

Case 10: Whose job is it to fix the blocked route?

A construction detour sends Sami toward stairs on her way to a city workshop, and her bus comes in 12 minutes.

On your own Read What happened. Underline where the detour sign points. About 5 minutes.

Your role: You're the one who writes down the corner, the time and the sign before Mateo posts. **New skill:** Report a problem to the office responsible.



Sami, Jordy and Mateo plan with picture cards on a whiteboard.

What happened

It is Tuesday, 4:05 p.m., at the corner of Elm Street and 4th Avenue. Sami is on her way to a free community workshop run by the city's parks department. It starts at 5. Sami uses a manual wheelchair, and her bus comes in 12 minutes. Mateo is with her.

The curb ramp on the northeast corner is blocked by construction fencing. A sign reads "SIDEWALK CLOSED AHEAD. PEDESTRIAN DETOUR." Its arrow points to a path that begins with a flight of stairs. That detour does not work for Sami.

Mateo already has the sign on video, and his first idea is to post it. Sami asks whether the video gets her on the bus. It does not, so Mateo puts the camera down. He checks the other corners for a ramp while Sami looks up the next bus stop.

Later, they want to report the corner to the city. Mateo wonders whether the city is breaking the Americans with Disabilities Act (ADA). First, they need to know what one video can show and which office is responsible.

Your question: Whose job is it to fix the blocked route, and what should Sami and Mateo tell the city?

Key terms

On your own Read each key term and its example. Then write your first guess in the box. About 5 minutes.

Program access Program access is an ADA rule that a city's services, taken as a whole, must be usable by people with disabilities.

En español: acceso a los programas

In this case: The city runs the workshop. Program access asks whether Sami can reach and join the workshop, not only whether one ramp is open.

Barrier A barrier is something that blocks or limits a person from taking part.

En español: barrera

In this case: Fencing blocks the curb ramp at Elm Street and 4th Avenue, and the detour points to stairs. The flyer gives no way to request access.

ADA coordinator An ADA coordinator is the staff member a government names to handle disability access questions and complaints.

En español: coordinador de la ADA

In this case: Mateo plans to send the city's ADA coordinator the corner, the time, the sign and one question, if Sami agrees.

Who is involved



Sami

Trying to catch her bus to the workshop

"The sign says detour. The detour starts with stairs. So, no. Twelve minutes."



Mateo

Filmed the detour sign

"I had the sign on video before I even thought about it. Sami asked if that gets her on the bus. Fair. Camera down."

Before you look at the evidence, whose job do you think it is to fix Sami's route?

This image shows a single sheet of white paper with horizontal blue lines, resembling notebook paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Reading passage

From a video to a report the city can answer

On your own Read the passage. At each Stop and think box, pause and answer the question in your head or with a partner. About 5 minutes.

Words to know

- **Program access:** Program access is an ADA rule that a city's services, taken as a whole, must be usable by people with disabilities.
- **Barrier:** A barrier is something that blocks or limits a person from taking part.
- **ADA coordinator:** An ADA coordinator is the staff member a government names to handle disability access questions and complaints.
- **Claim:** A claim is a statement that something is true. You can check a claim with evidence.
- **Jurisdiction:** A jurisdiction is the place or area where a particular government or rule has authority.

The story: The camera goes down

At 4:05 p.m. on a Tuesday, Sami and Mateo reach the corner of Elm Street and 4th Avenue. She is on her way to a free community workshop run by the city's parks department, starting at 5. She uses a manual wheelchair. Her bus arrives in 12 minutes.

The northeast curb ramp is behind construction fencing. A sign reads "SIDEWALK CLOSED AHEAD. PEDESTRIAN DETOUR," and its arrow points to a path that begins with a flight of stairs. Sami's summary is four short sentences in the group chat: the ramp is fenced off, the detour sign points to stairs, so no, bus in 12.

Mateo had the sign on video before he even thought about it. He asks whether she wants him to post it. Sami answers with a question: does that get her on the bus? He admits it does not. He puts the camera down and checks the other corners for a ramp while she looks up the next stop. Sami also sets a rule for the future. He can film the ramp and the sign. If he wants to film her, he asks first, and ideally not while she is busy missing a bus.

In this case, your role is to write down the corner, the time and the sign before anyone posts. The report comes later, once Sami is on her way.

? Stop and think. Sami decides what the next 12 minutes need. Why should that decision be hers?

Sizing the claim to the evidence

Mateo's next thought is legal: is the city breaking the Americans with Disabilities Act? That is a **claim**, the Case 1 term for a statement that something is true that you can check with evidence. The evidence is narrow. The sign went up Monday. Mateo recorded it Tuesday at 4:05 p.m. The route map shows five stages: home to the corner, the blocked northeast ramp, the bus stop, the bus to the parks department building and the workshop entrance and room. Nobody has checked that last stage yet. One corner and one sign cannot show whether another accessible route exists or whether the whole city is out of compliance.

