

2010

ADA Transition Plan

City of Petaluma



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Section I



Executive Summary

I. Executive Summary

A. Legislative Mandate

This report describes the process of the self-evaluation and the requirements for developing the Transition Plan by which policies, programs, and facilities were evaluated for compliance with the ADA; presents the findings of that evaluation; and provides recommendations for ensuring accessibility.

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 (ADA on July 26, 1990). The City of Petaluma is obligated to observe all requirements of Title I of the ADA in its employment practices; Title II in its policies, programs, and services; any parts of Titles IV and V that apply to the City, its programs, services, or facilities; and all requirements specified in the ADA Accessibility Guidelines (ADAAG) that apply to facilities and other physical holdings. Title II regulation adopts the general prohibitions of discrimination established under the Rehabilitation Act 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.

Title II of the ADA stipulates that public entities must identify and evaluate all programs, activities, and services and review all policies, practices, and procedures that govern administration of the programs, activities, and services for all government entities employing more than fifty people. These administrative requirements include:

- Completion of a self-evaluation;
- Development of an ADA complaint procedure;
- Designation of a person who is responsible for overseeing Title II compliance; and
- Development of a Transition Plan if the self-evaluation identifies any structural modifications necessary for compliance.

This ADA Self Evaluation and Transition Plan is being prepared as partial fulfillment of the requirements set forth in Title II of the Americans With Disabilities Act (ADA). This report will assist the City of Petaluma, its City Council, department heads, program directors, and

employees in identifying policy, program, and physical barriers to accessibility and in developing barrier removal solutions that will facilitate the opportunity of access to all individuals.

This report and certain documents incorporated by reference establish the ADA Self-Evaluation and Transition Plan for the City of Petaluma.

B. 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. 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.

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. The ADA establishes requirements to ensure that buildings and facilities are accessible to and usable by people with disabilities. Design guidelines to achieve accessibility have been developed and are maintained by the U.S. Access Board under the jurisdiction of the ADA. The ADA Accessibility Guidelines (ADAAG) and State of California standards, including those found in Title 24, cover a wide variety of facilities (including buildings and outdoor recreation areas) and establish minimum accessibility requirements for new construction and alterations to these facilities.

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, communication and access to information. 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.

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 provides equality of opportunity, but does not guarantee equality of results.

C. Undue Burden

The City does not have to take any action that the City can demonstrate would result in a fundamental alteration in the nature of its program or activity, would create a hazardous condition, or would represent an undue financial and administrative burden. This determination can only be made by the ADA Coordinator and must be accompanied by a statement citing the reasons for reaching that conclusion.

The determination that undue burdens would result must be based on an evaluation of all resources available for use in the program. 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.

D. Self Evaluation and Transition Plan Development Process

The process developed and implemented to complete the City of Petaluma's ADA Self-Evaluation and Transition Plan included meetings with department heads and employees; the administration of departmental program accessibility questionnaires; a review of the City's published rules, regulations and policies; a survey to identify physical barriers in public facilities and pedestrian rights-of-ways; and a public involvement process to obtain input from the public and to review the draft Transition Plan recommendations.

In conjunction with the City Manager's Office, the consultant developed a self evaluation survey, which was given to each department to complete a self evaluation of the City's services, programs, and activities required. Departments were instructed to complete surveys for different divisions and units if they were sufficiently separate and unique. The survey included a review of the following information:

- A summary of the program and its purpose, the specific activities that comprise the program, and the nature of any advertising or program material produced;
- Name of the primary contact person;
- The department's awareness of applicable City policies and procedures;
- The methods used by the department to provide accessibility to programs, services, equipment, information and meetings;
- Transportation services;
- Communication, including television, audiovisual presentations and the City's website;
- Emergency evacuation procedures;
- Printed Information;
- Training and Staffing;
- Public Meetings; and
- Use of Contractors and other program providers, including outside organizations.

The self evaluation process identified public accessibility issues that have both City-wide and department specific impacts. Department specific issues have been transformed into actions that need to be implemented to make the programs accessible. Issues that have

commonality across all departments have been incorporated into policy recommendations for overall application. Findings from each department's report and recommendations can be found in Section III and a copy of the blank questionnaire can be found in Appendix E.

