City of
Healdsburg

Americans with Disabilities Act
Self-Evaluation
and Transition Plan

CITY OF HEALDSBURG

FINAL PLAN
APRIL, 2012

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1.0 Introduction

1.1 Summary

The American with Disabilities Act (ADA) is a comprehensive civil rights law for persons with disabilities in both employment and the provision of goods and services. The ADA states that its purpose is to provide a "clear and comprehensive national mandate for the elimination of discrimination against individuals with disabilities." Congress emphasized that the ADA seeks to dispel stereotypes and assumptions about disabilities and to assure equality of opportunity, full participation, independent living, and economic self-sufficiency for people with disabilities.

This ADA Self-Evaluation and Transition Plan is being prepared to partially fulfill the requirements set forth in Title II of the Americans with Disabilities Act. The ADA states that a public entity must reasonably modify its policies, practices, or procedures to avoid discrimination against people with disabilities. This report will assist the City of Healdsburg, and related public entities governed by the same five individuals who sit as City Council, to identify policy, program, and physical barriers to accessibility and to develop barrier removal solutions that will facilitate the opportunity of access to all individuals.

1.2 Legislative Mandate

The development of a Transition Plan is a requirement of the federal regulations implementing the Rehabilitation Act of 1973, which requires that all organizations receiving federal funds make their programs available without discrimination toward people with disabilities. The Act, which has become known as the "civil rights act" of persons with disabilities, states that:

> *No otherwise qualified handicapped individual in the United States shall, solely by reason of handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. (Section 504)*

Subsequent to the enactment of the Rehabilitation Act, Congress passed the Americans with Disabilities Act on July 26, 1990. Title II of the ADA covers programs, activities, and services of public entities. The Department of Justice's Title II regulation adopts the general prohibitions of discrimination established under Section 504 and incorporates specific prohibitions of discrimination for the ADA. Title II provides protections to individuals with

disabilities that are at least equal to those provided by the nondiscrimination provisions of Title V of the Rehabilitation Act.

Specifically, the City may not, either directly or through contractual arrangements, do any of the following:

- Deny persons with disabilities the opportunity to participate as members of advisory boards and commissions.

- Deny persons with disabilities the opportunity to participate in services, programs, or activities that are not separate or different from those offered others, even if the City offers permissibly separate or different activities.

- In determining the location of facilities, make selections that have the effect of excluding or discriminating against persons with disabilities.

Title II of the ADA provides that public entities must identify and evaluate all programs, activities and services and review all policies, practices, and procedures that govern administration of the entity's programs, activities, and services. This report and certain documents incorporated by reference, establishes the City's ADA Self-Evaluation and Transition Plan.

1.3 ADA Self-Evaluation and Transition Plan Requirements and Process

The Self-Evaluation is the City's assessment of its current policies, practices, and procedures. The Self-Evaluation identifies and makes recommendations to correct those policies and practices that are inconsistent with Title II requirements. As part of the Self-Evaluation, the City:

- Identified the City's programs, activities, and services; and

- Reviewed the policies, practices, and procedures that govern the administration of the City's programs, activities, and services.

The ADA sets forth specific requirements for preparation of an acceptable Transition Plan. This plan includes:

- A list of the physical barriers in the City's facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities;

- A detailed outline of the methods to be used to remove these barriers and make the facilities accessible;

- Planning level cost estimates for their removal;

- A schedule for taking the steps necessary to achieve compliance with the ADA, Title II; and

- The name of the individual responsible for the plan's implementation.

1.4   Discrimination and Accessibility

There are two kinds of accessibility:

- Program accessibility; and

- Physical accessibility

Absence of discrimination requires that both types of accessibility be provided. Programmatic accessibility includes physical accessibility, but also entails all of the policies, practices, and procedures that permit people with disabilities to participate in programs and to access important information. Physical accessibility requires that a facility be barrier-free. Barriers include any obstacles that prevent or restrict the entrance to or use of a facility. Program accessibility requires that individuals with disabilities be provided an equally effective opportunity to participate in or benefit from a public entity's programs and services. Program accessibility may be achieved by either structural or non-structural methods. Non-structural methods include acquisition or redesign of equipment, assignment of aides to beneficiaries, and provision of services at alternate sites.

Programs offered by the City to the public must be accessible. Accessibility includes advertisement, orientation, eligibility, participation, testing or evaluation, physical access, provision of auxiliary aids, transportation, policies, and communication.

The City may achieve program accessibility by a number of methods:

- Structural methods such as altering an existing facility;
- Acquisition or redesign of equipment;
- Assignment of aides; and
- Providing services at alternate accessible sites.

When choosing a method of providing program access, the City will give priority to the one that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities. In compliance with the requirements of the ADA, the City must provide equality of opportunity.

1.5   Undue Burden

The City is not required to take any action that it can demonstrate would result in a fundamental alteration in the nature of its program or activity, would create a hazardous condition resulting in a direct threat to the participant or others, or would represent an undue financial and administrative burden.

The determination that an undue burden would result must be based on an evaluation of all resources available for use in the City. For example, if a barrier removal action is judged unduly burdensome, the City must consider other options for providing access to the benefits and services of the program or activity by individuals with disabilities.

1.6   Facility Survey

In 2010, the City completed a physical audit of facilities to identify facility barriers and identify recommendations and alterations in order to meet state and federal accessibility standards. The list of facilities surveyed included:

- City owned parks
- City owned buildings
- City programs housed in long-term leased facilities
- City maintained pedestrian facilities

1.7   Self-Evaluation

In 2010, the City of Healdsburg evaluated its policies, programs, and procedures to determine current levels of service and the extent to which its policies and programs created barriers to accessibility for persons with disabilities.

An online questionnaire administered to department staff provided information on the nature of the program, forms and methods used to advertise the program's services and activities, a profile of current participants, the types of equipment and materials used, testing and entrance requirements, the level of staff training, and any special modifications provided. Questionnaires were distributed and received from the following departments:

- City Clerk's Office
- Electric Department
- Finance Department
- Fire Department
- Parks Department
- Planning and Building Department
- Police Department
- Public Works

Information provided in the completed questionnaires and meetings with City staff revealed that the City's existing policies, programs, and procedures may present barriers to accessibility for people with disabilities. It is the intent of the City to address the programmatic accessibility barriers in the following areas:

Customer Service — Policies and practices that ensure individuals with disabilities can participate in the programs, activities and services provided by the City including: procedures for program modifications and not charging additional fees for reasonable accommodation to the person with a disability for modification required to make a program accessible.

Outreach and Information — Notices, printed information, televised and audiovisual information, the City and departmental websites, public telephones and communication devices.

Training and Staffing — The current level of training and experience of City staff with policies and procedures regarding providing services to individuals with disabilities.

Programs and Activities — Program eligibility and admission, public meetings, tours and trips, transportation services, the use of consultants or contractors to provide city services, emergency evacuation procedures, special events and private events on City properties, maintenance of accessible programs and ongoing accessibility improvements.

Accessible/Adaptive Equipment — The use of automated electronic equipment and auxiliary aids to assist individuals with disabilities participate in City programs.

Findings from each program provider's responses can be found in section 3.3. A copy of the survey questionnaire can be found in Appendix A.

1.8   Public Outreach

Public outreach was achieved by having two public meetings and one online public comment period. The first public meeting was held on May 11, 2010. This meeting informed the public about the Self-Evaluation and Transition

Plan process and allowed them to voice any concern regarding accessibility in their immediate community. The public comments from this meeting were then incorporated into the Draft Plan. The second public meeting occurred on April 16, 2012. Prior to this meeting a three week online comments section allowed for the public to voice their opinion on the Final Draft Plan of the document. All meeting minutes and comments can be found in Appendix B.

1.9   Staff Training

Upon the completion of the ADA Self Evaluation, City staff participated in a training session on September, 14, 2011 regarding ADA policies and procedures, current building code standards, and best practices. Key issues that were identified in the Self-Evaluation were addressed at this time. Additionally, a staff training session to learn TTY, 711-California Relay System and a variety of video relay systems has been scheduled for May, 2012.

2.0 Definitions

The following is a summary of many definitions found in the ADA. Please refer to the Americans with Disabilities Act for the full text of definitions and explanations (http://www.ada.gov/).

2.1 Disability

The term *disability* means, with respect to an individual:

1. A physical or mental impairment that substantially limits one or more of the major life activities of such individual;

2. A record of such impairment; or

3. Being regarded as having such impairment.

2.2 Qualified Individual with a Disability

A *qualified individual* with a disability means an individual with a disability who, with or without reasonable modification to rules, policies, or practices; the removal of architectural, communication, or transportation barriers; or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the City.

2.3 Discrimination on the Basis of Disability

Discrimination on the basis of disability means to:

- Limit, segregate, or classify a citizen in a way that may adversely affect opportunities or status because of the person's disability;
- Limit, segregate, or classify a participant in a program or activity offered to the public in a way that may adversely affect opportunities or status because of the participant's disability;
- Participate in a contract that could subject a qualified citizen with a disability to discrimination;
- Use any standards, criteria, or methods of administration that have the effect of discriminating on the basis of disability;
- Deny equal benefits because of a disability;
- Fail to make reasonable accommodations to known physical or mental limitations of an otherwise qualified individual unless it can be shown that the accommodation would impose an undue burden on the City's operations;

- Use selection criteria that exclude otherwise qualified people with disabilities from participating in the programs or activities offered to the public; and
- Fail to use tests, including eligibility tests, in a manner that ensures that the test results accurately reflect the qualified applicant's skills or aptitude to participate in a program or activity.

2.4 Complaint

A *complaint* is a claimed violation of the ADA.

2.5 Physical or Mental Impairments

Physical or mental impairments may include, but are not limited to: vision, speech, and hearing impairments; emotional disturbance and mental illness; seizure disorders; mental retardation; orthopedic and neuromotor disabilities; learning disabilities; diabetes; heart disease; nervous conditions; cancer; asthma; hepatitis B; HIV infection (HIV condition); and drug addiction if the addict has successfully completed or is participating in a rehabilitation program and no longer uses illegal drugs.

The following conditions are not physical or mental impairments: transvestitism; illegal drug use; homosexuality or bisexuality; compulsive gambling; kleptomania; pyromania; pedophilia; exhibitionism; voyeurism; pregnancy; height; weight; eye color; hair color; left-handedness; poverty; lack of education; a prison record; and poor judgment or quick temper if not symptoms of a mental or physiological disorder.

2.6 Substantial Limitations of Major Life Activities

An individual is disabled if she or he has a physical or mental impairment that (a) renders her or him unable to perform a major life activity, or (b) substantially limits the condition, manner, or duration under which she or he can perform a particular major life activity in comparison to other people.

Major life activities are functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.

In determining whether physical or mental impairment substantially limits the condition, manner, or duration under which an individual can perform a particular major life activity in comparison to other people, the following factors shall be considered:

1. The nature and severity of the impairment;

2. The duration or expected duration of the impairment; and

3. The permanent or long-term impact (or expected impact) of or resulting from the impairment.

2.7   Having a Record of Impairment

An individual is disabled if he or she has a history of having an impairment that substantially limits the performance of a major life activity; or has been diagnosed, correctly or incorrectly, as having such impairment.

2.8   Regarded as Having a Disability

An individual is *disabled* if she or he is treated or perceived as having an impairment that substantially limits major life activities, although no such impairment exists.

2.9   Reasonable Program Modifications

If the individuals' disabilities prevent them from performing the essential functions of the program or activity, it is necessary to determine whether reasonable program modifications would enable these individuals to perform the essential functions of the program or activity.

Reasonable program modification is any change in program or activity or in the way things are customarily done that enables an individual with a disability to enjoy equal program opportunities.   Accommodation means modifications or adjustments:

1. To a registration or application process to enable an individual with a disability to be considered for the program or activity;

2. To the program or activity environment in which the duties of a position are performed so that a person with a disability can perform the essential functions of the program or activity; and

3. That enables individuals with disabilities to enjoy equally the benefits of the program or activity as other similarly situated individuals without disabilities enjoy.

Modification includes making existing facilities and equipment used by individuals readily accessible and usable by individuals with disabilities.

Modification applies to:

- All decisions and to the application or registration process;
- All services provided in connection with the program or activity; and
- Known disabilities only.

Modification is not required if:

- It changes the essential nature of a program or activity of the person with a disability;
- It creates a hazardous situation;
- Adjustments or modifications requested are primarily for the personal benefit of the individual with a disability; or
- It poses an undue burden on the City.

2.10 Undue Burden

The City of Healdsburg shall not provide an accommodation that imposes an undue burden on the operation of the City's business.

Undue burden means significant difficulty or expense incurred in the provision of accommodation. Undue burden includes, but is not limited to, financial difficulty. Undue burden refers to any modification that would be unduly costly, extensive, substantial, or disruptive, or that would fundamentally alter the nature of operation of the business of the City.

Whether a particular accommodation will impose an undue hardship is determined on a case-by-case basis. If a particular modification is determined to cause an undue burden to the City of Healdsburg, the City shall attempt to identify another modification that would not pose such a burden. If cost causes the undue burden, the City must consider whether funding for the modification is available from an outside source. If no such funding is available, the City must give the person with a disability the opportunity to provide the modification or to pay for that portion of the modification that constitutes an undue burden.

The following factors shall be considered in determining whether a program modification would create an undue burden: the nature and cost of the modification, the financial resources of the City available to make the modification, the impact the expense of the accommodation will have on the affected City operation, and the permanence of the alterations affecting the site.

2.11 Auxiliary Aids and Services

The term *auxiliary aids* and services include:

1. Qualified interpreters or other effective methods of making orally delivered materials available to individuals with hearing impairments;

2. Qualified readers, taped texts, or other effective methods of making visually delivered materials available to individuals with visual impairments; and

3. Acquisition or modification of equipment or devices; and other similar services and actions.

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3.0 Policies & Programmatic Accessibility Findings & Actions

3.1 Introduction

Programs, activities and services offered by the City of Healdsburg to the public must be accessible. Accessibility applies to all aspects of a program or service, including advertisement, orientation, eligibility, participation, testing or evaluation, physical access, provision of auxiliary aids, transportation, policies, and communication.

This section details the review of current City-wide policies, services, programs, and activities based on meetings with City staff and responses to the program accessibility questionnaire from the following departments and divisions:

- City Clerk's Office
- Electric Department
- Finance Department
- Healdsburg Fire department
- Healdsburg Police Department
- Parks Department
- Planning and Building department
- Public Works Department

The findings and recommendations contained in this section will serve as a basis for the implementation of specific improvements for providing access to City programs as required by law. There were a total of 26 programmatic questionnaires submitted by the City of Healdsburg Staff. Detailed department reports can be found in section 3.6.

3.2 Programmatic Modifications

The ADA Coordinator, or designee, will follow-up with each department to review the recommendations contained in this Self Evaluation Report. In those situations where a policy, program, or procedure creates a barrier to accessibility that is unique to a department or a certain program, the ADA Coordinator, or designee, will coordinate with the department head or program manager to address the removal of the barrier in the most reasonable and accommodating manner in accordance with applicable law.

3.3   Findings and Recommended Actions — City-Wide Programs, Activities, and Services

This section is organized into categories based on the requirements of Title II of the ADA.

- Accessible/Adaptive Equipment
- Customer Service
- Notice Requirements
- Printed Information
- Televised and Audiovisual Public Information
- Website
- Public Telephones and Communication Devices
- Training and Staffing
- Program Eligibility and Admission
- Public Meetings
- Transportation Services
- Tours and Trips
- Use of Consultants for Delivering Program Services
- Emergency Evacuation Procedures
- Facilities
- Special Events on Public Properties

Accessible/Adaptive Equipment

Adaptive aids are devices, controls, appliances, or items that make it possible for persons with disabilities to improve their ability to function independently and participate in programs, services, and activities offered by the City. For example, a pen and clip board for the deaf or speech impaired to write notes on or accessible electronic equipment such as accessible computer stations.

Self-Evaluation Findings:
Few Departments reported allowing the public to use or access electronic equipment such as photocopiers and computers. No departments reporting providing adaptive aids such as pen and paper and clipboards. One department reported providing personal computers.

Recommended Actions:
1. Provide standard equipment at each site where programs are administered to facilitate basic communications access using alternative formats. Equipment may include, but not be limited to, paper and pencil, an enlarging copy machine, and access to TTY or relay service (711) technology.

2. Collaborate with community organizations such as the Disability Resource Agency for Independent Living (DRAIL) and Disability Services and Legal Center (DSLC) to develop and maintain a current resource list of assistive technology equipment and sources for acquiring them.

3. Establish and maintain a "Resources Toolkit" (see Section 6.0) of adaptive aids and human resources that should be available for use by individuals participating in City programs. Include information about the availability of specific equipment and/or individuals who are available to provide special services (e.g., ASL translation) in public information materials such as brochures and the City's website.

4. Include accessibility as a criterion for purchasing decision making. Whenever possible, evaluate furniture and building materials purchases for compatibility with a wide range of disabilities and sensitivities. Select items that are easily adjustable or can be modified to accommodate a variety of physical and ergonomic needs when purchasing items such as furniture, site furnishings, and office systems. Consultation with disability organizations and persons with disabilities (please see Section 6.0 for Disability Resources) will assist in this task.

5. Maintain accessible equipment.

Customer Service

In-person interaction with the public is one of the primary functions of most City departments. Some City departments have eligibility requirements.

Self-Evaluation Findings:

Some departments reported that they tracked accessibility requests. No departments reported charging an additional fee for modifying a program for a person with a disability. Few departments indicated that they consult or have partnerships with outside organizations who provide services to people with disabilities. Some departments had policies or procedure for making informal changes to standard operating procedures to accommodate people with disabilities.

Recommended Actions:

1. Make appropriate modifications to regular practices to accommodate the needs of individuals with disabilities when providing customer service.

2. Allow the use of service animals to assist persons in accessing programs, activities and services in City facilities. Since service animals are not always dogs, staff should be made aware of the

definition of a service animal and the protocol and etiquette for service animals.

3. Develop criteria for determining reasonable modifications to provide program accessibility, which may include acquisition or redesign of equipment, assignment of aides to persons with disabilities, and provision of services at alternative accessible sites.   An approach should include:

   • Requests for reasonable modification in programs or services should be made to the department responsible for the program or service.

