



**CITY OF HELENA
ADA Compliance Committee
January 20, 2026 Meeting**

ADA Grievance Investigation Report

DATE: January 13, 2026

TO: ADA Compliance Committee

FROM: Anne Pichette, Housing Coordinator

RE: ADA Complaints Status Report

One (1) Title II ADA issue was raised to the City between November 7, 2025, and January 13, 2026, for discussion at the January 20, 2026 ADA Compliance Committee meeting.

Date of Complaint Receipt: December 15, 2025

Topic of Complaint: Lack of Sidewalk Snow Removal along Colonial Drive

A complaint was submitted pertaining to lack of snow removal on the sidewalk adjacent to a specific property on Colonial Drive. Upon further investigation, it was determined that the complaint was not a code enforcement complaint that could be billed to the adjacent property owner. It was determined that although the adjacent property is not within the boundary of the City of Helena City Limits, the City of Helena will ensure proper snow removal until such time the adjacent property may be annexed into the City of Helena.

Subsequent communication from the individual mentioned "others in the area" when referencing snowy sidewalks in the area. As a courtesy, City staff did provide a map of sidewalks adjacent to City of Helena property which are maintained by the Parks, Recreation, and Open Lands Department. Properties within the complaint are properties for which individuals will need to submit a complaint to address barriers to accessibility in City rights-of-way through the Roadway Code Enforcement Division established process.

Per the city's ADA grievance procedures, the complainant may request reconsideration of the issues within thirty (30) days of receipt of the City's determination in writing, which was issued January 13, 2026 (e.g., February 12, 2026).