Following the self-evaluation process, City staff conducted a physical audit of all City facilities to determine what alterations might be necessary in order to meet ADA Accessibility Guidelines and prepared preliminary estimates on the costs of the alterations that would be necessary to remove barriers and make City facilities fully accessible. The specific architectural barrier modifications required to make programs accessible are listed in the Appendix D - Facility Reports.

On August 23, 2010, staff participated in a workshop to develop criteria for establishing priorities for the renovation of City facilities. The following criteria were used as the basis for the ranking. For examples of the following criteria levels see Section 5.A.1:

- The Level of Public Use
- Social Impact
- Citizen Rights
- Citizen responsibilities
- Program Uniqueness
- Identified Complaints

Barriers were then assigned levels of priority within each facility based upon the following criteria. For examples of the following criteria levels see Section 5.A.2:

Level 1: Barriers that pose significant obstacles to facility access.

Level 2: Barriers that pose obstacles to program access.

Level 3: Barriers that pose obstacles to amenities or barriers that do not directly affect access to programs, activities, and services provided by the City.

Level 4: Barriers that do not affect public access to facilities or programs.

Using a combination of the City-wide priorities and facility priorities, a schedule will be developed for barrier removal and coordinated with the Capital Improvement Program. See Section V for a detailed discussion of the prioritization process.

In addition to the physical review of City facilities, the policies and practices of the City of Petaluma published in the Municipal Code, General Plan 2025 and the Bicycle and Pedestrian Plan were analyzed to determine whether goals and policies established and/or language used is discriminatory to people with disabilities.

Finally, a public meeting was held at 4:00 p.m. on November 4, 2010, to obtain public input as part of the development of the ADA Self Evaluation and Transition Plan. A summary of the meeting notes can be found in Appendix F.

E. Transition Plan

The ADA sets forth specific requirements for preparation of an acceptable Transition Plan. At a minimum, the elements of the plan should include:

- 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;
- 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.

The Transition Plan combines the findings of the facility surveys, policy assessments, and program evaluations. Specific policy and program recommendations can be found in Sections III and IV, respectively. 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. Because the City of Petaluma has a large number of facilities, it is impossible to immediately renovate all facilities that have barriers to program access. Barriers to facilities will be removed systematically, City-wide, to ensure equality from neighborhood to neighborhood. Facilities targeted in Phase I will become high priority for capital improvement funding.

The City will work to develop specific target dates for Phase I priority improvements. The City has committed to keeping the identified needs list updated and will implement a process to better track corrective action taken and update the outstanding priority list of needed improvements or corrections.

ADA regulations require the City to have an internal grievance policy for the prompt resolution of complaints by a person with a disability who is denied City services or the benefits of any City program or activity because of that person's disability. The City developed and the City Council adopted an ADA Grievance Procedure on February 3, 1992. The text of this policy appears in Section VII.

Section II



Introduction

II Introduction

A. Overview

The 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 as partial fulfillment of the requirements set forth in Title II of the Americans With Disabilities Act (ADA). 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 Petaluma, its City Council, department heads, program directors, and staff in identifying policy, program, and physical barriers to accessibility and in developing barrier removal solutions that will facilitate the opportunity of access to all individuals.

This report describes the process of the Self-Evaluation by which policies, programs, and facilities were evaluated for compliance with the ADA; presents the findings of that evaluation; and provides recommendations for ensuring accessibility. This section provides an overview of the requirements for developing the Transition Plan and outlines the plan development process itself. Subsequent sections will describe and evaluate policies and programs and will establish the relationship between physical and programmatic barriers to accessibility.

B. 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 (ADA on July 26, 1990). The City of Petaluma is obligated to observe all requirements of Title I of the ADA in its employment practices; Title II in its policies,

programs, and services; any parts of Titles IV and V that apply to the City, its programs, services, or facilities; and all requirements specified in the ADA Accessibility Guidelines (ADAAG) that apply to facilities and other physical holdings. 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.
- Select the location of facilities that have the effect of excluding or discriminating against persons with disabilities.
- Discriminate in employment practices against qualified persons with disabilities.

Title II of the ADA stipulates that public entities employing more than fifty people must identify and evaluate all programs, activities, and services and review all policies, practices, and procedures that govern administration of the programs, activities, and services. The ADA prescribes the following requirements:

- Completion of a self-evaluation;
- Development of an ADA complaint procedure;
- Designation of a person who is responsible for overseeing Title II compliance; and
- Development of a Transition Plan if the self-evaluation identifies any structural modifications necessary for compliance. The Transition Plan must be retained for three years.