   • The department offering the program or service should meet with the individual with a disability to identify which aspects of the program limit participation and what modifications can be made.

   • The department offering the program or service should consult with the relevant program or service staff to determine the reasonable modification. The department offering the program or service may also consult with the City's ADA Coordinator or other resources providing services or information regarding persons with disabilities as appropriate.

   • The department offering the program or service should document the modification(s) that was offered and the response of the person with the disability to the modification(s) offered. This documentation should be filed with the City ADA Coordinator's office. All accessibility requests should be tracked. The ADA requests should be analyzed periodically to look for global issues that can be addressed and problems than can be solved proactively.

   • If individuals with a disability are not satisfied with the results of this process, they should be directed to the City's ADA Grievance Procedure.

4. Assess the composition and needs of the disabled population. Take the necessary steps to improve communication and outreach to increase the effective participation of community members with disabilities in all City programs and activities.

5. Create partnerships with organizations who provide services to the disabled populations to assist in getting the word out about City programs. Keep programs up-to-date through increased community involvement and partnerships with organizations that offer services to persons with disabilities.

6. Publicize efforts to increase participation by persons with disabilities, which might include activities such as distributing program brochures to members of the disability community.

7. Continue the process of not charging an additional fee for program modifications or alternative formats.

Notice Requirements

Title II regulations require the City to inform the public of the rights and protections provided by the ADA for access to public programs, services, and activities.

Self-Evaluation Findings:

Few departments have a nondiscrimination statement that includes persons with disabilities. No departments reported posting a nondiscrimination statement in a location that maximizes public exposure. The nondiscrimination statement should include information about how to reach an ADA coordinator. Some departments notify all persons that meetings, hearings, and conferences will be held in accessible locations and that adaptive aids such as assistive listening devices will be provided upon request to participants with disabilities. Non-discrimination language is not consistently included on agendas.

No departments reported notifying all persons about how and with whom to file a disability complaint.

Recommended Actions:

1. Increase outreach to persons with disabilities and the organizations that serve them. The City should inform the public of the possible modifications that can be provided to make services, programs, and activities accessible.

2. Include the following notice (or a similar notice) regarding the City's commitment to providing accessible services in all City publications that provide information about City services, programs, or activities. The notice should also be placed in all City departments in a location that will maximize public exposure.

> *In accordance with the Americans with Disabilities Act and California Law, it is the policy of the City of Healdsburg to offer its public programs, services and meetings in a manner that is readily accessible to everyone, including individuals with disabilities. If you are a person with a disability and require information or materials in an appropriate alternative format; or if you require any other accommodation, please contact department staff. Advance*

notification within this guideline will enable the City to make reasonable arrangements to ensure accessibility. The City ADA Coordinator can be reached at (707) 431-3346 Email: dmickaelian@ci.healdsburg.ca.us

3. Non-discrimination language should appear on both hard copies and documents posted on the web. Include the following notice (or a similar notice) regarding the City's non-discrimination policy in all City publications that provide general information about City services, programs, or activities.

POLICY ON NON-DISCRIMINATION
ON THE BASIS OF DISABILITY

The City of Healdsburg does not discriminate on the basis of disability in the admissions or access to its programs or activities. An ADA Coordinator has been designated to coordinate compliance with the non-discrimination requirements contained in the Department of Justice regulations implementing Subtitle A of Title II of the Americans with Disabilities Act (42 U.S.C. 12131), which prohibits discrimination on the basis on disability by public agencies.

City Healdsburg
David Mickaelian
ADA Coordinator
(707) 431-3346
Email: dmickaelian@ci.healdsburg.ca.us

4. List those City agencies, departments, and specialized services that offer TTY in printed City directories and include the following statement:

The City of Healdsburg offers Text Telephone (TTY) services for persons with hearing or speech impairments: (707) 431-3317

5. Develop a statement regarding accessible locations and the availability of auxiliary aids upon request that is included on all public announcements, postings for City programs, and applications, including:

- The notice of non-discrimination;

- Information regarding site accessibility, including the accessible bus route serving the program, facility, or event;

- The department's text telephone (TTY) number, California Relay Service information, and the phone number and email address of the person who can provide assistance in meeting special needs; and

- A notice that information is available in alternative formats with 72 hours notice.

Printed Information

In order to meet the ADA's communication standards, City departments must be able to provide information, when requested, in alternative formats such as using easy-to-understand language, Braille, large-print format, audiotape or CD, computer disk, or other formats as requested.

Self-Evaluation Findings:

All departments provide printed information to the public. Some departments reported that they provided printed materials in alternative formats upon request. No departments reported including pictures of people with disabilities in their printed materials. Few departments reported that they provide materials in easy to understand language for people with learning disabilities.

Recommended Actions:

1. Provide information to each department on how to produce printed information in alternative formats for persons with various disabilities to ensure that requests are handled in a uniform and consistent manner.

2. Publicize the City's commitment to provide program information in alternative formats on an individual basis as requested.

3. Ensure the uniformity of charges for a publication for all formats of that publication.

4. Include the following notice on all materials printed by the City that are made available to the public:

   This publication can be made available in alternative formats, such as, Braille, large print, audiotape, or computer disk. Requests can be made by calling (707) 431-3346 (Voice) or (707) 431-3317 (TTY). Please allow 72 hours for your request to be processed.

5. Handle all requests for other alternative formats or lengthy documents on an individual basis.

6. Provide program, facility, permit, and reservation information in a variety of formats upon request (for example, enlarge print format for persons with visual disabilities or in simple language for persons with cognitive disabilities). Provide programmatic changes (e.g., staff assistance), upon request to assist in filling out forms or when alternative formats are unavailable or infeasible.

7. Produce meeting agendas and other public information distributed at meetings in alternative formats when requested.

8. When photos are provided, include photos of persons with disabilities.

Televised and Audiovisual Public Information

Televised and audiovisual information is a means for disseminating public information through presentations produced by City departments. All televised and audiovisual information must be accessible to persons with disabilities. As more and more communication is being done remotely via the rapidly changing internet, it will be increasingly important that all communication tools maintain accessibly as technology changes.

Self-Evaluation Findings:

The few departments that reported providing audiovisual and televised presentations do not provide alternative formats upon request. None of the departments showed pictures of people with disabilities in their audiovisual presentations.

Recommended Actions:

1. Use closed captioning or other alternatives to audio presentations for City programs and for audiovisual presentations produced by the City (including videos, films, and City Council meetings) in order to ensure that persons with hearing impairments can benefit from these presentations.

2. When presenting PowerPoint presentations read all slides and describe all graphics. This will allow the blind and visually impaired to fully understand the information being presented.

3. When including images in audiovisual information, include people with disabilities.

Website – City and Departmental Websites

As people turn to the Internet as their primary source of information regarding services, programs, activities, and facilities, the City's website

(http://www.ci.healdsburg.ca.us/) takes on increased importance as a communications tool.

Providing public access to City publications on-line is an effective means of reaching persons with disabilities. New accessibility standards for electronic and information technology covered by Section 508 of the Rehabilitation Act Amendments of 1998 have set forth the technical and functional performance criteria necessary for such technology to be accessible.

Self-Evaluation Findings:
Most departments provide information about their programs on the web. However, no departments reported including information about access for the disabled, such as locations of accessible parking and restrooms, on the web. No departments note that they verified their websites are accessible to people with visual impairments who use speaking browsers. Content is managed by a combination of departments and the IT Department.

Recommended Actions:
1. Increase outreach to persons with disabilities by having the website include more information about the City's commitment to providing accessible services.

2. Include the City's Policy on Non-Discrimination on the Basis of Disability on the City's website.

3. List those City agencies, departments, and specialized services that offer TTY in the website telephone directory, and include the following statement:

    > *The City of Healdsburg government offers Text Telephone (TTY) service for persons with speech or hearing impairments.*

4. Provide information regarding programs, facilities, permits, and reservations on the City's website in an accessible format. This information should be easily found by new web users.

5. Include the City's statement regarding accessible locations and the availability of auxiliary aids upon request on the website.

6. Continually improve the accessibility of web pages through the use of web accessibility analysis to meet and/or exceed Section 508 of the Rehabilitation Act guidelines for accessibility of electronic information. Acquire the technological resources necessary to create accessible PDF

and graphics files as described in ADAAG standards for electronic and information technology.

7. Assign one department the authority to provide standards and oversight for outside vendors who create pages and for departments who post their own documents. This will support consistent and accessible web pages.   Monitor web pages for continued compliance with accessible web page standards.

8. Provide training to City staff members in creating accessible PDF and other electronic files for posting on City or departmental websites.

9. Use services that help web page authors provide an accessible website by identifying and repairing barriers to access for individuals with disabilities.

10. See Section 6 for resources on creating and maintaining accessible websites.

Public Telephones and Communication Devices

Self-Evaluation Findings:
Few departments reported using the California Relay Service, or 711, to communicate with the hearing and speech impaired. No departments reported that they publish how they communicate with the deaf, or have TTY device numbers listed in their publications. Few departments stated that have trainings on how to communicate with the hearing and speech impaired.

Recommended Actions:
1. Request that the phone company provide an amplification device, a shelf, and text telephone (TTY) or an outlet for a text telephone at each site where public phones are available.

2. Widely disseminate information regarding the availability and location of City Telephone Communication Devices for the Deaf (TTY), and train staff members in the use of TTY equipment or other means of communicating over the telephone with a person with a hearing or speech disability, such as the California Relay Service (CRS) – 711.

3. All publications that list phone numbers should also include information on how the deaf and speech impaired can communicate with departments by phone.

4. Consider Video Remote Interpreting Services (VRI) for communicating with the deaf. There are many situations where a live interpreter is required, such as in medical situations, but RVI is a convenient, flexible, lower-cost alternative to live interpreters. Please see Section 6 for more resources for communicating with the deaf and hearing impaired.

Training and Staffing

Self-Evaluation Findings:

In general, City staff members did not report being familiar with problems encountered by persons with disabilities, or have limited experience working with individuals with disabilities. Many staff members may not be knowledgeable about the different types of reasonable modifications that would make their services accessible.

One of the most frequently identified needs by City departments is more and improved accessibility training. Different types of training are necessary depending on the type of work and the amount of public contact involved with a specific position. Few of the departments reported that their staff has had informal training about their department's obligations and policies to enable persons with disabilities to participate in their programs. Staff members have not yet been trained in areas such as:

- Communication and etiquette with persons with disabilities;
- Standardized, appropriate procedures for making programmatic accommodations;
- How to acquire or use assistive devices; and
- General evacuation procedures for buildings.

Recommended Actions:

1. Provide all City staff members with on-going awareness and sensitivity training. Provide resources such as the County of Long Beach's website, Disability Etiquette: Interacting with Persons with Disabilities (http://www.longbeach.gov/hr/ada/default.asp). Include persons with disabilities as trainers.

2. Provide training to City staff members who have contact with the public about how to provide modifications and use assistive devices to make their programs, activities and services accessible. Ensure that customer service training includes information about communicating with and providing modifications for persons with a variety of

disabilities. Include program-specific adaptations, assistive devices, and modifications in each department's accessibility policy manual.

3. Develop a comprehensive disability access training program. Educate all City staff about their responsibilities under the ADA. The City's ADA Coordinator and line supervisors should be responsible for ensuring that staff members receive training. Reference materials that address special modifications should be included in this training.

4. Develop standard guidelines for training materials. These guidelines should include standard language that appropriately describes the City's policies on inclusion and non-discrimination, and staff members should receive training in using the guidelines effectively.

5. Whenever staff has contact with the public and depending on operational needs, consider offering training to employees who wish to learn basic American Sign Language (ASL) communication skills. This training should emphasize basic communication skills and should not be viewed as a substitute for employing qualified ASL interpreters when requested.

6. Train maintenance staff with respect to accessibility compliance and building codes to achieve and maintain accessibility.

7. Provide City staff members with training in general building evacuation procedures for assisting persons with hearing, speech, visual, mobility, and learning disabilities in an emergency.

8. Designate one high-level manager in each department to serve as the department's Disability Access Liaison. The Liaison will be required to complete a training program and attend periodic retraining regarding accessibility issues.

Program Eligibility and Admission

The public should be able to access all programs, service, and activities, regardless of disability. Admission criteria, ability to complete forms, participation in interviews, should be available to all members of the public by providing reasonable accommodations.

Self-Evaluation Findings:

No departments reported having limitations or ratios requirements that would exclude persons with disabilities. Some departments noted that they have eligibility requirements. These requirements were physical or mental

performance standards for staff based on performance and safety standards. Most forms used by programs do not contain a nondiscrimination statement.

A few departments require an interview prior to participation.

Recommended Actions:
1. Ensure that individuals with disabilities are not excluded from regular programs or are required to accept special services or benefits. Involve individuals with disabilities in regular programs to the maximum extent possible.

2. Modify policies, practices, or procedures to avoid discrimination unless the modification would fundamentally alter the nature of the program or create a hazardous situation.

3. Ensure that when specific requirements that exclude or limit the participation of persons with disabilities are necessary for the safe operation of programs, those requirements are based on real risks, not on speculation, stereotypes, or generalizations.

4. Include a nondiscrimination statement on all forms.

5. When interviews are required for program participation, ensure that the meetings are held in an accessible location and that auxiliary aids are provided upon request.

Public Meetings

Self-Evaluation Findings:
Most departments hold public meetings. All meetings are required to be held in accessible locations. Some departments reported that they provide auxiliary aids upon request to allow people with disabilities to fully participate in meetings. Some departments provide American Sign Language interpreters upon request.

Recommended Actions:
1. Schedule public meetings at accessible locations. An accessible location includes, but is not limited to, the following: wheelchair accessible path-of-travel to the meeting room, accessible restrooms, accessible parking, an accessible route from transit and parking to the meeting facility, temperature control, signage, and the ability to provide access to fresh air for persons with chemical sensitivities.

2. Maintain a list of on-call American Sign Language interpreters who may be brought to meetings to assist individuals with hearing impairments (see Section 6).

3. When a fully accessible site is not available, then make reasonable modification so that an individual with a disability can participate. These modifications may include phone-in participation, video recording, and meeting transcripts.

4. Make information available to City staff on the types of modification requests that may be made by persons with different types of disabilities. Provide information about auxiliary aids such as different types of assistive listening systems, sign language interpreters, readers, descriptive services, and other assistive technologies like "real-time captioning." Provide guidance in the layout of the room, sign-in table and refreshments table, to insure that these features are accessible.

5. Display a notice on meeting agendas indicating the availability of accessibility modifications.

6. Provide agendas and other meeting materials in alternative formats, when requested.

7. Consider assigning a staff member to be a greeter at public meetings and events. Identify the staff member as a resource for persons who may require assistance.

8. Provide flexibility in the time limit on speaking for individuals with communication difficulties.

9. Provide assistive listening devices at public meetings, when requested.

10. Publicize the availability of American Sign Language (ASL) interpreters in all meeting announcements. Include the following notice in all meeting publicity:

    All City public meetings are conducted in accessible locations.

    If you require accommodations to participate in this meeting, these may be requested by calling: (707) 431-3317 or (707) 431-3346 (TTY) at least 72 hours in advance.

> *Copies of documents used in this meeting are available in accessible formats upon request.*

11. Develop a checklist for creating accessible meetings and selecting accessible meeting spaces, and make the list available to all City departments and programs.

12. Prepare a list of already accessible meeting spaces to facilitate the scheduling of meetings and/or the relocation of meetings upon request.

13. Move disability-related agenda items to the beginning of agendas when possible. Some people with disabilities are unable to stay late at meeting because they use para-transit or have fixed schedules, as they need to use personal care attendants.

Transportation Services

Self-Evaluation Findings:
Few departments reported providing transportation services to the public. No departments provide accessible transportation for people with disabilities.

Recommended Actions:
1. Ensure that when transportation is provided for City programs, accessible vehicles are available.

2. Ensure transportation schedules and promotional materials are available in alternative formats.

3. Train staff on providing accessible transportation.

Tours and Trips

Self-Evaluation Findings:
Many departments reported that they provide tours and trips to the public. These tours and trips in general are not made accessible to people with disabilities.

Recommended Actions:
1. Ensure that tours are provided in a way that allows people with mobility, visual, speech, hearing and cognitive disabilities to fully participate.

2. Evaluate the destination of the tour or trip in order to determine the level of accessibility and any accommodations or modifications that may be required.

3. If a tour route or a portion of a route is not accessible, the tour will be rerouted or the department providing the tour will determine an alternate accommodation (e.g. photographs, close-captioned videos, etc.) that will allow the tour to be experienced.

4. Provide information to participants in advance of a tour or trip regarding the destination, transportation, and other characteristics of the event so that informed requests for accommodations can be made.

5. Provide information about accessibility of the tour on the program's website.

Use of Consultants for Delivering Program Services

Self-Evaluation Findings:
Few departments reported using consultants for delivering program services. No departments have policies in place to monitor the consultant's obligation to provide service in accordance with the City's accessibility policies.

Recommended Action:
1. For those departments that use outside contracted employees to provide services to the public, a procedure should be established to ensure that their work is consistent with City accessibility policies and standards, including contract language and a monitoring procedure.

Emergency Evacuation Procedures
Few City departments require established emergency evacuation procedures to safely evacuate persons with disabilities who may need special assistance in an emergency.

Self-Evaluation Findings:
Most departments reported that they did not have a plan to safely evacuate people with disabilities in an emergency.

Recommended Actions:
1. Develop guidelines for the evacuation of persons with disabilities in various types of emergency situations. Each department, division, or program should use these guidelines to create their own emergency evacuation plans. These plans should:

- Address what to do when an alarm is triggered;

- Establish meeting places for assistance and evacuation chairs;

- Provide direction on what to do if assistance is not available; and

- Establish floor captains.

2. Specific suggestions for evacuation plans and procedures can be found through the US Access Board:

   http://www.access-board.gov/evacplan.htm

   and the Emergency Procedures for Employees with Disabilities in Office Occupancies document published by FEMA and the US Fire Administration.

3. Train City staff regarding emergency evacuation procedures with periodic drills, both announced and unannounced.

4. Review existing procedures dealing with emergencies to ensure that persons with disabilities can be alerted and that they can alert emergency service providers. Provide all evacuation policies and procedures in alternative formats when requested. Work with disability organizations to explore the use of other technologies such as audible exit signs for orientation and direction and vibrating paging systems.