A **barrier** is something that blocks or limits a person from taking part. Sami meets one at the ramp. The workshop flyer could be a second one. It says "All welcome!" and "Call the front desk," but it gives no information about accessible entrances or how to request access.

Program access is an ADA rule that a city's services, taken as a whole, must be usable by people with disabilities. Access covers the whole visit: finding the information, getting there, going in, taking part and leaving. That is why a good report looks at all five stages, not just the corner.

Case 9 introduced **jurisdiction**, the place or area where a particular government or rule has authority. Here it answers "whose job is it?" The city runs the workshop and manages the street. An **ADA coordinator** is the staff member a government names to handle disability access questions and complaints. Mateo puts it simply. The report goes to the city's ADA coordinator, not his followers. It lists the corner, the time, the sign and one question: is there an accessible detour, and how long will this stay blocked? He sends it only if Sami says yes.

❓ **Stop and think.** Which barrier on Sami's trip would a photo miss?

What the law and history add

The Justice Department explains that Title II of the ADA covers state and local government programs and services. Its guide for cities also covers keeping curb ramps usable during street work (U.S. Department of Justice, updated February 24, 2020).

The ADA itself came from protest. On March 12, 1990, activists climbed the Capitol steps to show what stairs do to access, and the law was signed that July (HISTORY, July 24, 2020). Thirty-five years later, NPR looked at what the law changed and what barriers people still report (NPR, July 22, 2025).

❓ **Stop and think.** Why is "the city is breaking the ADA" a weaker report than a specific question?

Look at the evidence

On your own Read each document. For each one, write what it shows and what it leaves out. About 10 minutes.

Evidence A | Construction sign

The detour sign

The sign reads “SIDEWALK CLOSED AHEAD. PEDESTRIAN DETOUR.” Its arrow points to a path that begins with a flight of stairs. The sign went up on Monday. Mateo recorded it on Tuesday at 4:05 p.m.

Look closely: Where does the arrow point? Who could not use that path?

What it shows

What it leaves out

Evidence B | Route map

Sami and Mateo’s route map

1. Home to the corner of Elm Street and 4th Avenue: sidewalk clear. 2. Northeast curb ramp: blocked by construction fencing. 3. Bus stop: next bus in 12 minutes. 4. Bus to the parks department building. 5. Workshop entrance and room: not yet checked.

Look closely: Which stage is blocked, and which stage has nobody checked?

What it shows

What it leaves out

Look at the evidence, continued

Evidence C | Flyer

The workshop flyer

The flyer reads “Free Community Workshop Series. Tuesdays, 5—7 p.m., Parks Department Annex. All welcome! Questions? Call the front desk.” It gives no information about accessible entrances or how to request access.

Look closely: What does the flyer tell someone who needs to request access?

What it shows

What it leaves out

What is still missing from the evidence?

Notes

Key idea: program access

On your own Read the key idea and the code of ethics. Then answer the question in the box. About 8 minutes.

Program access is an ADA rule that a city's services, taken as a whole, must be usable by people with disabilities. The U.S. Department of Justice explains that Title II of the ADA covers state and local government programs and services. Program access generally does not require every older building to be accessible. For example, a city can relocate a service to an accessible place. Existing buildings and new construction have different requirements.

Access covers the whole visit: finding the information, getting there, going in, taking part and leaving. A **barrier** is something that blocks or limits a person from taking part. Sami meets one barrier at the curb ramp. The workshop flyer could be another, because it gives no way to request access. The Justice Department's guide for cities also covers curb ramps during street work.

One video of one corner cannot show whether a city is following the law. It can show what happened, where and when. An **ADA coordinator** is the staff member a government names to handle disability access questions and complaints. That office can say whether an accessible detour exists. Before you report a barrier someone else faces, ask them what they want said.

Professional standards

Real source | American Society for Public Administration (ASPA)

ASPA Code of Ethics: 3. Promote democratic participation

“respect and assist all persons in their dealings with public organizations”

In plain words: ASPA members in public service agree to help every person use public programs and services.

Question: The parks flyer says “All welcome!” with no access information. What should it add so Sami can request access?

Your answer

The flyer should add ____, so that ____.

A throwback to March 12, 1990, when activists climbed the Capitol steps to show what stairs do to access. The ADA was signed that July.



A lawsuit pushed a transit agency to add elevators, showing how the ADA makes access a public duty.

[illegible]

Sort the evidence

On your own Mark whether each piece of evidence supports or narrows each claim. Then write whose view is missing. About 7 minutes.