This report and certain documents incorporated by reference establish the ADA Self-Evaluation and Transition Plan for the City of Petaluma.

In addition, the California Code of Regulations, Title 24, Part 2 mandates that all publicly funded buildings, structures, and related facilities shall be accessible to and usable by persons with disabilities. These regulations, which are often referred to as Title 24, pertain to the City of Petaluma's buildings and facilities that were constructed using state, City, or municipal funds or that are owned, leased, rented, contracted, or sublet by the City. Title 24 regulations and standards were also incorporated in the evaluation of architectural barriers at facilities owned by the City of Petaluma.

C. 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. 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.

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. The ADA establishes requirements to ensure that buildings and facilities are accessible to and usable by people with disabilities. Design guidelines to achieve accessibility have been developed and are maintained by the U.S. Access Board under the jurisdiction of the ADA. The ADA Accessibility Guidelines (ADAAG) and State of California standards, including those found in Title 24, cover a wide variety of facilities (including buildings and outdoor recreation areas) and establish minimum accessibility requirements for new construction and alterations to these facilities.

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, communication and access to information. 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.

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 provides equality of opportunity, but does not guarantee equality of results.

D. Undue Burden

The City does not have to take any action that the City can demonstrate would result in a fundamental alteration in the nature of its program or activity, would create a hazardous condition, or would represent an undue financial and administrative burden. This determination can only be made by the ADA Coordinator, department head, or designee and must be accompanied by a statement citing the reasons for reaching that conclusion.

The determination that undue burdens would result must be based on an evaluation of all resources available for use in the program. 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.

E. ADA Self Evaluation and Transition Plan Development Requirements

The self evaluation is the City's assessment of its current policies, practices, and procedures. The self evaluation identifies and corrects those policies and practices that are inconsistent with Title II's requirements. As part of the self evaluation the City will:

1. Identify all of the City's programs, activities, and services; and
2. Review all of 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. At a minimum, the elements of the plan should include:

- 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;
- 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.

Title II directs that the City should particularly examine:

- Each program to determine whether any physical barriers to access exist and the steps needed to enable these programs to be accessible, when viewed in their entirety;
- Policy modifications to be implemented to provide access to individuals with disabilities and justifications for any exclusionary or limiting policies that will not be modified;
- Methods of communication with the public;
- Alternative communication methods and devices;
- Emergency evacuation techniques;
- Portrayal of individuals with disabilities in written and audio-visual materials;
- Policies and methods to provide access to historic preservation programs;
- The rationale for making decisions that providing access poses an undue financial or administrative burden;
- Employment practices;
- Building and construction policies;
- Measures that have been made to familiarize staff with the policies and practices for providing full participation of individuals with disabilities; and
- Practices designed to limit participation by individuals based on drug usage.

Section V of this report presents the Transition Plan, which satisfies these requirements. The process by which these requirements were met is described below.

F. ADA Self Evaluation and Transition Plan Development Process

The process developed and implemented to complete the City of Petaluma's ADA Self-Evaluation and Transition Plan included meetings with department heads and staff; the administration of program accessibility questionnaires; a review of the City's published rules, regulations and policies; a survey to identify physical barriers in public facilities and pedestrian rights-of-ways; and a public involvement process to obtain input from the public and to review the Transition Plan recommendations.

1. Self Evaluation by Departments

In conjunction with the Office of the City Manager, surveys were completed for each program in each department. A copy of the blank questionnaire can be found in Appendix E. Findings from each department's report can be found in Section III.

2. Review of Published Rules and Regulations

The policies and practices of the City of Petaluma published in the Municipal Code, General Plan 2025 and the Bicycle and Pedestrian Plan were analyzed to determine whether goals and policies established and/or language used is discriminatory to people with disabilities.

3. Facility Survey

In 2010, the City of Petaluma conducted a physical audit of all City facilities to determine what recommendations and alterations might be necessary in order to meet ADA Accessibility Guidelines. City staff completed the audits of all City facilities and prepared preliminary estimates on the costs of the alterations that would be necessary to remove barriers and make City facilities fully accessible.

The specific architectural modifications required to make programs accessible are listed in Appendix D – Facility Reports.