5. Departments that routinely provide emergency services should have priority for receiving equipment that accommodates alternative format communication.

6. Provide training for public safety personnel to enable them to communicate in basic American Sign Language in the event that there is an emergency condition and the area is being evacuated. For example, this training would be provided to police, firefighters, lifeguards, and building inspectors involved in post-disaster emergencies.

7. Take the necessary steps to ensure that emergency teams are aware of persons with disabilities in their communities who may require special assistance in the event of an emergency.

8. Provide American Sign Language interpreters at emergency facilities, on an as-needed basis. To accomplish this, form a pool of interpreters as a resource from which to draw upon (see Section 6).

Facilities

Self-Evaluation Findings:
Some departments reported that they tracked accessibility complaints related to City facilities.

Recommended Actions:
1. Provide accessible facilities such as parking, including van accessible parking, path-of-travel, entry doors, signage, and transaction counters at customer service locations. If alternative locations for providing accessible services are required, provide those services in the most integrated setting, without stigmatizing the user.

2. Provide information about facility accessibility on department publications including the department's website.

3. All requests relating to facility access should be tracked. The ADA requests should be analyzed periodically to look for global issues that can be addressed and problems than can be solved proactively.

4. If individuals with a disability are not satisfied with the results of this complaint process, they should be directed to the City's ADA Grievance procedure.

Special Events on Public Properties

Self-Evaluation Findings:
Some departments reported that they offer special events on City property. Most of the departments who hold special events on City property have policies in place to ensure that the events are accessible to people with disabilities.

Recommended Actions:
1. In situations where private organizations sponsor events in City facilities, the City will inform private organizations about applicable ADA requirements.

2. The City will provide a checklist and information during the application process to inform organizers of their responsibility for accessibility under the ADA. The checklist and information will be available on the City's website.

3.4   Policy Review: City Municipal Code

This review was completed using the hard copy version of the City of Healdsburg Municipal Code in May, 2010:

Overall Recommendations:

- Provide meeting agendas, hand-outs, forms and other written materials including information that is sent via postal mail should be provided in alternative formats upon request. Alternative formats may include large print, audio tape, CD, Braille, etc.

- All public meetings must be held in accessible locations. Auxiliary aids such as American Sign Language interpreters or captioning must be provided upon request.

- When forms are required for applications, provide alternative accessible formats for a person with disabilities, when requested, for a fee not to exceed listed fees.

- When signatures are needed, give an alternative for a person with a disability to providing a written signature such as a signature stamp.

- All staff and supervisors be trained in providing customer service to people with disabilities.

Other Recommendations:

TITLE 2 - ADMINISTRATION AND PERSONNEL: Chapter 2.32 Boards, Committees, and Commissions. Meeting of the Commission (2.32.100)

Recommended action:
Add language that states that the composition of boards should also reflect a cross section of the population in terms of people with disabilities, in addition to a cross section of the city population in terms of age, sex, economic status and ethnic background.

TITLE 2 - ADMINISTRATION AND PERSONNEL: Chapter 2.32.130 Powers and Duties

Recommended action:
Add language that states that accessibility is required to be part of the parks open space master plan.

TITLE 2 - ADMINISTRATION AND PERSONNEL: Chapter 2.44 Public Museum

Recommended action:
Add language that museum exhibits will be made accessible or have alternative formats provided.

TITLE 3 - REVENUE AND FINANCE: Chapter 3.24.070 Purchasing award – Factors to be considered

Recommended action:
Add language that accessibility be considered as a factor when purchasing equipment.

TITLE 5 - BUSINESS LICENSES AND REGULATIONS: Chapter 5.36.280 Local Operations

Recommended action:
Add language that all phones must be accessible to the deaf and speech impaired.

TITLE 6 - ANIMALS: Chapter 6.04.140 Local Operations
A. Guide or service dogs while performing their duties for the blind, hearing impaired and physical disabled people.

Recommended action:
Add language to include service animals who service people with cognitive disorders such as anxiety, epilepsy, or glucose alert dogs.

TITLE 6 - ANIMALS: Chapter 6.04.150 Local Operations

Recommended action:
Add language that specifically allows service dogs in park facilities.

TITLE 9 - PUBLIC SAFETY AND WELFARE: Chapter 9.36.110 - Tennis courts and recreational grounds – prohibition of wheeled vehicles

Recommended action:
Add language that electric wheelchairs and mobility scooters are allowed on tennis courts.

TITLE 12 - SPECIAL EVENTS: Chapter 12.24.090 Duties of the permittee

Recommended action:
Add language that all special events held in City properties must be accessible to people with disabilities.

TITLE 12 - SPECIAL EVENTS: Chapter 12.28.300 Motorized vehicles

Recommended action:
Add language specifically permitting wheeled mobility devices in park boundaries.

3.5   Department Reports

The following are survey summaries based on answers to the Programs, Services, and Activities Questionnaire (please see appendix A).

- City Clerk's Office

- Electric Department

- Finance Department

- Healdsburg Fire Department

- Healdsburg Police Department

- Parks Department

- Planning and Building Department

- Public Works Department

CITY CLERK'S OFFICE

Description of Programs and Services

The City Clerk's office coordinates and administers the City's records retention and management; maintains the legislative history, including preparation of City Council minutes, resolutions and ordinances; and is the custodian of the City Seal and all official City records. In addition, the City Clerk's office is responsible for preparing and publishing all legal notices for the City and Redevelopment Agency; receiving and processing initiative petitions; administering and enforcing the Local Conflict of Interest Code as well as federal and state laws regarding election and campaign financing disclosure; and coordinating the municipal elections.

ADA Self-Evaluation Contact:

Maria Curiel, City Clerk
401 Grove Street
Healdsburg, CA 95448-4723
Telephone number: (707) 431-3317
Fax number: (707) 431-3321
mcuriel@ci.healdsburg.ca.us

Customer Service

- The City Clerk's Office has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

- City Council agendas include the language: "The City of Healdsburg will make reasonable accommodations for persons having special needs due to disabilities. Please contact Maria Curiel, City Clerk, at Healdsburg City Hall, 401 Grove Street, Healdsburg, California, 431-3317, at least 72 hours prior to the meeting, to ensure the necessary accommodations are made"

- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

- The City Clerk's Office does not have any policies which exclude service animals.

Notice Requirements

- Notice is included in meeting agendas regarding the accessibility of meeting locations and the availability of modifications provided for persons with disabilities.

Printed Information

- The City Clerk's Office produces printed materials

Website

- The City Clerk's Office has a website.

- Material for the City Clerk's Office website is produced by the City Clerk's Office.

Training and Staffing

- The City Clerk's Office has contact with the public.

Program Eligibility Requirements and Admission

- There are no circumstances in which the participation of a person with a disability in City Clerk's Office programs would be restricted or excluded.

Public Meetings

- The City Clerk's Office holds public meetings.

- City Clerk's Public Meetings are required to be held in accessible locations.

- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with 72 hours notice.

Tours and Trips

- The City Clerk's Office provides tours and trips.

Facilities

- Council Chambers.

ELECTRIC DEPARTMENT

Description of Programs and Services

The Electric Department provides electric power to the community as a publicly-owned utility.

ADA Self-Evaluation Contact:

Terry Crowley, Electric Director
401 Grove Street
Healdsburg, CA 95448-4723
Telephone number: (707) 431-3346
Fax number: (707) 431-2710
ekirkley@ci.healdsburg.ca.us

Customer Service

- The Electric Department has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

- The Electric Department has established an internal process for making changes to standard operating procedures to accommodate persons with disabilities.

Printed Information

- The Electric Department produces printed materials.

- The Electric Department makes copies of printed material available in electronic format upon request.

Website

- The Electrical Utility Department is part of the City's website

Training and Staffing

- Electric Department staff has contact with the public.

- Electric Department staff provides emergency services.

Program Eligibility Requirements and Admission

- There are no circumstances in which the participation of a person with a disability in Electric Department programs would be restricted or excluded.

Use of Consultants

- Electric Department hires consultants to work on behalf of the City: Efficiency Services and the Northern California Power Agency.

Facilities

- The Community Development Center and City Hall are both used for questions regarding electric service and energy conservation rebates.

FINANCE DEPARTMENT

Description of Programs and Services

The Finance Department provides financial management of all City funds, utility billing, meter reading, customer services and central support services to other City departments. Services provided include accounts payable, accounts receivable, budget development, business licensing, grant management, debt issuance and administration, financial reporting, treasury management, payroll, purchasing, and information services. Other functions include utility rate studies and financial planning. Financial services are also provided for various Trust and Agency Funds.

ADA Self-Evaluation Contact:

Heather Ippoliti, Finance Director
401 Grove Street
Healdsburg, CA 95448-4723
Telephone number: (707) 431-3184
Fax number: (707) 431-3176
hippoliti@ci.healdsburg.ca.us

Customer Service

- The Finance Department has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

- The Finance Department has established a formal process for responding to requests for modification. The Finance Director/City Manager approves requests.

- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

- The Finance Department does not have any policies which exclude service animals.

Printed Information

- The Finance Department produces printed materials.

Television and Audiovisual Public Information

- The Finance Department produces television and audiovisual public information.

Website

- The Finance Department is part of the City's website.

Training and Staffing

- The Finance Department staff has contact with the public.

- The Finance Department informs the staff of their obligation and policies that enable persons with disabilities to participate in services at monthly meetings.

Program Eligibility Requirements and Admission

- There are no circumstances in which the participation of a person with a disability in Finance Department programs would be restricted or excluded.

Public Meetings

- The Finance Department holds public meetings. Public meetings are required to be held in accessible locations.

Facilities

- Public meetings are held at City Hall and the Corporation Yard.

FIRE DEPARTMENT

Description of Programs and Services

The Fire Department is responsible for protecting the life, environment, and property of its citizens and community from the dangers of fire and hazardous materials incidents and by providing emergency first aid response to medical emergencies. Additionally, the department supports and maintains programs in fire prevention, disaster preparedness, hazardous materials management, public education, and weed abatement.

ADA Self-Evaluation Contact:

Steve Adams, Fire Chief
601 Healdsburg Avenue
Healdsburg, CA 95448-4723
Telephone number: (707) 431-3363
Fax number: (707) 431-3146
sadams@ci.healdsburg.ca.us

Customer Service

- The Fire Department has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

- The Fire Department tracks accessibility requests.

- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

- The Fire Department consults with two outside organizations that assist people with disabilities: the American Red Cross, Volunteers of Sonoma County.

- The Fire Department does not have any policies which exclude service animals

Notice Requirements

- The Fire Department has a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

Printed Information

- The Fire Department produces printed materials.

- The Fire Department produces materials in large print upon request.

- The Fire Department includes pictures of people with disabilities in some publications.

Website

- The Fire Department has a website which contains general department information, code requirements, and event information.

- Material is added to the website by a combination of the Fire Department and the IT Department.

Training and Staffing

- The Fire Department staff has contact with the public.

- The Fire Department refers members of the public to the City's policy regarding their obligation and policies that enable persons with disabilities to participate in programs.

- The Fire Department provides emergency services.

Program Eligibility Requirements and Admission

- There are circumstances in which the participation of a person with a type of impairment would be restricted or excluded in programs offered by the Fire Department. These exclusions or restrictions are necessary to the operation of the programs or provides a direct threat to themselves or others.

- Fire Department forms contain a notice that the Fire Department does not discriminate against people with disabilities.

- An interview is required to participate in some Fire Department programs.

Public Meetings

- The Fire Department holds public meetings

- Fire Department Meetings are required to be held in accessible locations

- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences

Transportation Services

- The Fire Department provides transportation services.

Tours and Trips

- The Fire Department provides tours and trips.

Emergency Evacuation Procedures

- The Fire Department notifies people with disabilities about emergency evacuation procedures though individual contact.

Facilities

- Healdsburg Fire Station Training room

Special Events and Private Events on Public Properties

- The Fire Department hosts special events on City Properties: the Fire department's open house and Firefighter's Association fundraisers.

- The Fire Department created an Incident Action Plan that directs staff on how to make the Special Events accessible to all participants regardless of their disability or background.

PARKS DEPARTMENT

Description of Programs and Services

The Parks Department offers a variety of programs to the public such as Senior Programs Aquatics Programs Youth Sports Adult Sports Youth Camps Adult Classes Youth Classes.

ADA Self-Evaluation Contact:

Jaime Licea, Parks Supervisor
401 Grove Street
Healdsburg, CA 95448-4723
Telephone number: (707) 431-3384
Fax number: (707) 431-3181
jlicea@ci.healdsburg.ca.us

Accessible/Adaptive Equipment

- Personal computers are available for public use at the Senior Center.

Customer Service

- The Parks Department has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

- The Parks Department does not have any policies which exclude service animals

Printed Information

- The Parks Department produces printed materials.

Website

- The Parks Department can be found on the city's website.

- The Parks Department provides information about Parks and Recreation activities on the city's website.

Training and Staffing

- The Parks Department staff has contact with the public.

- The Parks Department informs the staff of their obligation and policies that enable persons with disabilities to participate in services at staff meetings.

Public Meetings

- The Parks Department holds public meetings.

- Parks Department meetings are required to be held in accessible locations.

Transportation Services

- The Parks Department provides transportation services.

Tours and Trips

- The Parks Department provides tours and trips.

Special Events and Private Events on Public Properties

- The Parks Department holds special events on City property.

- The Parks department ensures that these events are accessible to people with disabilities.

Facilities

- The Parks Department has had facility accessibility requests to add ramps to City facilities.

- Programs are held in: Community Center (classes, meetings, after-school, athletics, camps Pool-lap swim) and Chanticleer (Special events Parks- Miscellaneous park and recreation activities).

PLANNING AND BUILDING DEPARTMENT

Description of Programs and Services

The Planning and Building Department is responsible for overseeing and guiding private development activities in the City of Healdsburg. Major activities include: administration of building and planning regulations; assistance to the public on City permit applications; conducting environmental review; providing staff assistance to the Planning Commission and City Council on development-related permits. The Department is also an active participant on the City's economic development team and is responsible for future planning.

ADA Self-Evaluation Contact:

Scott Ward, Building Official
401 Grove Street
Healdsburg, CA 95448-4723
Telephone number: (707) 431-3346
Fax number: (707) 431-2710
sward@ci.healdsburg.ca.us

Customer Service

- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

- The Planning and Building Department does not have any policies which exclude service animals.

Notice Requirements

- The Planning Department has a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

Printed Information

- The Planning Department produces printed materials.

- The Planning Department makes copies of printed material available in electronic format upon request.

Website

- The Planning Department can be found on the city's website.

- The Planning Department web page contains information relating to Planning and Building

Public Telephones and Communication Devices

- The Planning Department communicates by telephone with the deaf and people with speech difficulties.

Training and Staffing

- The Planning Department staff has contact with the public.

- The Planning Department provides emergency services.

Public Meetings

- The Planning Department holds public meetings.

- Planning Department meetings are required to be held in accessible locations

POLICE DEPARTMENT

Description of Programs and Services

The Police Department is responsible for the protection of life and property, the maintenance of order, the control and prevention of crime, and the enforcement of motor vehicle laws and regulations. Primary activities related to these responsibilities include enforcement of the laws of the state and the city; investigation of crimes; apprehension of criminals; and maintenance of a crime prevention program.

ADA Self-Evaluation Contact:

Kevin Burke, Chief of Police
238 Center Street
Healdsburg, CA 95448-4723
Telephone number: (707) 431-3367
Fax number: (707) 431-3190
kburke@ci.healdsburg.ca.us

Customer Service

- The Police Department has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

- The Police Department tracks accessibility requests.

- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.

- The Police Department does not consult or work with any outside organizations that assist people with disabilities.

- The Police Department does not have any policies which exclude service animals

Printed Information

- The Police Department produces printed materials.

- The Police Department makes copies of printed material available in electronic format upon request.

Website

- The Police Department has a website.

- The Police Department website has information about the police department and crime statistics.

Public Telephones and Communication Devices

- The Police Department communicates by telephone with the deaf and people with speech difficulties using TTY.

- The Police Department dispatch is trained in how to use TTY to communicate with the deaf and speech impaired.

Training and Staffing

- The Police Department staff has contact with the public.

- The public is informed on a personal basis about the department's obligation and policies that enable a person with disabilities to participate in Police Department programs.

- Police Department staff is trained regarding their obligation and policies that enable persons with disabilities to participate in programs and activities.

- The Police Department provides emergency services.

Public Meetings

- The Police Department holds public meetings

Tours and Trips

- The Police Department provides tours and trips.

Special Events and Private Events On Public Properties

- The Police Department hosts many special events on City Properties.

Facilities

- The Police Department.

PUBLIC WORKS

Description of Programs and Services

The Public Works Department is responsible for development and maintenance of the City's infrastructure. This includes design and construction of public streets (including sidewalks, street and traffic signs, and pavement markings), the water system (including production, treatment, storage and distribution), and the sewer and storm drain systems (including collection, pumping and treatment of wastewater and beneficial reuse of reclaimed treated wastewater). Public Works also provides engineering review and inspection of public improvements for new development projects and for public capital improvement and replacement projects.

ADA Self-Evaluation Contact:

Mike Kirn, Public Works Director
401 Grove Street
Healdsburg, CA 95448-4723
Telephone number: (707) 431-3346
Fax number: (707) 431-2710
mkirn@ci.healdsburg.ca.us

Customer Service

- The Public Works Department receives and tracks accessibility requests.

- The Public Works Department consults with an outside organization, the Veterans Association Advocate.

- The Public Works Department does not have any policies which exclude service animals.

Notice Requirements

- The Public Works Department has a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.

Printed Information

- The Public Works Department produces printed materials.

- The Public Works Department makes copies of printed material available in electronic format upon request.

Television and Audiovisual Public Information

- The Public Works Department produces television and audiovisual public information for the public.

Training and Staffing

- The Public Works Department staff has contact with the public.

- The public is advised that the Public Works Department will make accommodations when requested.

- The Public Works Department staff provides emergency services.

Public Meetings

- The Public Works Department holds public meetings.

- Public Works Meetings are required to be held in accessible locations.

- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences as requested.

- Individuals with hearing impairment who can need an alternative form of assistance are accommodated as requested.

