialists. Sarah Hogan, Meghan McLaurin and Ann-Marie Strike received their state and national designations after completion of coursework, internship requirements and successfully passing a written examination. Two additional DPR staff members are currently working towards certification and licensure.</p> <p>Every year as new employees arrive, certified LRT/CTRS employees conduct ADA training with DPR employees.</p>