

## VOLUNTARY RESOLUTION AGREEMENT

Washoe County (County) voluntarily enters into this agreement to resolve the allegation in a complaint (Reference No. 10194004) filed with the U.S. Department of Education, Office for Civil Rights (OCR), under Title II of the Americans with Disabilities Act of 1990 (Title II).

### **A. Policies and Procedures**

#### Action Items

1. The County will review and revise as necessary its policies, procedures, and practices (hereinafter referred to as “procedures”) to ensure that its procedures provide that the Downtown Reno Library (library) elevator is maintained in operable working condition. Specifically, the revised procedures will include information regarding who to contact regarding concerns with the elevator’s working condition, time frames for repair, and information regarding how the library will provide access to programming when the library elevator is not in operable working condition.
2. Within 30 days of receiving OCR’s approval of the revised procedures, the County will adopt and implement the revised procedures and provide notice and a copy of the revised procedures to appropriate library staff.

#### Reporting Requirements

1. By May 31, 2019, the County will submit to OCR for review and approval its revised procedures pursuant to section A.1 of this agreement. If OCR requires changes to the revised procedures, the County will re-submit the revised procedures to OCR for review and approval within 30 days of receiving notice of the revisions required by OCR. OCR and the County will follow the same process until OCR approves the County’s revised procedures.
2. Within 30 days of receiving OCR’s approval of the revised procedures, the County will provide OCR with a report demonstrating its adoption and implementation of the revised procedures. The report will include,

but is not limited to, a copy of the adopted procedures and a copy of the notice provided to appropriate staff, as well as the names and titles of the staff receiving such notice.

3. Within 7 months of adoption and implementation of the revised procedures, the County will provide records or documents reflecting the dates of maintenance or repairs made to the library elevator and records of communications regarding maintenance of the elevator and/or provision of library programming when the library elevator is not in operable working condition for the 6 months subsequent to the date of adoption of the revised procedures.

**B. Notice**

Action Item

The County will post a notice adjacent to the library elevator with the contact information for the individual whom individuals with disabilities may contact regarding accessibility concerns with the library elevator.

Reporting

1. Within 30 days of the date this Agreement is signed, the County will submit its proposed notice to OCR. If OCR requires changes to the proposed notice, the County will re-submit the proposed notice to OCR for review and approval within 30 days of receiving notice of the revisions required by OCR. OCR and the County will follow the same process until OCR approves the County's proposed notice.
2. Within 30 days of receiving OCR's approval of the proposed notice, the County will provide OCR with a report demonstrating the location and date of the posting of the notice.

**C. General Provisions**

1. This agreement resolves the allegation in OCR Reference No. 10194004.
2. OCR agrees to discontinue its investigation of OCR Reference No. 10194004 based upon the County's commitment to take the actions

specified in this agreement which, when fully implemented, will resolve the allegations in this case.

3. The County understands and acknowledges that, if it does not fully implement this agreement, OCR will take appropriate measures within its authority to effect compliance and that OCR may initiate administrative enforcement or judicial proceedings to enforce the specific terms and obligations of this agreement. Before initiating administrative enforcement (34 C.F.R. §§ 100.9, 100.10), or judicial proceedings to enforce this agreement, OCR shall give the County written notice of the alleged breach and sixty (60) calendar days to cure the alleged breach.
4. The County understands that by signing this agreement, it agrees to provide OCR data and other information in a timely manner. Further, the County understands that during the monitoring of this agreement, OCR may visit the library, interview staff and students, and request such additional reports or data as are necessary for OCR to determine whether the County has fulfilled the terms of this agreement and is in compliance with the Title II regulations which were at issue in this case.
5. The County understands that OCR will not close the monitoring of this agreement until OCR determines that the County has fulfilled the terms of this Agreement and is in compliance with the Title II regulations which were at issue in this case.

**Signed:**

/s/

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Dave Solaro  
Assistant County Manager  
Washoe County

April 22, 2019

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Date