Tours and Trips

- The Public Works Department provides tours and trips.

Facilities

- Public Works has had requests for ADA ramps on its sidewalks.

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4.0 Transition Plan

Title II of the ADA requires that public entities having responsibility for or authority over facilities, streets, roads, sidewalks, and/or other areas meant for public use to develop a Transition Plan to make their facilities meet the standards for Program Accessibility. Program Accessibility means that a program, activity and/or service are accessible when viewed in its entirety. Simply put, a Transition Plan transitions inaccessible facilities into environments that are accessible to and functional for individuals with disabilities.

This Transition Plan combines the findings of the facility surveys, public rights-of-way surveys, policy assessments, and program evaluations. Specific policy and program recommendations can be found in Section 3.0. The specific architectural modifications required to make programs accessible are listed in the City of Healdsburg—Facility Reports (please see Appendix E). Each facility report contains a complete list of architectural barriers and barrier removal actions. Not all of these barriers must be removed in order to provide program access. The first priority is to remove those barriers limiting access to programs.

In compliance with the requirements of the ADA, the City will maintain in working order equipment and features that are required to provide access to individuals with disabilities.

This transition plan is divided into two parts; facilities, which includes buildings, parks, and their related grounds, and the public pedestrian rights-of-way, which includes sidewalks, curb cuts, and signalized intersections that fall within the City's area of responsibility.

In compliance with the requirements of the ADA, the City will maintain in working order equipment and features that are required to provide access to individuals with disabilities.

4.1 Facilities

A. Program Barrier Removal Priorities

Workshops were held with City staff, the ADA Advisory Council and the public to review and set priorities for removing barriers to provide programmatic access for the public. All facilities in which the City provides programs, activities and services were reviewed and ranked based on the following criteria. Each of these criteria is deemed by the City to have equal importance with no single criteria having priority over another:

- Level of use by the public: Does the facilities receive a high level of public use

- Program uniqueness: Some programs are unique to a building, facility, or park and cannot occur at another location

- Geographic distribution: By selecting a range of facilities that are distributed throughout the City, the City can ensure maximum access for all residents

- Citizen rights: Facilities where services are provided to exercise citizen rights– voting, right to a trial, access to elected officials etc.

- Citizen responsibilities: Facilities where taxes are paid, permits and licenses are obtained, and where services are obtained

- Social need: Facilities that meet social needs such as homeless shelters, health clinics etc.

- Identified complaints: Efforts should focus on identified accessibility complaints.

B. Prioritizing Access to Programs, Activities and Services

City staff from each department listed the programs, activities, and services provided to the public and locations where the programs are provided. Each program was evaluated using the criteria listed above. The public reviewed and confirmed these priorities during the City's public meeting on May 11, 2010

C. Priorities for Barrier Removal within Facilities

A prioritization meeting was held on April 14, 2011. The following guidelines will assist the City to prioritize barriers found in City facilities:

1. Priority One: The highest priority is placed on those barrier removal items that provide accessibility at the main entrance of a facility or improve a path of travel to the portion of the facility where program activities take place.

Examples:

- Connection to the public right-of-way

- Parking and passenger loading

- Entrance walks

- Entrance ramps

- Entrance stairs

- Entrance doors

2. Priority Two: A second level priority is placed on those barrier removal items that improve or enhance access to program use areas. Examples:

- Transaction counters

- Conference and meeting rooms

- Public offices

- Recreation environments/features

- Public restrooms

3. Priority Three: A third level priority is placed on those barrier removal items that improve access to amenities serving program areas. Examples:

- Drinking fountains

- Public telephones

- Vending machines

4. Priority Four: A fourth level of priority is assigned to areas or features that are not required to be modified because there are no public programs located in the facility or portion of the facility, or because there are other locations that provide access to the program.

D. Transition Plan for Facilities

The Transition Plan for the removal of architectural barriers to program access must contain the following information:

- Identification of the barriers to program access

- Identification of the specific barrier removal action(s)

- Identification of a schedule for barrier removal and

- Identification of responsibility for ensuring barrier removal

The facility reports appended to this document provide the identification of barriers and the specific barrier removal actions. The City will accomplish barrier removals based on two strategies: policy and procedure modifications to remove programmatic barriers and construction projects to remove architectural barriers.

The responsibility for ensuring barrier removal will reside with the City of Healdsburg's ADA Coordinator.

E. Phasing Schedule for Facilities

Barriers in city facilities will be removed systematically, City-wide, based on established program priorities. It is the intent of the City to address and remove barriers to accessibility in public buildings and parks based upon on the immediate necessity of programmatic access, degree of complexity, and overall cost.

The City of Healdsburg reserves the right to modify barrier removal priorities in order to allow flexibility in accommodating community requests, petitions for reasonable modifications from persons with disabilities, changes in City programs, and funding constraints and opportunities. It is the goal of this Transition Plan to provide access to the programs, activities and services provided by the City. Interim measures will be explored and implemented in order to provide programmatic access to the public pending the implementation of physical barrier removal projects.

The following tables describe the priorities and schedule for barrier removal in public facilities. This preliminary schedule represents a 12 year plan for barrier removal. It is the City's intent to review all barriers during the first year of the implementation of this plan and address those barriers that can be resolved through programmatic modifications. The City will then revise the following schedule for the removal of the remaining barriers.

	City Owned Facility	Address	Year
1	City Hall	401 Grove Street	1-4
2	Foss Creek Recreation Center	1557 Healdsburg Avenue	1-4
3	Community Development Center	427/435 Allan Court	1-4
4	Villa Chanticleer	1248 North Fitch Mountain Rd.	5-8
5	Villa Chanticleer Annex	1248 North Fitch Mountain Rd.	5-8
6	Senior Center	133 Matheson Street	5-8
7	Swimming Pool	360 Monte Vista Avenue	5-8
8	Police Station	238 Center Street	9-12
9	Airport	1500 Lytton Springs Road	9-12
10	Fire Station	601 Healdsburg Avenue	9-12
11	Public Library	139 Piper Street	9-12

	City Owned/Leased Facility	Address	Year
1	Tayman Golf Course	927 South Fitch Mountain Road	1-4
2	Boys and Girls Club	515 Piper Street	1-4
3	Chamber of Commerce	217 Healdsburg Avenue	5-8
4	Museum	221 Matheson Street	5-8
5	Animal Shelter	570 Westside Road	9-12
6	Job Center Mobile Office	405 Grove Street	9-12

	City Park	Address	Year
1	Plaza Park	100 Matheson Street	1-4
2	Recreation Park	515 Piper Street	1-4
3	Giorgi Park	540 University Street	1-4
4	Carson Warner Skate Park	1100 Grove Street	5-8
5	Badger Park	750 Heron Drive	5-8
6	Barbieri Brothers Park	325 Bridle Path	5-8
7	Gibbs Park	1520 Prentice Drive	9-12
8	Railroad Park	22 Front Street	9-12

	City Parking Lot	Address	Year
1	Healdsburg Ave./Mitchell Lane Parking Lot	Healdsburg Ave./Mitchell Lane	1-4
2	Healdsburg Ave./Center Street Parking Lot	Healdsburg Ave./Center Street	1-4
3	Plaza/East Street Parking Lot	Plaza/East Street	1-4
4	West Plaza Parking Lot	Vine/Matheson Street	1-4

4.2   Pedestrian Rights-of-Way (PROW)

A. Overview of the PROW

As stated in the Healdsburg 2030 General Plan, there are seven guiding principles, one of which is Mobility.

The City recognizes that alternatives to motor vehicles are needed for those who are unable to drive. Additionally, alternative modes of transportation such as bicycling and walking not only benefit the environment, but play an important role to the overall public health of a community.

The Transportation Element of the General Plan states that the City intends to implement a pedestrian network interconnecting residential areas with recreation, shopping and employment.

The City intends to maintain walkability and pedestrian safety by considering roadway width and roadway design features such as islands, pedestrian refuges, count down timers, and other such mechanisms. This policy applies to new roadway construction and existing roadways where pedestrian hazards may occur due to roadway design or width.

B. Surveys of Existing PROW Conditions

The City completed a PROW study of the Downtown core in 2011. The ADA barrier data was recorded using GIS software.

C. Pedestrian Rights-of-Way Prioritization

Under Title II of the ADA, a City is not necessarily required to construct curb ramps at every point where a sidewalk intersects a curb. Traffic safety considerations may make construction of ramps at some locations undesirable. Alternative routes to buildings that make use of existing curb ramps may be acceptable under the concept of program accessibility in the limited circumstances where individuals with disabilities need only travel a marginally longer route. In addition, the undue financial or administrative burden limitation recognized by Title II of the ADA may limit the number of curb ramps that the City is required to provide.

The City will prioritize PROW projects in the following order:

1. Government offices and facilities

2. Bus stops and transportation facilities

3. Places of public accommodation such as commercial and business areas

4. Facilities containing employers

5. Other areas such as residential neighborhoods and underdeveloped regions of the City.

Additional criteria for prioritization may be developed for replacing existing curb ramps. For example:

- Repair of hazardous conditions
- Distance from a City-operated program or building
- Distance from a bus stop
- Proximity to a facility serving disabled clients
- Level of pedestrian traffic
- Lack of feasible alternate routes
- Distance from non-City owned public facilities

D. Time Period for Pedestrian Rights-of-Way Improvements

The City has established a 30 year time frame to remove PROW barriers that limit program accessibility. The ADA Title II regulations states that if a Transition Plan will take more than one year to fully implement, it must contain interim steps that will be done to provide program accessibility. An interim action the City may consider is to publish accessibility maps on the City website that show the most accessible routes to follow.

E. PROW Construction Details

City of Healdsburg makes available its construction plans and details on the City website:

http://www.ci.healdsburg.ca.us/index.aspx?page=188

The plans and specifications are consistent with state and federal accessibility requirements.

F. Accessibility During Construction

When capital improvements are contracted by the City, the contractor is directed to maintain an accessible path of travel during construction. Provisions are included to provide safe and accessible passage for pedestrians.

G. Street or Sidewalk Closure

The City currently provides advance warning for street closure using signage posted at the area undergoing alteration or repair. The location and scope of construction projects throughout the City are posted on the City's website:

http://www.ci.healdsburg.ca.us/index.aspx?page=28&recordid=493&returnURL=%2findex.aspx

Active construction project updates are also provided on a bulletin board in City Hall.

H. On-Street Accessible Parking

If a citizen would like to install an on-street accessible parking space, this can be requested through the Pubic Works Department. This can be done via an online from on the City's website:

http://www.ci.healdsburg.ca.us/index.aspx?recordid=189&page=418

or by calling Public Works general number: (707) 431-3346

I. Citizen Request Process

If a citizen would like to make a request related to the PROW, they must contact the Public Works department to file a request. This can be done via an online from on the City's website:

http://www.ci.healdsburg.ca.us/index.aspx?recordid=189&page=418

or by calling Public Works general number: (707) 431-3346

J. Street-Related Capital Improvement Projects

The City engages in annual maintenance efforts to repair cracked or heaved sidewalks and to address sidewalk improvements based on citizen's requests and/or needs at specific locations as budget allows. Street overlay and street reconstruction projects include repair of sidewalk and construction of ADA compliant curb ramps. Other CIP projects with ADA components are

completed every year and there is a requirement for developers to install ADA-compliant driveways, sidewalks, and curb ramps through conditions of approval. Additionally, the City has an annual concrete maintenance contract that focuses on the installation of high priority sidewalks along school routes and other areas. This includes methods such as grinding to help mitigate trip hazards, as well as replace damaged sidewalks.

Some recently completed ADA PROW projects are as follows:

2011 – HSIP In-Roadway Lighted Crosswalks – Healdsburg Avenue
This project installed lights in the pavement adjacent to existing crosswalk at the uncontrolled intersection of Healdsburg Avenue and Plaza Street and the existing mid-block crosswalk at Healdsburg Avenue and the private Street Mitchell Lane. The lighted crosswalks are push button activated and are intended to enhance the visibility of the pedestrian when the crosswalk is in use.

2011 – Foss Creek Pathway, Segment 3 – Hudson Street and Front Street
This project installed over 1,000 lineal feet of new Class 1 bike and pedestrian pathway. An existing pedestrian ramp was also reconstructed to be ADA compliant, and nearly 400 lineal feet of new concrete sidewalk was installed.

2009 – Giorgi Park Phase 2 Rehabilitation – Piper Street
This was a park improvement project that included new ADA compliant walkways and sidewalks.

2010 - West Grant Street SR2S Sidewalk and Bridge Widening Project – West Grant Street
This project widened the existing vehicle bridge over Foss Creek, providing room for sidewalks and installed approximately 1,200 lineal feet of new concrete sidewalk to connect high density residential housing with schools and downtown shopping areas. A new ADA compliant pedestrian ramp, multiple ADA compliant driveways and improved accessibility of existing pedestrian walkway over Norton Slough was also installed.

2010 – Foss Creek Court Affordable Housing – West Grant Street
This was an affordable housing project that included new concrete sidewalks and ADA compliant driveways along the West Grant Street frontage and a segment of the City's Foss Creek Pathway. This included increasing the length of the Pathway with a new Class 1 bike and pedestrian pathway, ADA accessible bridge over Norton Slough and a new pedestrian activated lighted mid-block crosswalk to extend the Pathway across West Grant Street.

2009 – ADA Accessibility and Sidewalk Project
This project installed new ADA compliant pedestrian ramps throughout the City.

2009 – Giorgi Park Rehabilitation – University Street
This project involved reconstructing the parking lot and playground facilities. New ADA compliant ramps and walkways were installed under this scope of work.

2009 – Grove Street Sidewalk (1440 1530 Grove Street) – Grove Street
This project installed new concrete sidewalks to connect high density residential housing to downtown shopping areas.

2008 –Matheson Street Rehabilitation – Matheson Street
This project renovated existing pedestrian ramps as well as installed new ramps to be ADA compliant on Matheson Street.

2008 –Grove Street Sidewalk (100 Chiquita Road) – Grove Street
This was a project for a proposed low income housing project that installed new concrete sidewalks, new ADA compliant pedestrian ramps and ADA compliant driveways.

5.0 ADA Policy and Complaint Procedure

ADA Grievance Procedure

If a public entity has 50 or more employees, it is required to designate at least one responsible employee to coordinate Americans with Disabilities Act (ADA) compliance. The City of Healdsburg has designated the Assistant City Manager as its primary ADA Coordinator. The ADA Coordinator is responsible for coordinating the efforts of the City to comply with Title II and for investigating any complaints that the City has violated Title II of the ADA. The ADA Coordinator is also responsible for coordinating the efforts of the City to comply with Title 24 and all other applicable State and Federal physical and program accessibility requirements.

All complaints or grievances submitted to the City of Healdsburg must be in writing on the designated form and contain specific information about the alleged violation or discrimination including: name; address; telephone number of the complainant; and the location, date, and a complete description of the problem. Anonymous complaints or grievances will not be accepted. Complaints or grievances will be kept confidential to the greatest extent possible, unless ordered released by a court of competent jurisdiction (see Evidence Code 1040). Alternative means of filing complaints or grievances may be accepted at the discretion of the ADA Coordinator. These may be submitted by telephone, e-mail (confidentiality cannot be assured), letter, personal interview, or tape recording, upon request. However, all complaints or grievances must provide all the information required consistent with the format of the official complaint form. See Appendix C.

All complaints must be submitted by the complainant or his/her designee to the ADA Coordinator at the below location or, upon approval of a request to submit in an alternative method, by telephone at (707) 431-3346 (Voice); by fax at (707) 431-2710; or via e-mail at dmickaelian@ci.healdsburg.ca.us. Complaints should be submitted as soon as possible, but no later than 60 calendar days, after the date of the alleged violation or discriminatory act.

<div align="center">

City of Healdsburg
David Mickaelian, ADA Coordinator
401 Grove Street
Healdsburg, CA 95448

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If a complaint is regarding building or facility inaccessibility, the ADA Coordinator will forward the complaint within 5 business days to the City of Healdsburg's Building Section for investigation and will formally acknowledge receipt of the complaint to the complainant.

For all other complaints or grievances, the ADA Coordinator will contact the complainant to discuss the complaint or grievance within 10 business days after receipt of the complaint or grievance. Within 30 calendar days of this contact, the ADA Coordinator will respond in writing and, where appropriate, in an alternative format accessible to the complainant. The response will explain the position of the City of Healdsburg and offer options for substantive and reasonable resolution of the complaint or grievance.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the decision may be appealed to the City Manager or his/her designee within 30 calendar days following receipt of the response.

Within 10 business days after receipt of an appeal, the City Manager or his/her designee will contact the complainant to discuss the complaint or grievance and possible resolutions. Within 15 business days of this contact, the City Manager will respond in writing and, where appropriate, in a reasonable format accessible to the complainant, with a final resolution of the complaint or grievance.

Every reasonable attempt will be made by the City of Healdsburg to remedy the disability complaints or grievances in a timely manner subject to staff and budget constraints.

If any Title 24 Building Code or ADA complaint or grievance resides under the jurisdiction of another public entity, the complainant will be notified that the City of Healdsburg lacks jurisdiction and will be referred to the appropriate jurisdiction.

6.0 Program Accessibility Guidelines, Standards & Resources

6.1 Introduction

In order to facilitate access to all city programs and departments, the City will maintain these program accessibility guidelines, standards and resources. This information is available to all employees and volunteers. The City will add to these guidelines when necessary to address its needs and include information and technological devices that help staff and volunteers members communicate with individuals with a variety of disabilities. The City will periodically review the components of this section, as new technologies are developed in order to ensure that the best types of modifications are included. This section also contains the accessibility standards of care that govern new construction and alterations to facilities.

6.2 Federal Accessibility Standards and Regulations

There are both State and Federal regulations for accessible facilities. Below are resources for both the State of California and Federal facility regulations.

U.S. Department of Justice

The U.S. Department of Justice provides many free ADA materials including the Americans with Disability Act (ADA) text. Printed materials may be ordered by calling the ADA Information Line [(800) 514-0301 (Voice) or (800) 514-0383 (TTY)]. Publications are available in standard print as well as large print, audiotape, Braille, and computer disk for people with disabilities. Documents, including the following publications, can also be downloaded from the Department of Justice website (http://www.ada.gov/).

