



Planning
Standard Operating Procedure (SOP)
Procedure Name: Access Improvement Solutions
Procedure Number: 300-24-019

Summary

A procedure providing for the prompt and equitable resolution of disability access concerns.

Effective Date

October 15, 2024

Scope

MetroParks of Butler County has established the following Access Improvement Solutions ("AIS") Procedure to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to raise a concern regarding discrimination on the basis of disability in the provision of services, activities, programs, or benefits by MetroParks of Butler County.

Guidelines/Authority/Governing Agency

Americans with Disabilities Act of 1990

To Be Used By/Responsibility by Role

Anyone with a disability discrimination concern; MetroParks ADA Coordinator; Executive Director

Checklist/Procedures

1. An AIS Information Request should be in writing and contain details about the perceived discrimination such as name, address, phone number of the requestor, and location, date, and description of the issue. Alternative means of filing AIS Information Requests, such as personal interviews or audio recording, will be made available for persons with disabilities upon request.
2. The AIS Information Request should be submitted as soon as possible, but no later than 60 calendar days after the incident of concern, to:

MetroParks of Butler County
ATTN: ADA Coordinator
2051 Timberman Road
Hamilton, OH 45013

3. Within 15 calendar days after receipt of the request, the ADA Coordinator or designee will contact the person filing the AIS Information Request to discuss the concern and possible resolutions.
4. Within 15 calendar days of the communication, MetroParks will respond in writing, and, where appropriate, in a format accessible to the original requestor, such as large print, Braille, or audio recording. The response will explain the position of MetroParks of Butler County and offer options for resolution of the identified issue.
5. If the above response does not satisfactorily resolve the issue, the original requestor may appeal the decision within 15 calendar days after receipt of said response to the Executive Director of MetroParks of Butler County.
6. Within 15 calendar days after receipt of the appeal, the Executive Director or designee will contact and/or meet with the original requestor to further discuss their concerns and possible resolutions.
7. Within 15 calendar days after the contact, the Executive Director or designee will respond in writing, and, where appropriate, in a format accessible to the original requestor, with a final resolution of the identified issue.

Copies of AIS Information Requests, appeals, and responses will be retained by MetroParks of Butler County for a minimum of three years.

Tools/Equipment/Supplies Needed

None

Attachments

None

Approving Authority/Revision Information

SOP Sponsor Name/Position: Zeb Acuff, Director of Planning

SOP Owner Name/Position: Zeb Acuff, Director of Planning

Date: September 30, 2024

Revision Date: October 8, 2024

Next Review Date: January 1, 2026