4. Curb Ramp, Sidewalk and Public Right of Way Survey

In 2010, the City of Petaluma conducted a physical survey of all sidewalk and curb ramps located at City-owned facilities. At every facility, the sidewalk and curb ramp on the property of or immediately adjacent to the facility was audited for compliance with ADA Accessibility Guidelines. The path of travel from the nearest bus stop to the facility was also evaluated for compliance and any barriers were documented to be included in the Transition Plan. The Plan to evaluate additional areas of Public Rights of Way is documented in Section VI.

City staff has compiled and documented the project development guidelines used to address curb ramps and sidewalks in Public Works, Capital Improvements and Development projects. Additional details are documented in Section VI.

5. Facility Priorities for Barrier Removal

a. City-Wide Priorities Process

On August 23, 2010, staff participated in a workshop to develop criteria for establishing priorities for the renovation of City facilities. The following criteria were used as the basis for the ranking. For a description of the following criteria levels see section 5.A.1:

- The Level of Public Use
- Social Impact
- Citizen Rights
- Citizen responsibilities
- Program Uniqueness
- Identified Complaints

b. Priorities Within Facilities

Barriers were assigned levels of priority based upon the following criteria. For examples of the following criteria levels see section 5.A.2:

Level 1: Barriers that pose significant obstacles to facility access.

Level 2: Barriers that pose obstacles to program access.

Level 3: Barriers that pose obstacles to amenities or barriers that do not directly affect access to programs, activities, and services provided by the City.

Level 4: Barriers that do not affect public access to facilities or programs.

Using a combination of the City-wide priorities and facility priorities, a schedule will be developed for barrier removal. The schedule for barrier removal should be coordinated with the Capital Improvement Program. It is this area of coordination between the Transition Plan and Capital Improvement Budgets that the City will pay particular attention. While many identified barriers have been eliminated, an ongoing effort will be made to insure that additional barriers are identified and addressed, particularly as funding is available.

6. Public Involvement

A public meeting was held at 4:00 p.m. on November 4, 2010, after surveying the accessibility of the City's facilities, to obtain public input as part of the development of the ADA Self Evaluation and Transition Plan. A summary of the meeting notes can be found in Appendix F.

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Section III



Program Findings

III. Program Findings

Services and 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 does not have to take any action that the City can demonstrate would result in a fundamental alteration in the nature of its program or activity, would create a hazardous condition for other people, or would represent an undue financial and administrative burden. This determination can only be made by the ADA Coordinator and must be accompanied by a written statement of the reasons for reaching that conclusion.

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

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 provides equality of opportunity but does not guarantee equality of results.

A. Program Evaluation Survey

The goals of the Self-Evaluation were:

1. To identify policies and practices that may limit the participation of individuals with disabilities;
2. To document the current level of knowledge, the dissemination of information and interaction with the citizenship through services and programs;
3. To document the practices in place for City services and programs incorporating the disabled community;
4. To develop policy recommendations for the City and each of its departments, divisions, and programs;
5. To ensure that the views of the disability community are included in the City's policies; and
6. To foster ties between City staff and representatives of the disability community.

The process of making City facilities and programs accessible to all individuals will be an on-going one, and the City will continue to review accessibility issues such as resolution of complaints and reasonable modifications to programs. The City will also periodically evaluate the success of improving access to programs by the practices and procedures developed during the Self-Evaluation process.

The self evaluation of the City's services, programs, and activities required and involved the participation of every City department and office. In conjunction with the City Manager's Office, consultants developed a program accessibility questionnaire, which was given to each department to complete. Departments were instructed to complete a questionnaire for different divisions and units if they were sufficiently separate and unique. The survey included a review of the following information:

- A summary of the program and its purpose, the specific activities that comprise the program, and the nature of any advertising or program material produced;
- Name of the primary contact person;
- The department's awareness of applicable City policies and procedures;
- The methods used by the department to provide accessibility to programs, services, equipment, information and meetings;
- Transportation services;
- Communication, including television, audiovisual presentations and the City's website;
- Emergency evacuation procedures;
- Printed Information;
- Training and Staffing;
- Public Meetings; and
- Use of Contractors and other program providers, including outside organizations.

(See Appendix E for a copy of the program accessibility questionnaire.)

B. Review of Published Rules and Regulations

The published policies and practices of the City of Petaluma were analyzed to determine whether services offered are and/or language used is discriminatory to people with disabilities.

C. Overall Findings

The City's self evaluation process identified accessibility issues that have Citywide impacts. The following findings and recommendations apply to all departments. For more specific findings, refer to the program summary report for each department.