- ADA Regulation for Title II: This publication describes Title II of the Americans with Disabilities Act, Pub. L. 101-336, which prohibits discrimination on the basis of disability by public entities. Title II of the ADA protects qualified individuals with disabilities from discrimination on the basis of disability in the services, programs, or activities of all state and local governments. This rule adopts the general prohibitions of discrimination established under section 504, as well as the requirements for making programs accessible to individuals with disabilities and for providing equally effective communications. It also sets forth standards for what constitutes discrimination on the basis of mental or physical disability, provides a definition of disability and qualified individual with a disability, and establishes a complaint mechanism for resolving allegations of discrimination.

- Title II Technical Assistance Manual (1993) and Yearly Supplements. This 56-page manual explains in lay terms what state and local governments must do to ensure that their services, programs, and activities are provided to the public in a nondiscriminatory manner. Many examples are provided for practical guidance.

- Accessibility of State and Local Government Websites to People with Disabilities. A 5-page publication providing guidance on making state and local government websites accessible.

- ADA Information for Law Enforcement. This page contains compliance assistance materials to help state and local law enforcement officers understand how to interact with victims, witnesses, suspects, and others who have disabilities.

6.3 U.S. Access Board

The full texts of federal laws and regulations that provide the guidelines for the design of accessible facilities and programs are available from the U.S. Access Board. Single copies of publications are available free and can be downloaded or ordered by completing a form available on the Access Board's website (http://www.access-board.gov/). In addition to regular print, publications are available in: large print, disk, audiocassette, and Braille. Multiple copies of publications can be ordered by sending a request to pubs@access-board.gov. In addition to the guidelines, guidance material is also available to assist staff in understanding and implementing federal accessibility guidelines.

The following publications are currently available from the U.S. Access Board:

Guidelines and Standards for Facilities

- ADA Accessibility Guidelines (ADAAG): This document contains scoping and technical requirements for accessibility to buildings and facilities by individuals with disabilities under the Americans with Disabilities Act (ADA) of 1990. These scoping and technical requirements are to be applied during the design, construction, and alteration of buildings and facilities covered by Titles II and III of the ADA to the extent required by regulations issued by federal agencies, including the Department of Justice and the Department of Transportation, under the ADA. This document must be used in conjunction with Title 24 of the California Building Code (see State of California Accessibility Standards and Regulations).

- State and Local Government Facilities: ADAAG Amendments: The

Access Board is issuing final guidelines to provide additional guidance to the Department of Justice and the Department of Transportation in establishing accessibility standards for new construction and alterations of State and local government facilities covered by Title II of the Americans with Disabilities Act (ADA) of 1990. The guidelines will ensure that newly constructed and altered State and local government facilities are readily accessible to and usable by individuals with disabilities in terms of architecture, design, and communication.

• Building Elements for Children: ADAAG Amendments: The Access Board is issuing final guidelines to provide additional guidance to the Department of Justice and the Department of Transportation in establishing alternate specifications for building elements designed for use by children. These specifications are based on children's dimensions and anthropometrics and apply to building elements designed specifically for use by children ages 12 and younger.

• Play Areas: ADAAG Amendments: The Access Board is issuing final accessibility guidelines to serve as the basis for standards to be adopted by the Department of Justice for new construction and alterations of play areas covered by the Americans with Disabilities Act (ADA). The guidelines include scoping and technical provisions for ground level and elevated play components, accessible routes, ramps and transfer systems, ground surfaces, and soft contained play structures.

• Recreation Facilities: ADAAG Amendments: The Access Board is issuing final accessibility guidelines to serve as the basis for standards to be adopted by the Department of Justice for new construction and alterations of recreation facilities covered by the Americans with Disabilities Act (ADA). The guidelines include scoping and technical provisions for amusement rides, boating facilities, fishing piers and platforms, golf courses, miniature golf, sports facilities, and swimming pools and spas.

Guidance Material and Advisory Reports for Facilities

The following publications provide additional information on specific aspects of the above guidelines and standards for facilities. Employees are encouraged to refer to these publications to obtain more detailed and up-to-date information when evaluating and implementing accessibility improvements to facilities.

• Using ADAAG Technical Bulletin: This bulletin was developed to serve the specific needs of architects and other design professionals who must apply the ADA Accessibility Guidelines (ADAAG) to new construction and alterations projects covered by Titles II and III of the ADA. It is also

intended to clarify accessibility regulations generally, including those that apply to existing facilities covered by the ADA.

- Visual Alarms Technical Bulletin: In passing the Americans with Disabilities Act in 1990, Congress specifically directed the Access Board to provide greater guidance regarding communications accessibility. Thus the ADA Accessibility Guidelines (ADAAG) require that where emergency warning systems are provided in new or altered construction, they must include both audible and visible alarms that meet certain technical specifications. This bulletin was developed to provide more technical information about the types of visual fire alarms available and how and where their use is required.

- Text Telephones Technical Bulletin: Text telephones are machinery or equipment that employs interactive graphic (i.e., typed) communications through the transmission of coded signals across the standard telephone network. Text telephones can include, for example, devices known as TDDs (telecommunications display devices or telecommunications devices for deaf persons) or computers. This bulletin was developed to provide more technical information about the types of text telephones available and how and where their use is required.

- Ground and Floor Surfaces Technical Bulletin: Over twenty-seven million Americans report some difficulty in walking. Of these, eight million have a severe limitation and one-fifth of this population is elderly. Ambulatory persons with mobility impairments—especially those who use walking aids—are particularly at risk of slipping and falling even on level surfaces. The information in this bulletin is intended to provide designers with an understanding of the variables that affect the measurement and performance of materials specified for use on walking surfaces and to better describe the requirements of an accessible route.

- Parking Technical Bulletin: Accessible parking requires that sufficient space be provided alongside the vehicle so that persons using mobility aids, including wheelchairs, can transfer and maneuver to and from the vehicle. Accessible parking also involves the appropriate designation and location of spaces and their connection to an accessible route. This bulletin was developed to provide more detailed information about the requirements for accessible parking including the configuration, location, and quantities of accessible parking spaces.

- Detectable Warnings Update (March 2003): Currently, the Access Board is in the process of developing guidelines on public rights-of-ways that, once finalized, will supplement the new ADAAG. While ADAAG covers various features common to public streets and sidewalks, such as curb ramps and crosswalks, further guidance is necessary to address conditions unique to public rights-of-way. Constraints posed by space

limitations at sidewalks, roadway design practices, slope, and terrain raise valid questions on how and to what extent access can be achieved. Guidance on providing access for blind pedestrians at street crossings is also considered essential. This bulletin outlines the requirements of detectable warnings, a distinctive surface pattern of domes detectable by cane or underfoot, which are used to alert people with vision impairments of their approach to streets and hazardous drop-offs. The ADA Accessibility Guidelines (ADAAG) require these warnings on the surface of curb ramps, which remove a tactile cue otherwise provided by curb faces, and at other areas where pedestrian ways blend with vehicular ways. They are also required along the edges of boarding platforms in transit facilities and the perimeter of reflecting pools.

• Assistive Listening Systems Technical Bulletins: Assistive listening systems (ALS) are devices designed to help people with hearing loss improve their auditory access in difficult and large-area listening situations. Typically, these devices are used in such venues as movie houses, theaters, auditoriums, convention centers, and stadiums, where they are piggybacked on a public address system. They may also be used in smaller listening locations like courtrooms, museums, classrooms, and community centers. This bulletin provides information about the types of systems that are currently available and tips on choosing the appropriate systems for different types of applications.

• Guide to the ADA Accessibility Guidelines for Play Areas: The Access Board has developed accessibility guidelines for newly constructed and altered play areas. This bulletin is designed to assist in using the play area accessibility guidelines and provides information regarding where the play area guidelines apply, what a play component is considered to be, how many play components must be an accessible route, and the requirements for accessible routes within play areas.

• Summaries of Accessibility Guidelines for Recreation Facilities: The Access Board issued accessibility guidelines for newly constructed and altered recreation facilities in 2002. The recreation facility guidelines are a supplement to ADAAG. They cover the following facilities and elements: amusement rides, boating facilities, fishing piers and platforms, miniature golf courses, golf courses, exercise equipment, bowling lanes, shooting facilities, swimming pools, wading pools, and spas.

• Accessibility Guidelines for Outdoor Developed Areas: The Regulatory Negotiation Committee on Accessibility Guidelines for Outdoor Developed Areas was established in June 1997. The accessibility guidelines proposed by the Committee include consideration of the latest information, design, and construction practices in existence. Proposed section 16 of ADAAG requires all areas of newly designed or newly

constructed and altered portions of existing trails connecting to designated trailheads or accessible trails to comply with this section. This proposed section also provides design guidelines for all newly constructed and altered camping facilities, picnic areas, and beach access routes. It is recognized that compliance with this section will not always result in facilities that will be accessible to all persons with disabilities. These guidelines recognize that often the natural environment will prevent full compliance with certain technical provisions, which are outlined in this publication.

Guidelines for Transportation

- ADA Accessibility Guidelines for Transportation Vehicles: This publication provides minimum guidelines and requirements for accessibility standards for transportation vehicles required to be accessible by the Americans with Disabilities Act (ADA) of 1990, including over-the road bus and tram systems.

- ADA Accessibility Guidelines for Transportation Vehicles; Over-the-Road Buses: This publication outlines the amendments to the accessibility guidelines for over-the-road buses (OTRB) made by the Architectural and Transportation Barriers Compliance Board and the Department of Transportation to include scoping and technical provisions for lifts, ramps, wheelchair securement devices, and moveable aisle armrests. Revisions to the specifications for doors and lighting are also adopted. The specifications describe the design features that an OTRB must have to be readily accessible to and usable by persons who use wheelchairs or other mobility aids.

Guidance Material for Transportation

- Manuals on ADA Accessibility Guidelines for Transportation Vehicles: This technical assistance document is one of a series provided to help in understanding the background and underlying rationale of the Americans with Disabilities Act Accessibility Guidelines for Transportation Vehicles (Vehicle Guidelines) and how the guidelines may apply in a particular case. The documents in this series include:

  - Buses, vans, and systems
  - Over-the-road buses and systems
  - Automated guide way transit vehicles and systems
  - Trams, similar vehicles, and systems

- Securement of Wheelchairs and Other Mobility Aids: As a public or private transit authority, the responsibility of safe, efficient service from

public agencies who offer transportation services has been enlarged to affording ridership to people using a wide variety of mobility aids. In considering not only the many types of mobility aid devices, but also the variety and sizes of lifts, and the numerous makes of buses and vans, it can be easily seen that there is no single, definitive solution to accessibility on mass transit vehicles. This publication reports on the experience of two transit accessibility leaders who have taken the initiative to involve the ridership in needs assessment and have established policies, educated operators, and informed the public to achieve greater accessibility in their bus transit systems.

Guidelines and Standards for Communication

• Standards for Electronic and Information Technology: The Access Board is issuing final accessibility standards for electronic and information technology covered by section 508 of the Rehabilitation Act Amendments of 1998. Section 508 requires the Access Board to publish standards setting forth a definition of electronic and information technology and the technical and functional performance criteria necessary for such technology to comply with section 508. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Guidance Material for Communication

• Bulletin on the Telecommunications Act Accessibility Guidelines: As technology continues to improve our means of telecommunication, it can pose challenges to accessibility on one hand, while on the other hold the key to innovative access solutions. Section 255 of the Telecommunications Act requires telecommunications products and services to be accessible to people with disabilities. This is required to the extent access is "readily achievable," meaning easily accomplishable, without much difficulty or expense. Telecommunications products covered include: wired and wireless telecommunication devices, such as telephones (including pay phones and cellular phones), pagers, and fax machines; other products that have a telecommunication service capability, such as computers with modems, and equipment that carriers use to provide services, such as a phone company's switching equipment.

• Summary of Standards for Electronic and Information Technology: An Overview: This bulletin presents an overview of the new standards for electronic and information technology and Section 508.

Federal guidelines and standards are subject to periodic revision based on research findings and guidance from advisory committees. The City should have a regular practice of reviewing research materials posted to the U.S. Access Board's website and updating local guidelines and practices as new standards are adopted or existing standards are revised.

6.4 State of California Accessibility Standards and Regulations

Title 24, California Building Code

The State of California has also adopted a set of design guidelines for accessible facilities, which can be found in the California Code of Regulations, Title 24, Part II, California Building Code (CBC). CBC contains general building design and construction requirements relating to fire and life safety, structural safety, and access compliance. CBC provisions provide minimum standards to safeguard life or limb, health, property and public welfare by regulating and controlling the design, construction, quality of materials, use and occupancy, location and maintenance of all buildings and structures and certain equipment. Although California has adopted most of the ADAAG requirements, there are some differences. In general, the more restrictive requirement (whether federal or state) should be applied when designing accessible facilities. The complete Title 24 or any of its parts is available for purchase from the International Code Council (ICC), 5360 South Workman Mill Road, Whittier, CA 90601, (800) 423-6587, (http://www.iccsafe.org) or at various bookstores that carry technical books.

Since the CBC is updated every three years, the City should have an ongoing program of regularly reviewing these changes and updating policies and procedures related to accessibility to keep them current.

Division of State Architect

The Division of State Architect (DSA) also provides information and resources for accessible or universal design. Publications available for downloading at DSA's website (http://ww.dsa.ca.gov) include:

- DSA's 2010 California Access Compliance Reference Manual: The purpose of this book of regulations and statutes together is to clarify the obligations for architectural accessibility in California.

For further technical assistance contact DSA's Access Compliance Program at 1130 K Street, Suite 101, Sacramento, California 95814 (916) 322-4700.

Resources for Providing Accessible Programs and Facilities

- ADA Document Portal: This website provides links to an ADA Collection consisting of more than 7,400 documents on a wide range of topics. The ADA Document Portal is supported by the ten ADA & IT Technical Assistance Centers (http://www.adaportal.org/).

- DisabilityInfo.Gov: A one-stop interagency portal for information on Federal programs, services, and resources for people with disabilities, their families, employers, service providers, and other community members.

- American Association of Museums: Accessible exhibit design publications are available for purchase from AAM's website, including Everyone's Welcome (available in a variety of formats), which addresses museum programs and the ADA, The Accessible Museum, which offers model programs of accessibility for older people and people with disabilities, and What Museum Guides Need to Know to provide access to blind and visually impaired visitors (http://www.aam-us.org).

- Beneficial Design: Beneficial Designs works toward universal access through research, design, and education. Beneficial Designs develops assistive and adaptive technology, performs rehabilitation research, contract design, legal consultation, standards development, and serves as a rehabilitation information resource. Contact Beneficial Designs, Inc. at 2240 Meridian Blvd, Suite C, Minden, NV 89423-8628, (775) 783-8822), (http://www.beneficialdesigns.com/).

- Smithsonian Institution: The Accessibility Program has developed the Smithsonian Guidelines for Accessible Exhibition Design (1996), which are available for downloading from their website: (http://www.si.edu/opa/accessibility/exdesign/start.htm).

- Further information is available from the Smithsonian Accessibility Program at the Arts and Industries Building, Room 1239 MRC 426, Washington, D.C. 20560 (202) 786-2942.

- National Center on Accessibility: The Center is a cooperative project between the National Park Service and Indiana University to provide information and technical assistance, primarily on recreation access. An example of the research activities of the NCA is the National Trails Surface Study. This study is primarily the result of questions that NCA has, for many years and continues to receive from organizations, agencies and individuals who desire to make their trails accessible; are interested in an unobtrusive surface that blends and is friendly to the environment; and provides a quality trail experience for people with and without disabilities. NCA also publishes 'What is an Accessible Trail?'

which summarizes the federal guidelines for outdoor developed areas and is available for downloading from its website. The NCA website also has information on campground accessibility, accessible picnic tables, access to beaches, and inclusion of people with disabilities in aquatic venues. (http://www.ncaonline.org/)

- National Center on Physical Activity and Disability: The Center provides information and resources on physical activity to help people with disabilities find ways to become more active and healthier. The Center also provides information on how to provide access to fitness centers, schools, recreation facilities, camps, and health and leisure services (http://www.ncpad.org/).

- California State Parks Accessibility Guidelines: A State outdoor recreation resource:

(http://www.parks.ca.gov/pages/21944/files/ca_stateparksaccessguiderev_titlepagewithdisclaimer.pdf)

Resources for Assistive Technologies (General)

The City should utilize the many disability-related resources available through the Internet.

ABLEDATA

- The National Institute on Disability and Rehabilitation Research of the U.S. Department of Education maintains a national web-based service which provides up-to-date links to assistive technologies and disability-related resources (http://www.abledata.com/).

CALIFORNIA ASSISTIVE TECHNOLOGY SYSTEM (CATS)

- CATS is a statewide project of the California Department of Rehabilitation that promotes access to assistive technologies, related services, and information to enable people with disabilities to be successful, independent, and productive. CATS maintain several directories on their website (http://www.atnet.org) including:

  - On-site and remote real-time captioning services
  - American Sign Language (ASL) Interpreters
  - Ergonomic office equipment vendors
  - Augmentative and assistive communications manufacturers and vendors
  - Organizations that provide low-cost and donated computers for organizations that provide services to people with disabilities
  - Assistive technology vendors and service providers for:

- ▪ Hard of Hearing/Deaf
- ▪ Learning Disabled
- ▪ Mobility/Physical/Orthopedic
- ▪ Speech/Language
- ▪ Visually   impaired/Blind

INTERNATIONAL COMMISSION ON TECHNOLOGY AND ACCESSIBILITY

ICTA initiates, facilitates and provides information regarding technology and accessibility through the World Wide Web. This information is available to people with disabilities, advocates and professionals in the field of disability, researchers, legislative bodies, and the general community. Information and resources are available at the ICTA website (http://www.ictaglobal.org/).

ALTERNATIVE FORMAT COMMUNICATIONS

- Resources to produce standardized publications such as applications and registration forms in Braille, audiotape, large-print text, and accessible electronic media will be assembled.   Information regarding Braille Services and other accommodations for people with visual disabilities is available by contacting:

    - ▪ Valley Center for the Blind, 2491 W. Shaw Ave, Suite 124, Fresno. Phone (559) 222-4447, (559) 222-4088 or fax (559) 222-4844. (http://www.valleycenterfortheblind.org).