Sort what the evidence supports. Which claim can you make today, which one needs more facts, and who can supply them?

Evidence	Claim 1 The city is breaking the ADA.	Claim 2 On Tuesday, the posted detour did not work for a wheelchair user.
1 Photo: the northeast curb ramp blocked by fencing on Tuesday at 4:05 p.m.		
2 Detour sign points to a path that starts with stairs		
3 DOJ: Title II requires program access, not every facility to be accessible		

Still open

- Is there another accessible route to the bus and the workshop? Ask the ADA coordinator.

Whose perspective is missing?

Whose view is missing from these documents? What would you ask them?

The view that is missing is _____. I would ask _____.

Practice: choose a response

On your own Choose what Mateo should do and explain why. Then fix the two marked phrases. About 6 minutes.

Mateo wants people to know about the blocked corner. What should he do?

- ☐ **A** Post the video with a caption saying the city is breaking the ADA.
- ☐ **B** Send the ADA coordinator the corner, the time, the detour sign and one question, if Sami agrees.
- ☐ **C** Skip the report if Sami finds another bus stop that works today.

Why I chose it

Improve a draft

A student's first draft

1 The city is breaking the ADA. There is construction blocking the ramp and a wheelchair user I know couldn't get to the bus. We were standing there for like ten minutes trying to figure out another way and the sign just pointed to stairs. My friend almost missed her workshop because of it. This is discrimination and completely illegal. Nobody even cares about this. You need to **2** fix every ramp in the neighborhood right away or we will post the photos everywhere.

Rewrite each marked phrase so it says only what the evidence supports.

Rewrite phrase 1

Rewrite phrase 2

Grades 9—10

Your task

On your own Read the steps. Fill in the planner boxes before you start your draft. About 8 minutes.

Write an access report to the city’s ADA coordinator about the blocked route.

Use: Case evidence plus the DOJ ADA and city governments page.

You’ll make: Report, 120—170 words

Time: 50 minutes

- 1

Reread Evidence A and B. Write the corner, day and time of the blocked ramp.
- 2

Fill in the planner: what you saw, what you do not know yet and your question.
- 3

Decide how to mention Sami. Mention her only if she agrees.
- 4

Write a report of 120 to 170 words to the city’s ADA coordinator on the Your draft page.
- 5

Write one sentence that explains why you ask a question instead of claiming a violation.
- 6

Check your report with the questions on the Check your work page.



Prefer typing? Scan to open the online workspace.

Location, day and time

What we saw

We saw ____.

What we do not know yet

[illegible]

Could you tell us ___?

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

On your own Write your draft in the boxes. Use your planner from the page before. About 20 minutes.

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has rounded corners and a thin black border around the edges.

Check your work

On your own Answer the Check your work questions and mark your level in each rubric row. Then write one change you made. About 8 minutes.

Does your report give the exact corner, day and time?	☐ Yes ☐ No
Does it describe what you saw without saying the city broke the law?	☐ Yes ☐ No
Does it ask one question the city can answer?	☐ Yes ☐ No
Does your rationale explain why you asked instead of claimed?	☐ Yes ☐ No

How your work is scored

Mark one box in each row.

Skill	Beginning	Developing	Proficient	Advanced
Evidence	☐ No location or time.	☐ General description.	☐ Specific location, time and observation.	☐ Specific observation plus what remains unknown.
Reasoning	☐ Declares a violation.	☐ Mixes observation and conclusion.	☐ Separates observation from legal question.	☐ Connects observation to program access and asks the right office.
Audience & purpose	☐ Threatening or vague.	☐ Polite but no clear request.	☐ Specific, answerable request to the right office.	☐ Request plus how to report future issues.
Revision	☐ No change.	☐ Tone only.	☐ Adds specifics and removes the legal conclusion.	☐ Explains how each change helps the city act and respects Sami.

One change I made after feedback

[illegible]

Questions to discuss

On your own Write a short answer to each question. Then finish My take. About 10 minutes.

1 Which barrier on Sami's trip would a photo miss?

2 What is the difference between recording a barrier and making Sami the content?

3 Construction is temporary, but the detour affects people now. What should a city do to keep routes usable during repairs?

My take

My claim: ____.

The best evidence is ____, because ____.

Someone who disagrees might say ____.

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Talk about this case at home

Case 10: Whose job is it to fix the blocked route?

In this case, construction blocks a curb ramp on a young woman's route to a city workshop, and the detour points to stairs. Your student studied what one video can show, then wrote a question for the city office responsible for access.

Questions to talk about

- 1 Who in our town takes care of sidewalks and curb ramps?
- 2 What details make a report to the city easy to act on?
- 3 Why should you ask someone before you post a video of them?

Nobody needs to share personal stories or private information to talk about this case.



See the case online.