1. Notice Requirements

ADA regulations require the City to inform the public of the rights and protections provided by the ADA.

Self Evaluation Findings: The City has regularly posted federal and state equal employment opportunity notices and posters in all appropriate employee areas and has indicated in all job announcements that it is an “Equal Opportunity Employer” who encourages minorities, women, and persons with disabilities to apply.

2. Training

Self Evaluation Findings: In general, City staff is unaware of the everyday accessibility problems encountered by persons with disabilities. They are also not aware of the different types of reasonable accommodations that would make their services accessible. One of the needs most frequently identified by City departments is the need for more and improved training. Different types of training are necessary depending on the type of work and the amount of public contact involved with a specific position.

Almost every City staff member contacted during the self evaluation process expressed openness and enthusiasm in wanting additional information about disabilities and ways to improve the accessibility of City services.

3. Printed Information

Self Evaluation Findings: While some City departments distribute information about obtaining printed information in alternate formats, other departments do not. Every City department and office produces some form of printed information that is available to the public. Many departments produce this information in alternate formats upon request. In order to meet the ADA’s communication standards, the City must be able to provide information in alternative formats such as Braille, large print, audio tape, or computer disk.

Initial analysis reveals that most City departments have the ability to produce most information in large print (by using the zoom feature on a copy machine or larger print font and reformatting a document), audio tape and computer disk.

4. Public Meetings

Self Evaluation Finding: Almost every City department is responsible for holding public meetings. Generally, public meetings are held in locations that are accessible to persons with mobility impairments. However, most City departments indicated that they need training on how to respond to requests for other accommodations. Assistive listening systems for the Council Chambers are available in the City Manager’s office and American Sign Language Interpreters are available through the City Clerk’s office with at least forty-eight (48) hours advance notice for meetings.

5. Communications Issues

Self Evaluation Findings

In-Person Contact: In-person communication with the public is one of the primary functions of any City department. Most departments have utilized some form of communication accommodation.

Telephone Communication: The City has a main telephone number for use with the City TTY (telephone communication devices for the deaf) in the City Clerk's office, 707-778-4480. The Police Department has a TTY as part of the 911 system. The California Relay System (711) offers an alternative to hearing and speech impaired individuals.

6. Emergency Evacuation Procedures

Self Evaluation Findings: Every City department needs emergency evacuation procedures to safely evacuate persons with disabilities.

7. City Contracts

Self Evaluation Findings: Some of the City's contract forms do not include specific contract language that requires its contractors to adhere to the requirements of the ADA.

8. ADA Grievance Policy

ADA regulations require the City to have an internal grievance policy for the prompt resolution of complaints by a person with a disability who is denied City services or the benefits of any City program or activity because of that person's disability.

Self Evaluation Findings: The City developed and the City Council adopted an ADA Grievance Procedure on February 3, 1992. The text of this policy appears in Section VII.

D. Department Summary Reports

The findings from the self evaluation surveys are reported in a condensed format. The following is the structure of each report:

1. Description of Programs and Services
2. Contact Person by Program Area
3. Services to the Public
4. Program/Service Accessibility Issues
5. Modifications in Place
6. Actions Needed to Make Programs Accessible

Specific department's information is provided in the following summary reports:

1. Animal Services
2. Building Division (formerly Building Inspection)
3. City Attorney
4. City Clerk's Office
5. City Council and City Manager

6. Finance Department (formerly Administrative Services)
7. Fire Department
8. Housing and Community Development Block Grant Division
9. Human Resources (formerly Personnel/Risk)
10. Information Technology Division
11. Petaluma Community Development Commission (PCDC)
12. Planning Division (formerly Community Development Department)
13. Police Department
14. Public Works Department
 - a. General Administration
 - b. Airport Division
 - c. Capital Improvements
 - d. Development Engineering
 - e. Maintenance & Operations
 - f. Parks Division
 - g. Transit Operations
15. Recreation Services Division
16. Risk Management
17. Water Resources & Conservation Department

1. Animal Services

- a. Description of Programs and Services

The division is specifically responsible for the following activities:

- i. Sheltering lost and abandoned animals.
- ii. Providing spay/neuter services, vaccinations and other animal health services for the general public.
- iii. Assisting with adoptions from the shelter.

- b. Contact Person: Animal Services Manager

- c. Services to the Public

- Public meetings
- Public information
- Over-the-counter information.