    - ▪ American Council of the Blind: ACB (http://www.acb.org/) is a national organization advocating on behalf of persons who are blind or have low vision.   ACB also publishes A Guide to Making Documents Accessible to People Who Are Blind or Visually Impaired, which is available online, in regular print, large print, Braille, or on cassette tape.   ACB is located at 1155 15th St. NW, Suite 1004, Washington, DC 20005 (800) 424-8666 or by email at info@acb.org.

    - ▪ National Center on Accessibility: NCA publishes 'What are Alternative Formats? How Do They Apply to Programs and Services?' which is available for downloading from their website (http://www.ncaonline.org/).

    - ▪ National Center for Accessible Media: NCAM is a research and development facility dedicated to the issues of media and information technology for people with disabilities in their homes, schools, workplaces, and communities.   Developers of Web- and CD-ROM-based multimedia need an authoring tool for making their

materials accessible to persons with disabilities. NCAM has developed two such tools, version 1.0 and 2.01 of the Media Access Generator (MAGpie), for creating captions and audio descriptions for rich media. Media Access Generator (MAGpie) is available for downloading from NCAM's website (http://ncam.wgbh.org).

American Sign Language Interpreters

A pool of on-call American Sign Language interpreters should be developed. This list should be routinely updated to ensure their availability. Some programs may need to have a pool of interpreters who are available on a twenty-four-hour basis to handle emergency procedures.

The required qualifications of these interpreters should be established. Many non-certified interpreters provided by local services may have excellent skills and be qualified to handle most circumstances. However, certain circumstances, such as the provision of emergency medical services, may require interpreters who are approved by the courts and can ensure a level of confidentiality.

You may want to contact each agency in advance of a need for services to determine their rates so that you are prepared to cover the communication expenses, should the need arise.

You should always request RID certified interpreters. Only in the event that certified interpreters are unavailable should you rely on non-certified interpreters.

Individuals who are hard of hearing generally do not use ASL interpreters. Always ask the individual requesting an accommodation what type of accommodation works best for them. Determining what accommodation(s) will be provided is an interactive process. Depending on the situation, accommodating an individual who is hard of hearing may include note writing, use of assistive listening devices, and/or provision of Computer Assisted Real-Time (CART) captioning.

Assistive Listening Systems and Devices

Systems and devices to amplify sound for persons with hearing disabilities should be available for public meetings and events. Various technologies exist for these devices. Different types of devices are more suitable for different types of hearing disabilities. Devices should be chosen to accommodate the greatest number of individuals.

- See the on-line directory of augmentative and assistive communications manufacturers and vendors available at the California Assistive Technology System website (http://www.atnet.org).

- See also the Assistive Listening Systems Technical Bulletins available on the U.S. Access Board's website (http://www.access-board.gov/).

Closed Caption Machine

To the extent practical, City Departments should have access to a device for encoding closed captioning on films and videotapes used for training and other programs.

- See the on-line directory of On-site and remote real-time captioning services available at the California Assistive Technology System website (http://www.atnet.org).

- TDI: TDI's (formerly known as Telecommunications for the Deaf, Inc.) mission is to promote equal access in telecommunications and media for people who are deaf, hard of hearing, late deafened, or deaf blind. TDI's on-line resources include information about media access such as captioning, Internet, video, and more (http://www.tdi-online.org/).

Optical Readers

Equipment that can translate printed information into an audio format should be available to the City programs.

Text Telephone (TTY)

City programs should have access to a text telephone or have access to a telephone transfer service as required by the law and offered by public telephone companies.

- TDI: TDI's (formerly known as Telecommunications for the Deaf, Inc.) mission is to promote equal access in telecommunications and media for people who are deaf, hard of hearing, late deafened, or deaf blind. TDI's on-line resources include information about telecommunications access such a TTY, pagers, telephony, VoIP, and more (http://www.tdi-online.org/).

- See the Text Telephones Technical Bulletin available on the U.S. Access Board's website (http://www.access-board.gov/).

Video Relay Services (VRS)

Video Relay Service (VRS) is a form of Telecommunications Relay Service (TRS) that enables persons with hearing disabilities who use American Sign Language to communicate with voice telephone users through video equipment, rather than through typed text. Video equipment links the VRS user with a TRS operator – called a "communications assistant" (CA) – so that the VRS user and the CA can see and communicate with each other in signed conversation. Because the conversation between the VRS user and the CA flows much more quickly than with a text-based TRS call, VRS has become an enormously popular form of TRS (http://www.fcc.gov/cgb/consumerfacts/videorelay.html).

- Hands on Video Relay Service: (877) 467-4877 English or (877) 467-4875 Spanish

- Sorenson Video Relay: Using a standard telephone, simply call the toll-free number 1-(866)-327-8877. Have the contact information of the deaf or hard-of-hearing individual (i.e. name, videophone number or IP address) ready. Remain on hold until the call is answered by the next available interpreter.

- Sprint VRS Directions: (877) 709-5776 or website (http://www.sprintvrs.com).

Transportation

Programs that provide transportation for their programs should provide accessible transportation as needed/requested by program participants. The City should continue to maintain its accessible transportation fleet. The City should purchase or contract lift-equipped vans or buses to transport individuals who use wheelchairs and use City-provided transportation.

American Association of State Highway and Transportation Officials: AASHTO is the organization that maintains the "Green Book" for design of roads and highways and has begun to address accessibility of pedestrian networks. Several AASHTO publications, which can be ordered from the AASHTO website (http://www.transportation.org/), address accessible circulation systems, including: AASHTO Guide for the Planning, Design, and Operation of Pedestrian Facilities, 1st Edition and Guide for the Development of Bicycle Facilities, 3rd Edition.

- Federal Transit Administration: FTA regulates and enforces requirements of the ADA covering transportation facilities and systems. FTA maintains a technical assistance line on ADA questions at (888) 446-4511 and on their website (http://www.fta.dot.gov/).

Enlarging Printed Materials

A copy machine capable of enlarging printed materials should be available for staff.

Guide to Disabilities and Disability Etiquette

A guide to disabilities and disability etiquette should be assembled and distributed to staff and volunteers. The guide will ensure that staff and volunteers are familiar with a variety of types of disabilities and that they are sensitive to the abilities and needs of people with disabilities in order not to offend or demean them. The guide should be periodically updated to ensure that it includes current acceptable language for talking about disabilities.

- Disability Etiquette: Interacting with People with Disabilities is available on-line at the County of Long Beach's website: (http://www.crinet.org/interact.php).

Lending Library of Assistive Technology Equipment

The City should establish a "Resources Toolkit" of adaptive aids and resources that will be available for use by staff and volunteers without the means to assemble their own. It is recommended that the City explore local sources of assistive technology.

- DisabilityInfo.gov's online resources for High School: Guidelines for Accessing Alternative Format, inclusion materials, educational technology, A comprehensive list including college preparatory materials, transition issues for children with special needs and more (http://www.disabilityinfo.gov/digovpublic/public/DisplayPage.do?parentFolderId=79).

- Accessibility Connections Community Map: A Directory of Bay Area Assistive Technology Services is an on-line service available at (http://www.cforat.org/home/bard/).

- American Association of People with Disabilities: The American Association of People with Disabilities is the largest nonprofit, nonpartisan, cross-disability organization in the United States (http://www.aapd-dc.org/).

- American Foundation for the Blind: The American Foundation for the Blind is committed to improving accessibility in all aspects of life—from cell phones to ATMs, on web sites and in workplaces. Services include assistance in making products and services accessible to people with visual impairments. AFB offers expert consulting services and accessible

media production. AFB provides objective product evaluations of adaptive technologies through its assistive technology product database (http://www.afb.org/). Local assistance is available through the American Foundation for the Blind-West, 44 Montgomery Street, Suite 1305, San Francisco, CA 94040 (415) 392-4845 or by email at sanfran@afb.net.

• Adaptive Environments: This educational non-profit organization is committed to advancing the role of design in expanding opportunity and enhancing experience for people of all ages and abilities. Adaptive Environments provides education and consultation to public and private entities about strategies, precedents and best practices that go beyond legal requirements to design places, things, communication and policy that integrate solutions to the reality of human diversity (http://www.adaptenv.org/).

• The Arc: The Arc (formerly Association for Retarded Citizens of the United States) is the country's largest voluntary organization committed to the welfare of all children and adults with mental retardation and their families (http://www.thearc.org). Local information is available from Arc California, 1225 Eighth Street, Suite 590, Sacramento, CA 95814 (916) 552-6619 or by email at arcca@quicknet.com.

• Bay Area Outreach and Recreation Program: BORP was founded in 1976 by people with disabilities to create access to the outdoors, to fitness, to sports, and to recreation for a population who'd been left out. BORP offers a number of competitive sports programs, as well as outdoor adventures, family outings, and integrated cycling. BORP staff has extensive experience in providing recreation services to people with disabilities, including involving disabled immigrants and minorities in recreation programs. BORP (http://www.borp.org/) is located at 830 Bancroft Way, Suite 205, Berkeley, CA 94710 (510) 849-4663 or by email at info@borp.org.

• Resources for Independence, Central Valley (formerly CIL): Resources for Independence, Central Valley is a national leader in helping people with disabilities live independently and become productive, fully participating members of society. The staff and board, most of whom have disabilities, are strongly committed to supporting others in their efforts towards self sufficiency. For assistance with programs and for information, contact CIL at 3008 North Fresno Street, Fresno, CA 93703, phone (559) 221-2330 Voice/ (559) 221-2342 TTY/TDD or website (http://www.ricv.org).

• Disability Resources, Inc.: Disability Resources, Inc. is a national nonprofit organization that provides information about resources for independent living. DRI maintains an on-line directory of assistive technology resources (http://www.disabilityresources.org/).

- Environmental Health Network: EHN's focus is on issues of access and developments relating to the health and welfare of the environmentally sensitive and to promote public awareness of environmental sensitivities and causative factors.   EHN provides information environmental and chemical sensitivities at EHN, P.O. Box 1155, Larkspur, California, 94977-1155 (415) 541-5075 and on its website (http://users.lmi.net/wilworks/).

- National Association of the Deaf: NAD is a national consumer organization representing people who are deaf and hard of hearing. NAD provides information about standards for American Sign Language Interpreters and the Captioned Media Program on its website (http://www.nad.org/).

- National Federation of the Blind: NFB is a national organization advocating on behalf of persons who are blind or have low vision. NFB provided on-line resources for technology for the blind, including a technology resource list, a computer resource list, screen access technology, sources of large print software for computers, and sources of closed circuit TV (CCTV's) (http://www.nfb.org/).

- National Organization on Disability: The National Organization on Disability promotes the full and equal participation and contribution of America's 54 million men, women and children with disabilities in all aspects of life.   NOD maintains an on-line directory of information and links including transportation-related resources (http://www.nod.org/).

- Paralyzed Veterans of America: PVA is a national advocacy organization representing veterans.   PVA's Sports and Recreation Program promotes a range of activities for people with disabilities, with special emphasis on activities that enhance lifetime health and fitness. PVA's   website: (http://www.pva.org/site/PageServer?pagename=sports_main) provides information on useful sports publications and a list of contacts.

- State Council on Developmental Disabilities, 1507 21st Street, Ste. 210, Sacramento, CA 95814-5299 (916) 322-8481, email: scdd@dss.ca.gov or website (http://www.scdd.ca.gov/).

- State Office for Deaf Access, Department of Social Services, 744 P Street, MS 6-91, Sacramento, CA 95814 (916) 653-8320.

email: deaf.access@dss.ca.gov

or website (http://www.dss.cahwnet.gov/cdssweb/OfficeofDe_189.htm)

- State Office of Services to the Blind, California Department of Social Services, 744 P Street, MS 6-94, Sacramento, CA 95814 (916) 657-3327, email: BlindAccess@dss.ca.gov

or website: http://www.dss.cahwnet.gov/cdssweb/blindservi_187.htm.

• United Cerebral Palsy Association: UCP's mission is to advance the independence, productivity and full citizenship of people with cerebral palsy and other disabilities, through our commitment to the principles of independence, inclusion and self-determination. UCP's Sports and Leisure Channel is designed for people with disabilities who are interested in sports and other leisure activities and proposes creative ideas for inclusive community recreation programs, including outdoor adventure activities for people with disabilities. Information about the Sports and Leisure Channel is available on UCP's website (http://www.ucp.org/ucp_channel.cfm/1/15).

• United Spinal Association: United Spinal Association is a membership organization serving individuals with spinal cord injuries or disease. Formerly known as the Eastern Paralyzed Veterans Association, the organization expanded its mission to serve people with spinal cord injuries or disease regardless of their age, gender, or veteran status. Information on accessibility training and consulting services and recreational opportunities for people with spinal cord injuries or disease is available on their website (http://www.unitedspinal.org).

• World Institute on Disability: WID is an international public policy center dedicated to carrying out research on disability issues and overcoming obstacles to independent living. WID maintains an on-line information and resource directory on technology, research, universal design, and the ADA (http://www.wid.org/resources/).

Resources for Persons with Disabilities in the City of Healdsburg

Alzheimer's Association
1211 N. Dutton Avenue, Suite A
Santa Rosa, CA 95401
(707) 573-1210 Voice
Website: www.alz.org/norcal
Advocates for people with Alzheimer's and other related dementias, and for their families.

Assistance Dog Institute
1215 Sebastopol Road
Santa Rosa, CA 95407
(707) 545-3647 Voice
(707) 545-0800 Fax
Email: info@assistancedog.org
Website: www.assistancedog.org
Trains and provides service-dogs for people with mobility issues.

Becoming Independent
Becoming Independent
625 Center Street
Healdsburg, CA. 95448
(707) 524-6748 Voice
(707) 526-6711 TTY
(707) 431-8136 Fax
Email: agray@becomingindependent.org
Website: www.becomingindependent.org
Various programs for adults with developmental disabilities, including senior programs.

California Human Development Corporation/Growth Opportunities
2421 Lomitas Avenue
Santa Rosa, CA 95404
(707) 571-7637 Voice
(707) 571-1147 Fax
Website: www.chdcorp.org/index.php
Personalized services, developmental disabilities.

Canine Companions for Independence
2965 Dutton Avenue
Santa Rosa, CA 95402
(707) 577-1700 Voice
(707) 577-1756 TTY
Website: www.caninecompanions.org
Enhances the lives of people with disabilities by providing highly trained assistance dogs and ongoing support to ensure quality partnerships.

Council on Aging
30 Kawana Springs Road
Santa Rosa, CA 95404
(707) 525-0143 Voice
(707) 525-0454 Fax
Email: information@councilonaging.com
Website: www.councilonaging.com
Provide services that support the independence and well-being of older adults, and to be a strong advocate for the quality of life of elders locally and nationally.

Department of Rehabilitation, State of California
50 D Street, Suite 425
Santa Rosa, CA 95404
(707) 576-2233 Voice
(707) 542-6365 TDD
(707) 576-8212 TDD
Website: www.dor.ca.gov
Provides vocational rehabilitation services.

Disability Services and Legal Center
980 Hopper Avenue
Santa Rosa, CA 95403
(707) 528-2745 Voice
(707) 528-2151 TTY
(707) 528-9477 Fax
Website: http://www.disabilityserviceandlegal.org
Disability Services and Legal Center (formally Community Resources for Independence) is a non-profit corporation established in 1976 by a group of disabled and non-disabled individuals to advance the rights of persons with disabilities to equal justice, access, opportunity and participation in our communities.

Earle Baum Center
4539 Occidental Road
Santa Rosa, CA 95401
(707) 523-3222 Voice
(707) 526-6711 TTY
(707) 527-1206 Fax
Email: ebc@earlebaum.org
Website: www.earlebaum.org
The Earle Baum Center of the Blind (EBC) is a nonprofit regional community center, serving the blind and visually impaired from the Golden Gate Bridge to the Oregon border. Their mission is to provide opportunities for people who are blind or visually impaired to improve and enrich their personal, social and economic lives.

Early Learning Institute
484 Rohnert Park Expressway
Rohnert Park, CA 94928
(707) 591-0170
Email: eli@earlylearninginstitute.com
Website: www.earlylearninginstitute.com
Early Learning Institute (ELI) is dedicated to providing and promoting developmental services, education and support to young children and their families.

Easter Seals Northern California, Inc.
5540 State Farm Drive
Rohnert Park, CA 94928
(707) 584-1443 Voice
(707) 584-1889 (TTY)
Website: http://noca.easterseals.com
Easter Seals provides services to children and adults with disabilities and other special needs and support to their families.

Goodwill Industries of the Redwood Empire
651 Yolanda Avenue
Santa Rosa, CA 95404
(707) 523-0564 Voice
(707) 523-0552 Fax
Email: information@gire.org
Website: www.gire.org
Vocational services for people with disabilities.

North Bay Regional Center
2351 Mendocino Avenue
Santa Rosa, CA 95403
(707) 569-2000
(707) 525-1239 TTY
(707) 542-9727 Fax
Email: RickB@nbrc.net
Website: http://www.nbrc.net
Services for people of all ages with developmental disability incurred prior to age 18.

Old Adobe Developmental Services
235 Casa Grande Road
Petaluma, CA 94954
(707) 763-9807 Voice
(707) 782-9607 Fax
Email: webmaster@oadsinc.org
Website: www.oadsinc.org
Various programs for adults with developmental disabilities.

Redwood Empire Industries
1695 Piner Road
Santa Rosa, CA 95403
(707) 542-5609 Voice
(707) 542-9766 Fax
Email: mary.biggs@chdcorp.org
Website: www.chdcorp.org/disability_services_rei.php
REI's primary aim is to help people with disabilities realize their full potential as adults and become productive, active members of their community.

Santa Rosa Junior College Disability Resources Department
1501 Mendocino Avenue
Santa Rosa, CA 95401
(707) 522-2657 Voice
(707) 527-4278 TTY
Website: http://online.santarosa.edu/presentation/page/?35762
Disability Resources Department at Santa Rosa Junior College provides people with disabilities equal access to a community college education through specialized instruction, disability related support services, and advocacy activities.

Appendices

Appendix A: Program Accessibility Questionnaire

Appendix B: Public Meeting Minutes

Appendix C: Sample Citizen Request Form

Appendix D: Downtown Core Pedestrian Rights-of-Way Reports and Maps

Appendix E: Facility Reports

Appendix A: Program Accessibility Questionnaire

City of Healdsburg

AMERICANS with DISABILITIES ACT
PROGRAMS/SERVICES SELF-EVALUATION QUESTIONNAIRE

BACKGROUND:

The purpose of this questionnaire is to gather data on how your department's programs[1] are, or are not, accessible to people with disabilities. Questions are in the areas of:

Description of the program
- **Customer service**
- **Outreach and information**
- **Training and staffing**
- **Programs**
- **Accessible/adaptive equipment, and**
- **Facilities**

Explanation of terms

Your participation in completing this questionnaire will assist your department in improving its ability to serve the needs of people with disabilities. Please see page 15 for explanations of terms and acronyms.

INSTRUCTIONS:

Please fill out a <u>separate questionnaire for each program or service</u> offered by your Department. For example, The Police Department operates programs/services in several Divisions. A separate questionnaire needs to be filled out for each program.

After completing the questionnaire, please submit it via email to *cecilier@migcom.com* Any questions, please email or call Cecilie Rose at 510-845-7549. Supporting materials such as forms, brochures, etc. can be sent to Cecilie Rose at MIG, 800 Hearst Ave. Berkeley, CA 94710
<u>Deadline is February 15, 2011.</u>

General description of the programs[1]

Department/Division:_____

Name and title of person completing this questionnaire:_____

Telephone number:_____ Fax number: _____Email:_____

---

[1] "Programs", when used in this questionnaire, refers to programs, activities and services offered to the public by the county.

Program name(s):_____

_____

Date program questionnaire filled out: _____

Please give a brief description of each program(s): _____

_____
_____
_____
_____

A. ACCESSIBLE/ADAPTIVE EQUIPMENT

A1 Do you allow the public to use electronic equipment (i.e. copying machines, personal computers, microfilm readers, etc.) in your programs?
Yes___ No___ N/A___

Please describe:

A2 Do you ensure that electronic equipment is accessible to and usable by individuals with disabilities by providing equipment such as workstations, easily reachable equipment, or staff assistance?
Yes___ No___ Don't know___

If yes, please describe:

A3 Are auxiliary aids (such as tools, access to equipment, moveable light sources, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?
Yes___ No___

If yes, please describe:

B. CUSTOMER SERVICE

B1 If any of the department's programs (activities or services) have eligibility requirements for participation, do they contain any of the following?

Physical or mental fitness or performance requirements? Yes___ No___
If yes, please describe:

Safety Standards? Yes___ No___
If yes, please describe:

B2 How do you ensure that these policies do not discriminate against people with disabilities?

Please write your answer here:

B3 Does your department make changes to standard operating procedures to include a person with disabilities?
Yes___ No___ Don't Know___

If yes, please briefly describe this process:

B4 Is there a formal procedure for making changes to standard operating procedure?
Yes___ No___ Don't Know___

If yes, please briefly describe the process you have established:

B5 Do you track accessibility requests?
Yes___ No___ Don't Know___

If yes, how many requests have you received and what type:

B6   Does your program charge an additional fee for people with disabilities for modifying programs?
Yes___ No___ Don't Know___

If yes, please briefly describe the fees or charges:

B7   Does your department consult or work with any outside organizations that assist people with disabilities?
Yes___ No___ Don't Know___

If yes, please provide a list of organizations:

C.   NOTICE REQUIREMENTS

C1   Do you have a non-discrimination statement that includes persons with disabilities?
Yes___ No___ Don't Know___

Please describe:

C2   Is a non-discrimination statement that includes information about how to reach the ADA coordinator posted in all departments in a location that maximizes public exposure?
Yes___ No___ Don't Know___

Please describe:

C3   Do you notify all persons that your meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities?
Yes___ No___ Don't Know___

C4   How do you notify all persons about how and with whom to file a disability discrimination complaint and what procedures are they told to follow?

Please describe the process here:

D. PRINTED INFORMATION

D1 Do you provide printed information to the public?
Yes___ No___ Don't Know___

D2 What type of printed documents do you publish and distribute to the public? (Only answer if you answered "yes" to D1)

Please describe:

D3 Are all the program documents controlled centrally? (Only answer if you answered "yes" to D1)
Yes___ No___ Don't Know___

D4 How do you make documents and publications available to individuals with visual disabilities? (check <u>all</u> that apply):

___ Audiotape

___ Large print

___ Braille

___ Electronic Copy

___ Do not provide any alternative formats upon request

___ Other: If so, please list them:

D5 Do you make the content of documents and publications available in simple, easy-to-understand language for individuals with learning disabilities?
Yes___ No___ Don't Know___

If yes, provide a sample copy of the document or publication.

D6 Do you show images of people in your publications?
Yes___ No___ Don't Know___

D7 Do you also include images of people with disabilities?
Yes___ No___ Don't Know___

If yes, provide a sample copy of the document or publication.

E.   TELEVISION AND AUDIOVISUAL PUBLIC INFORMATION

E1   Does your department prepare audiovisual or televised presentations or website demonstrations/webinars for the public or make audiovisual presentations to the public?
Yes___ No___ Don't Know___

E2   How do you make audiovisual or televised or on-line presentations prepared or presented by your department to the public accessible to individuals with disabilities?

___ Captioning

___ Transcription

___ Do not provide alternative formats upon request

___ Other: If so, please list them:

E3   What type of audiovisual presentations (film, videotape, television) does your department provide? (Only answer this question if you answered "yes" to E1).

Please describe:

E4   Do you show images of people in your audiovisual presentations? (Only answer this question if you answered "yes" to E1).
Yes___ No___ Don't Know___

If yes, provide a sample copy of the presentation.

E5   Do you also portray individuals with disabilities in your audiovisual presentations? (Only answer this question if you answered "yes" to E4).
Yes___ No___ Don't Know___

If yes, provide a sample copy of the presentation.

F.   WEBSITE

F1   Does your department have a website?
Yes___ No___ Don't Know___

F2   What is your department's website? What information is provided on this site?

Please describe briefly what information is provided:

F3   Does your department's website include information about accessibility of facilities (parking, bathrooms, assistive listening devices, etc.) where programs or services are offered? (Only answer if you answered "yes" to F1).
Yes___ No___ Don't Know___

Please describe briefly what information is provided about accessible features:

F4   Does your department ensure that its website is usable by individuals with disabilities, including those who use speaking browsers?
Yes___ No___ Don't Know___

F5   Are the documents provided on your website for downloading accessible to persons with visual disabilities?
Yes___ No___ Don't Know___

Please describe:

G.   PUBLIC TELEPHONES AND COMMUNICATION DEVICES

G1   How do you communicate by telephone with individuals with hearing or speech difficulties?

Please describe:

G2   If you use Text Telephones (TTY's) or Telecommunication Devices for the Deaf (TDD's), list the location, telephone number, and organization of TTY/TDD directories in which the TTY/TDD number is listed:

G3   Do you use the California relay service (711)?
Yes___ No___ Don't Know___

Please describe:

G4   Do you publish your TTY/TDD number or California Relay Service numbers in all materials where a phone number is listed?
Yes___ No___ Don't Know___

Please describe:

G5   Do you train your staff in operating TTY/TDD's and in other means of communicating over the telephone with a person with a hearing or speech disability?
Yes___ No___ Don't Know___

Please describe:

H.   TRAINING AND STAFFING

H1   Do any staff members have contact with the public?
Yes___ No___ Don't Know___

H2   How do you inform staff members who have contact with the public of your department's obligations and policies that enable persons with disabilities to participate in programs or activities?

Please describe:

H3   How have you trained these staff members? (Only answer if you answered "yes" to H2).

Please describe:

H4   Are there staff members in your department who provide emergency services to the public?
Yes___ No___ Don't Know___

If yes, describe:

H5   If yes, have they had training in American Sign Language (ASL) or other means of communicating in emergency situations with people who have hearing or speech impairments?

Please describe:

H6   Are there other staff members who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing impairments?
Yes___ No___ Don't Know___

Please describe:

I.   PROGRAM ELIGIBILITY REQUIREMENTS AND ADMISSION

I1   Are there any limitations or ratios for the number of people with disabilities who may participate in or be admitted to any department program?
Yes___ No___ Don't Know___

If yes, please briefly describe the programs:

I2   Does your program use any criteria (for example good health, residency, letters of recommendation) or written and/or oral tests (including level of skill or achievement, or other factor being tested) in the admissions process?
Yes___ No___ Don't Know___

I3   If yes, please list and describe participation requirements. (Only answer if you answered "yes" to I3).

I4 Are there any forms required for admission to the program (for example, tests and/or the submission of other admissions criteria such as certificates?).
Yes___ No___ Don't Know___

If yes, please list the forms or email them to cecilier@migcom.com

I5 Do the forms contain a notice that your organization does not discriminate against people with disabilities?
Yes___ No___ Don't Know___

Please describe:

I6 Is an interview required prior to an applicant's entrance into the program?
Yes___ No___ Don't Know___

Please describe:

J. PUBLIC MEETINGS

J1 Does your department hold public meetings?
Yes___ No___ Don't Know___

J2 Do you require that public meetings, hearings, and conferences be held in accessible locations?
Yes___ No___ Don't Know___

J3 Are interpreters, readers, or adaptive equipment provided when requested for meetings, interviews, and conferences?
Yes___ No___ Don't Know___

J4 How much advance notice do you request? (Only answer if you answered "yes" to J3).

J5 Do you ensure that all individuals with hearing disabilities who do not read sign language can participate effectively in meetings, conferences, and hearings via assistive listening devices or other means?
Yes___ No___ Don't Know___

Please describe:

K. TRANSPORTATION SERVICES

K1   Do you provide transportation to volunteers, program participants, visitors, and others who participate in your programs?
Yes___ No___ Don't Know___

K2   What procedures does your department follow to make transportation accessible to persons who have visual disabilities?

Please describe:

K3   What procedures does your department follow to make transportation accessible to persons who have hearing disabilities?

Please describe:

K4   What procedures does your department follow to make transportation accessible to persons who have mobility disabilities?

Please describe:

K5   What procedures does your department follow to make transportation accessible to persons who have learning disabilities?

Please describe:

L. TOURS AND TRIPS

L1   Does your department provide tours of your facilities or organize trips for members of the public?
Yes___ No___ Don't Know___

L2   Please list and describe the tours and trips. (Only answer if you answered "yes" to L1).

L3   How do you provide accessible tours to people with visual impairments?

Please describe:

L4   How do you provide accessible tours to people with hearing impairments?

Please describe:

L5   How do you provide accessible tours to people with mobility impairments?

Please describe:

L6   How do you provide accessible tours to people with learning impairments?

Please describe:

M.   USE OF CONSULTANTS

M1   Do you use consultants to conduct programs on behalf of your department?
Yes___ No___ Don't Know___

M2   How do you ensure that consultants are aware of their obligations to facilitate participation of individuals with disabilities in programs or activities operated on behalf of your department?

Please describe:

M3   How do you monitor this obligation?

Please describe:

N. EMERGENCY EVACUATION PROCEDURES

N1 What equipment and/or procedures do you use to notify individuals with visual disabilities of emergencies and evacuation procedures?

Please list equipment and/or procedures specific to individuals with visual disabilities.

N2 What equipment and/or procedures do you use to notify individuals with hearing disabilities of emergencies and evacuation procedures?

Please list equipment and/or procedures specific to individuals with visual disabilities.

N3 What equipment and/or procedures do you use to notify individuals with mobility disabilities of emergencies and evacuation procedures?

Please list equipment and/or procedures specific to individuals with visual disabilities.

N4 What equipment and/or procedures do you use to notify individuals with cognitive disabilities of emergencies and evacuation procedures?

Please list equipment and/or procedures specific to individuals with visual disabilities.

O. FACILITIES

O1 List all facilities, or portions of facilities, used for department programs. For each facility, designate the activity for which it is used. (Note: Facilities leased or otherwise used from another person/organization should also be included).

O2 Have you had requests for improving accessibility to your department's programs or facilities?
Yes___ No___ Don't Know___

Please describe:

O3 Would the implementation of any measure to improve accessibility for people with disabilities to your programs pose an unfair financial or administrative burden?
Yes___ No___ Don't Know___

If yes, list an alternative means that would not pose a financial or administrative burden.

P. SPECIAL EVENTS AND PRIVATE EVENTS ON PUBLIC PROPERTIES

P1 Does your department organize special events or do you help facilitate private events on public property?
Yes___ No___ Don't Know___

If yes, please describe briefly the type of event and what types of outside organizations are involved.

P2 How do you ensure that both private entities and your staff are aware of their obligations to facilitate participation of individuals with disabilities in these special events or private events held on public property?

Please describe:

SUBMIT YOUR SURVEY.
Thank you for completing this survey…

EXPLANATION OF TERMS

Term	Explanation
Adaptive aids	Tools or services required for people with disabilities to have access to programs and information: qualified interpreters or other effective methods of making aurally delivered materials available to individuals with hearing impairments; qualified readers, taped texts, or other effective methods of making visually delivered materials available to individuals with visual impairments; acquisition or modification of equipment or devices; and other similar services and actions.
ASL	American Sign Language. Manual (hand) language with its own syntax and grammar used primarily by people who are deaf.
Auxiliary aids	See adaptive aids.
Hearing impairment	Partial or total deafness.
Learning disabilities	Any form of physical or mental disability that delays development or acquisition of knowledge.
Mobility disabilities/mobility impairment	A condition limiting physical ability; generally considered to include lack of a limb or loss of limb use due to disease, amputation, paralysis, injury, or developmental condition; or limitation of movement due to cardiovascular or other disease.
TDD	A Telecommunication Device for the Deaf allows a person to transmit typed messages over the phone lines to another person with a TDD. Most TDD's include a keyboard for typing messages to send and a display and/or printer to receive messages.
TTY	See TDD. TTY stands for Text Telephone and is a registered trademark for a specific kind of TDD.
Visual disabilities	Loss or partial loss of vision.
Webinar	Web seminar. Live or recoded meeting on the web.

Appendix B: Public Meeting Minutes

Public Meeting #1 – May 11, 2010

Public Meeting #2 – April 16, 2012

City of Healdsburg - ADA Self-Evaluation and Transition Plan
Public Meeting #1

May 11, 2010
4-6pm
Healdsburg City Hall

Participants:
Eric Smiley, Citizen
Sharon Dawson, Disability Services and Legal Center (DSLC)

City Staff:
Scott Ward, Building Inspector

Consultants:
Tim Gilbert, MIG, Principal
Yuri Jewett, MIG, Project Manager

Introduction:
Tim Gilbert of MIG introduced the project to the meeting participants. He summarized the Title II requirements of the ADA stating that all programs, activities and services provided by the City of Healdsburg must be accessible. City staff and City policies are being reviewed for accessibility. City facilities and the pedestrian rights-of-way in the downtown area are also being surveyed for accessibility.

Public Question: I am blind and I encounter trees and bushes at the head level. I encounter this mostly in the Alleys. Is there a maintenance plan or way to complain about this?

MIG Response: We will be working with the City to establish a formal complaint process.

City Comment: We can set up an appointment and walk with you and remove the branches together. Also, we try really hard to work with the merchants and instruct them not to display signs or other sidewalks obstructions in front of their store, but it can be hard to get them to listen.

Public Question: Are the traffic signals in Downtown accessible? It's difficult sometimes to navigate them. Especially now with quiet cars like the Prius; parallel traffic isn't always easy to detect.

MIG Response: Traffic signals in the Downtown area will be evaluated for accessibility.

City Comment: We also have a streetscape project in the downtown area coming up that will improve that.

Public Comment: This is good. I would also like to have the Downtown bus stops both NB and SB looked at, too.

Public Question: Does the staff questionnaire address the communication issues that can occur when providing customer service the deaf community?
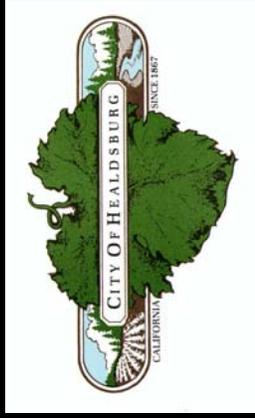
MIG Response: Yes

Public Comment: I use JAWS/screen readers to get my information online, but I find that training staff is still very important for the blind community. Technology can break down and it is always good to know that you can at least pick up a phone and talk to someone. Human relations are important. It's good to have someone in administration who can direct your communication.

MIG Comment: Training staff on ADA etiquette is a part of our scope of work for the Transition Plan. Also, the Plan will identify an ADA Coordinator who can serve as a point person for all ADA related issues.
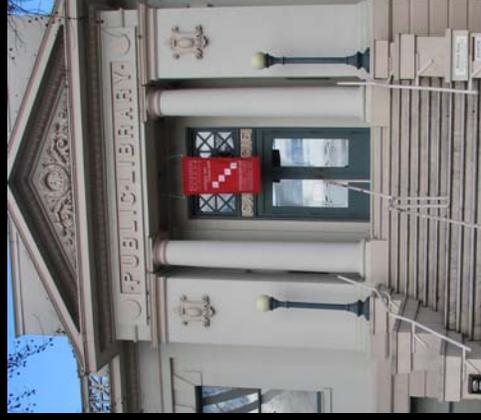
Public Comment: The TTY in the police department needs to be accessible and available.

Public Comment: The celebration of the ADA is coming up in July. It's been 20 years. This could be a great summertime event for the City.

Public Comment: DSLC can provide sign language information and is a good local resource; please use us.

The Americans with Disabilities Act

- The Americans with Disabilities Act (ADA) is a civil rights law that mandates equal opportunity for individuals with disabilities.