- d. Program/Service Accessibility Issues

- No special training or notification is available regarding the department's obligations and policies that enable persons with disabilities to participate in programs and activities.
- Availability of TTY and California Relay Service is not publicized.
- Documents and publications are not available to individuals with visual or learning disabilities.
- Individuals with disabilities are not portrayed in documents, publications, or audio-visual presentations.

- No auxiliary aids for participants with disabilities are provided at public meetings.
- Emergency evacuation procedures and notification do not exist.
- The procedure for filing a disability discrimination complaint is not publicized.

e. Modifications in Place

- The issue of enabling persons with disabilities to participate in department activities is addressed in department staff meetings and with individuals who have contact with the public.
- Documents can be enlarged to assist those who require a large-print format.
- Staff is available to assist with understanding department documents and forms.
- Public meetings are required to be held in accessible locations and are advertised as being in accessible locations.

f. Actions Needed to Make Programs Accessible

- Train staff members in department's obligations and policies that enable persons with disabilities to participate in programs and activities.
- Publicize the availability of both TTY and California Relay Service availability.
- Provide documents and publications for use by individuals with visual or learning disabilities.
- Portray individuals with disabilities in documents, publications, and audio-visual presentations.
- Provide auxiliary aids for participants with disabilities at public meetings.
- Develop and post emergency evacuation procedures.
- Clarify and publicize the procedure for filing a disability discrimination complaint.

2. Building Division

a. Description of Programs and Services

The division is specifically responsible for the following activities:

- i. Field inspection of all buildings constructed, enlarged, altered, repaired, or moved within its jurisdiction.
- ii. Building plan review or plan checking to ensure that all requirements of state and local building codes, including handicapped access and energy conservation, are reflected on the plans.
- iii. Issue building permits and occupancy certificates.
- iv. Assist the general public by explaining the requirements and regulations that appear in the building codes now in force.

b. Contact Person: Chief Building Official

- c. Services to the Public
 - Public meetings
 - Public information, applications, permits, and other forms
 - Over-the-counter permit application and review services.

- d. Program/Service Accessibility Issues
 - No special training is available regarding the department's obligations and policies that enable persons with disabilities to participate in programs and activities.
 - Availability of California Relay Service is not publicized.
 - Documents and publications are not available to individuals with visual or learning disabilities. Everyone seeking a permit must be able to read and write.
 - Individuals with disabilities are not portrayed in documents, publications, or audio-visual presentations.
 - No auxiliary aids for participants with disabilities are provided at public meetings.
 - Emergency evacuation procedures and notification do not exist.
 - The procedure for filing a disability discrimination complaint is not publicized.

- e. Modifications in Place
 - The issue of enabling persons with disabilities to participate in department activities is addressed in department staff meetings and with individuals who have contact with the public.
 - Counter help is provided for everyone seeking a building permit.
 - Documents can be enlarged to assist those who require a large-print format.
 - Document language has been simplified.
 - Public meetings are required to be held in accessible locations and are advertised as being in accessible locations.

- f. Actions Needed to Make Programs Accessible
 - Train staff members in department's obligations and policies that enable persons with disabilities to participate in programs and activities.
 - Publicize the availability of California Relay Service.
 - Provide documents and publications for use by individuals with visual or learning disabilities.
 - Portray individuals with disabilities in documents, publications, and audio-visual presentations.
 - Provide auxiliary aids for participants with disabilities at public meetings.
 - Develop and post emergency evacuation procedures.
 - Clarify and publicize the procedure for filing a disability discrimination complaint.

3. City Attorney

a. Description of Programs and Services

The City Attorney's office is responsible for:

- i. Prosecution violations of the City's charter and City ordinances and resolutions.
- ii. Attending to all suits and other matters to which the City is a party or in which the City may be legally interested.
- iii. Giving advice or opinion in writing to City officials; passing upon the sufficiency and validity of all bonds given to and all contracts made with the City; drafting any and all proposed ordinances, resolutions, laws, rules, contracts, bonds, and all other legal papers for the City.

b. Contact Person: City Attorney

c. Services to the Public

The City Attorney's office reports to the City Council and serves the public through responding to inquiries and attending public hearings. The City Attorney's office also represents the City at public meetings and proceedings. Because of the nature of the attorney-client relationship and the City Attorney's related professional responsibilities, most services are provided directly to City elected and appointed officials and staff and not directly to the public.