The ADA

Title I: Employment

Title II: Public Transportation and State and Local Government Services
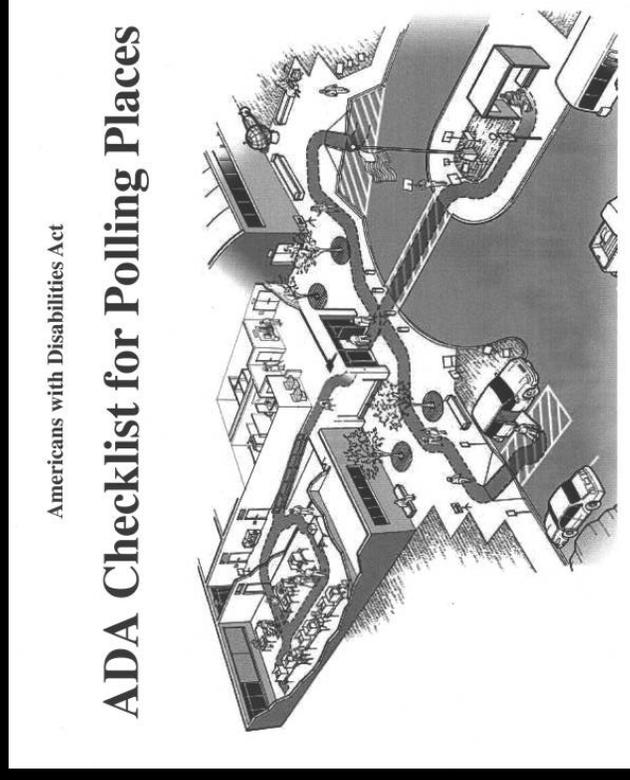
Title III: Places of Public Accommodations

Title IV: Telecommunications

Title V: Miscellaneous

Equality in Access

The primary responsibility of public agencies with regard to the ADA is to provide equal access to *PROGRAMS, SERVICES, & ACTIVITIES*

Americans with Disabilities Act

ADA Checklist for Polling Places

Title II Requirements

- Complete a Self-Evaluation
- Develop an ADA Complaint Procedure
- Designate a person who is responsible for overseeing Title II compliance; and
- Develop a Transition Plan if the Self-Evaluation identifies any structural modifications necessary for compliance

Policy and Program Evaluations

- Reviewing City policies including City Codes

- Reviewing the current level of access to programs and activities using a detailed questionnaire completed by City staff

- Analyzing policies, programs, and activities and will make recommendations for improvements

- Produce draft and final Self-Evaluation Report

Policy Modifications

- Policy: "A permit is required to place an obstruction in, on, or over the public right-of-way"

- Modification/ clarification: Add language that prohibits protruding or overhanging objects
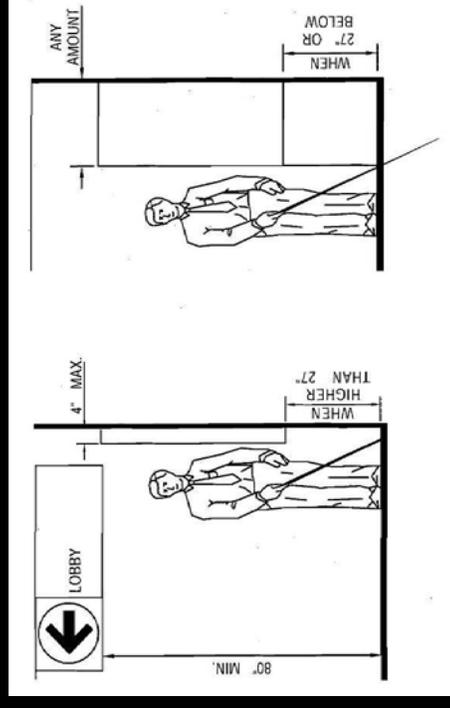
Customer Services

- Modify practices when needed and requested

- Provide accessible facilities or relocate activities

- Provide accessible equipment and tools for staff and the public

- Contracted service providers must comply with the ADA

- Staff training

Outreach and Printed Information

- Provide notices of non-discrimination on materials

- Provide alternative formats upon request

- Inform the public that this is available

- Handle all requests on an individual basis

- List ASL interpreters, readers, tools and resources

- Increase outreach to persons with disabilities

- Provide accessible web resources

Training and Staffing

- City staff needs awareness training

- Customer service skills and tools are vital

- Maintenance and facility staff need to understand accessibility concepts

Public Meetings

- Schedule meetings in accessible locations

- Make reasonable modifications so people can participate

- Display a notice on meeting announcements and agendas about requesting assistance

Purchasing Accessible/Adaptive Equipment

- Collaborate with local organizations to develop a resource list of assistive technology equipment

- Establish a resource "toolkit" of aids and human resources

Accessibility Complaint Procedure

Find an acceptable solution first!
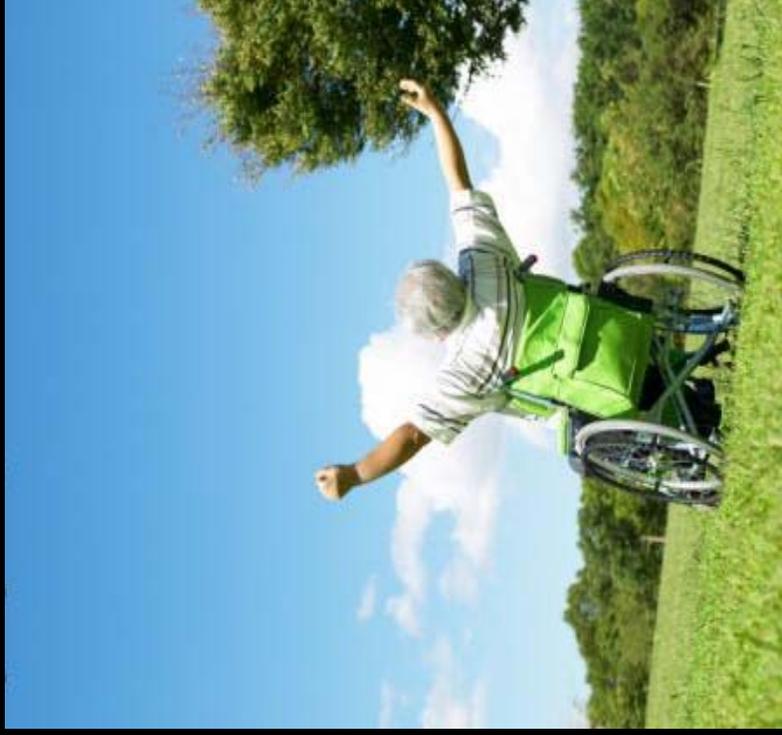
Services in Existing Facilities

Options:

1. Make alterations to the facility

2. Provide the same City service in another accessible location

3. Provide auxiliary aides or services to assist the individual

Building and Construction Practices

- New construction and alterations must be accessible

- California state codes and the Federal ADA guidelines must be followed

Facility Survey and Reports

- Identify all physical barriers in public areas

- Describe the barrier removal solutions for necessary improvements

- Establish planning level cost estimates for improvements

ADA Database and Project Implementation

- Create a database that documents accessibility barriers in City facilities

Facility Survey Report

Healdsburg
Barbieri Brothers Park

Exterior

| 4 – 1 | Walk | Priority: | |

Regrade surface — $3,560

Notes: Near the picnic tables behind the toddler's playground: Slope ranges from 5.1% to 5.5% (5% max). Surface material is concrete. Dimensions: 7'11"W x 44'6"L. Cost per square foot.

State: 1133B.7.3
Federal: 4.3.7

| 4 – 2 | Walk | Priority: | |

Regrade surface — $8,640

Notes: Cross slope ranges from 2.1% to 3.4% (2% max). Surface material is concrete. Dimensions: 8'W x 108'L. Cost per square foot.

State: 1133B.7.1.3
Federal: 4.3.7

| 8 – 1 | Door/Gate | Priority: | |

Provide or modify door kickplate — $200

Notes: Gates into the toddler's playground: Entry is fenced gate, therefore 10" min. high, smooth uninterrupted kickplate is not provided. Install 2 compliant kickplates on the push-side of the gates.

State: 1133B.2.6
Federal: -

| 10 – 1 | Drinking Fountain | Priority: | |

Replace or reposition drinking fountain — $3,500

Facility Survey Report Reference Map

Healdsburg
Barbieri Brothers Park

Exterior

4-1 Walk   Priority:
Regrade surface $3,560
Notes: Near the picnic tables behind the toddler's playground: Slope ranges from 5.1% to 5.5% (5% max). Surface material is concrete. Dimensions: 7'11"W x 44'6"L. Cost per square foot.
State: 1133B.7.3
Federal: 4.3.7

4-2 Walk   Priority:
Regrade surface $8,640
Notes: Cross slope ranges from 2.1% to 3.4% (2% max). Surface material is concrete. Dimensions: 8'W x 108'L. Cost per square foot.
State: 1133B.7.1.3
Federal: 4.3.7

8-1 Door/Gate   Priority:
Provide or modify door kickplate $200
Notes: Gates into the toddler's playground: Entry is fenced gate, therefore 10" min. high, smooth uninterrupted kickplate is not provided. Install 2 compliant kickplates on the push-side of the gates.
State: 1133B.2.6
Federal: -

10-1 Drinking Fountain   Priority:
Replace or reposition drinking fountain $3,500
Notes: "Hi-lo" drinking fountain is not provided. Install a "hi-lo" drinking fountain. Also, drinking fountain does not work.
State: 1115B.4.6 #1
Federal: 4.1.6

29-1 Game and Sports Area   Priority:
Provide an accessible path of travel $2,500
Notes: Sand box in the toddler's playground: Accessible entry is not provided into the sandbox. Provide a ramp into the sandbox play area.
State: 1106B.1
Federal: -

Install warning curb $500
Notes: Sandbox: Drop-off is 8.5" high. Fill the sandbox with more sand to reduce the drop-off to 4" max.
State: 1133B.8.1
Federal: -

4/7/2010   Exterior   Page 1
Barbieri Brothers Park

Map labels: 34-1, 29-3, 29-5, 10-1, 34-5, 32-1, 34-4, 4-2, 32-2, 4-1, 29-2, 29-1, 8-1, 34-3, 34-2

NORTH

Barbieri Brothers Park – Exterior
325 Bridle Path

Prioritization of ADA Improvements

- Establish criteria for prioritization based on community values

- Use priorities to establish a schedule for removing barriers

Prioritization of Barriers City-wide

Examples of criteria for prioritizing access improvements City-wide:

- *Level of Public Use*
- *Social Need*
- *Citizen Rights and Responsibilities*
- *Location of Unique Program*
- *Geographic distribution*
- *Identified Complaints*

Prioritization of Barriers within Facilities

Examples of criteria for prioritizing access improvements within a facility:

1. Building entrance and primary path of travel

2. Barrier removal items that improve access to program use areas

3. Amenities

4. Areas and elements not required to be modified
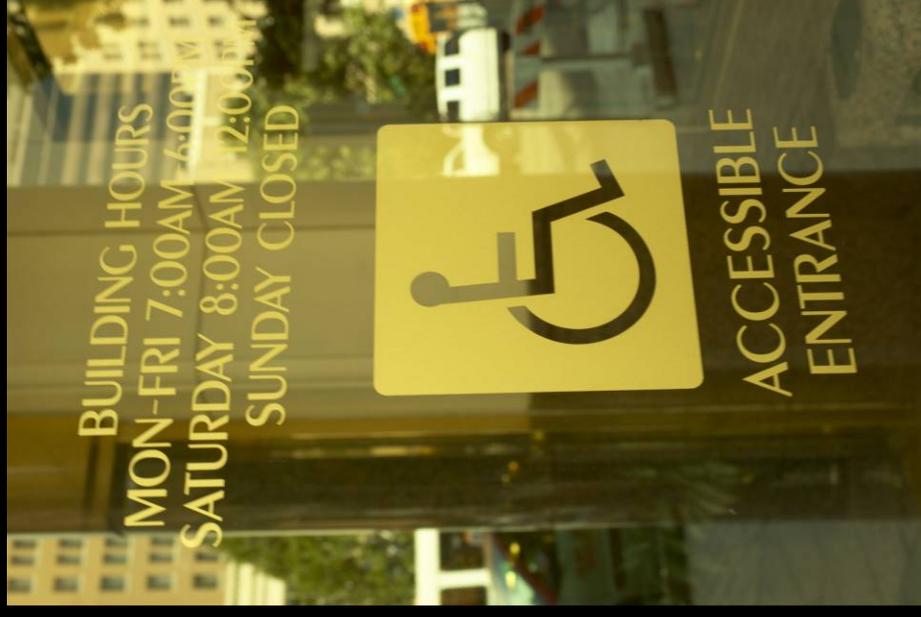
Pedestrian Rights-of-Way

- Conduct a survey of pedestrian features such as sidewalks and curb ramps

- Review City policies and design standards

- Evaluate programs and mechanisms relevant to pedestrian improvements
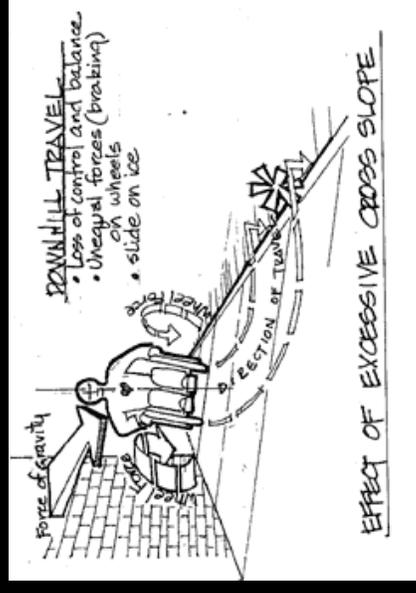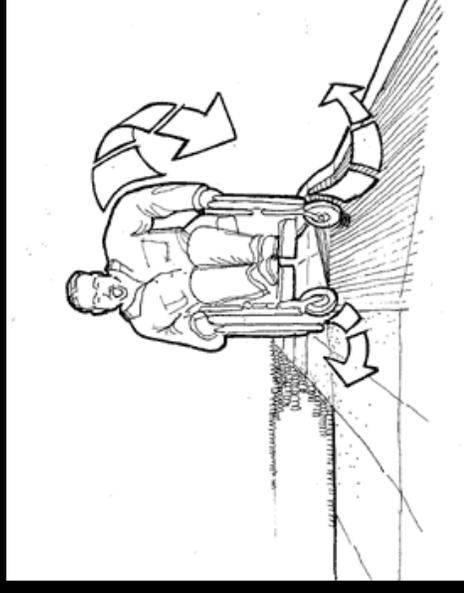
Prioritizing Sidewalks and Curb Ramps

Criteria has already been established by the ADA for prioritizing access improvements within the pedestrian Rights-of-Way:

1. State and local government offices
2. Transportation facilities
3. Commercial and business areas
4. Places of employment
5. Residential neighborhoods

ADA Self-Evaluation and Transition Plan

May 11, 2010

Public Meeting #1
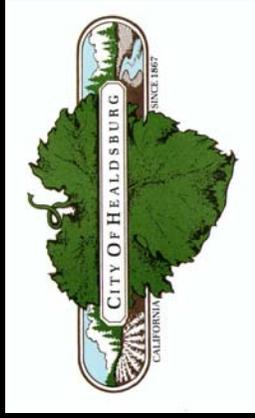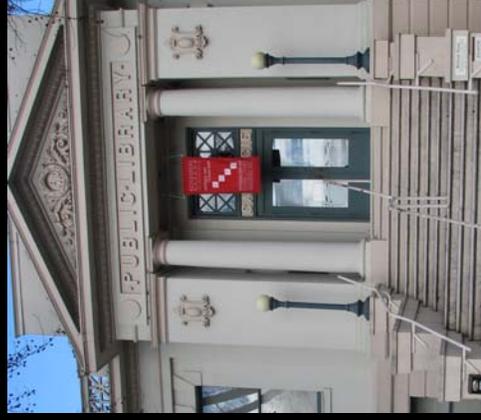
Public Comment Period: March 5 – 27, 2012

1. Consider changing to DRAIL to DSLC (Disability Service and Legal Center) since they are the independent living center that actually services Sonoma County. DRAIL is in a different region.

Note: The document was updated with this recommended change.

2. I had a chance to read your ADA Transition Plan... sounds like for the Deaf and Hard of Hearing, your plan is three-fold: 1) Training for staff etc., on the usage of the TTY, plus, the dissemination of information on location and directory of TTY numbers and personnel involved with special needs servicing, 2) Training for videophone relay, or how to communicate with the deaf/hard of hearing persons, should they call various City Departments via VP and 3) The training of staff in the usage of VRI and installation of remote video interpreting equipment with information on location etc. I will be happy to demonstrate the TTY and Videophone, (point to point or direct calling and VRS, which is the video relay system), plus, I can offer information on where to go to get VRI. Also, I can demonstrate the captioned telephone, as well, since there are hard of hearing persons, who may call the City of Healdsburg, and it would be good to have some education on the captioned phone and how it works.

Note: TTY and VRI training is scheduled to take place on May, 2012.

Appendix C: Sample Citizen Request Form

CITY OF HEALDSBURG SERVICE REQUEST FORM

CITIZEN CONTACT OR CALL RECEIVED BY:	IN HOUSE CONTACT OR CALL FROM:
DATE: TIME:	DATE: TIME:
FORWARD REQUEST TO:	FORWARD REQUEST TO:

SERVICE AREA:

WATER ☐	TRAFFIC SIGNALS ☐
SEWER ☐	ELECTRIC ☐
STREETS ☐	BUILDING/PLANNING ☐
STORMWATER/ DRAINAGE ☐	OTHER ☐

LOCATION OF COMPLAINT:

DESCRIPTION OF COMPLAINT:

SERVICE/ACTION REQUESTED:

NO CONTACT REQUESTED ☐

CONTACT CALLER AT SITE ☐

RESPOND TO CALLER BY PHONE ☐

NAME OF CALLER:	PHONE NO:

ADDRESS OF CALLER:

CITY RESPONSE (INCLUDE DATE, YOUR NAME, ANY CONTACT MADE WITH PUBLIC):

CITY FIELD PERSONNEL DETERMINATION: ☐ PUBLIC   ☐ PRIVATE

EMPLOYEE NAME:	DATE:

FOLLOW UP REQUIRED: ☐ YES   ☐ NO

Appendix D: Downtown Core Pedestrian Rights-of-Way Reports and Maps (Available Upon Request Only)

<u>Public Works Department</u>

Office Hours: 8:00 a.m. to 5:00 p.m. Monday through Friday
Location: 435 Allan Court, Healdsburg , CA 95448
Phone: 707-431-3346
Fax: 707-431-2710

Appendix E: Facility Reports (Available Upon Request Only)

<u>Public Works Department</u>

Office Hours: 8:00 a.m. to 5:00 p.m. Monday through Friday
Location: 435 Allan Court, Healdsburg, CA 95448
Phone: 707-431-3346
Fax: 707-431-2710

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