d. Program/Service Accessibility Issues

- No special training is available regarding the department's obligations and policies that enable persons with disabilities to participate in programs and activities, although the City Attorney's office is generally familiar with Federal and State accessibility and anti-discrimination requirements.
- TTY equipment does not exist in the department and staff members are not automatically trained in the use of TTY equipment or other means of communicating over the telephone with hearing impaired individuals, however, such equipment is available through the City Clerk's office.
- Documents and publications are not directly available to individuals with visual or learning disabilities, however, City Attorney Office documents that are subject to disclosure to the public may be made available to persons with disabilities in alternative formats through the City Clerk's office. Everyone seeking legal information regarding ordinances, resolutions, and agreements must be able to read and write.
- Assistive listening devices are available at public hearings through coordination with the City Clerk's office.
- Emergency evacuation procedures and notifications do not exist.
- The procedure for filing a disability discrimination complaint is not publicized.

- e. Modifications in Place
 - Documents may include contracts/agreements, municipal ordinances, resolutions, laws, court opinions, etc., whose language cannot be simplified due to the legal nature of the documents. The City Attorney is available to give opinion/clarification of documents to City officials and staff members.
 - Public hearings are required to be held in accessible locations and are advertised as being in accessible locations through public notices in newspapers, which read:
This meeting, and all City Council (or Planning Commission) meetings, may be seen on Cable Channel 28. Efforts will be made to accommodate disabilities. The City Manager's office must be notified at 707-778-4345 within 5 days from date of publication of this notice if you need special accommodations.
 - Sign language interpreters are provided through the City Clerk's office, along with any written material relevant to the meeting.
 - Assistive listening devices are provided through the City Manager's office, along with any written material relevant to the meeting.
 - All persons who inquire about how and with whom to file a disability discrimination complaint are referred to the ADA Coordinator.

- f. Actions Needed to Make Programs Accessible
 - Train all staff members in department's obligations and policies that enable persons with disabilities to participate in programs and activities.
 - Coordinate assistive listening devices or interpreters at public hearings to ensure that individuals with hearing disabilities can participate effectively.
 - Train staff members in the operation of TTYs or in other means of communicating over the telephone with a person with a hearing disability.
 - Provide public documents and publications for use by individuals with visual or learning disabilities, including, where possible, through alternative formats in coordination with the City Clerk's office.
 - Develop and post emergency evacuation procedures.
 - Clarify and publicize the procedure for filing a disability discrimination complaint.

4. City Clerk's Office

a. Description of Programs and Services

The City Clerk's Office attends public meetings of the City Council and interacts with applicants and members of the City's boards and commissions. Information services are provided to the public over the telephone and in person regarding general City services, municipal codes, research of files, and actions taken by the City Council.

- b. Contact Person: City Clerk
- c. Services to the Public
 - Information services in person and over the telephone in the areas of general City services, municipal codes, and actions taken by the City Council (including distributing minutes and meeting agendas).
 - TTY equipment is in the department and staff members are trained in the use of TTY equipment or other means of communicating over the telephone with hearing impaired individuals.
 - Interpreters and assistive listening devices are available upon request at public meetings.
- d. Program/Service Accessibility Issues
 - Wheelchair access to the information counter in the City Clerk's office is restricted.
 - Access to the podium and microphone in the City Council Chambers is limited.
 - Access to City Council meeting agendas is limited to individuals:
 - who supply their own mailing envelopes
 - who visit the City Clerk's office
 - who have access to cable television
 - who are able to read the local newspapers.
 - who have a fax machine or Internet access.
 - The department has no plans for including individuals with visual disabilities in its programs and activities.
 - Documents and publications are not available in Braille or in simple, easy-to-read language for individuals with learning disabilities.
 - Emergency evacuation procedures do not exist.
 - Right to participate, special procedures for individuals with disabilities, and accessible locations for meetings only appears as written note on agendas.
- e. Modifications in Place
 - The City Clerk's Office will strive to provide documents and publications in alternative media when requested. To date, no requests have been made.
 - Meetings are held in accessible locations.
 - Special needs requests are honored.
 - Assistance with electronic equipment is available upon request.
 - Individuals requesting information about filing a disability discrimination complaint would be referred the ADA Coordinator.

- f. **Actions Needed to Make Programs Accessible**
- Pursue options for including individuals with visual disabilities in the department's programs and activities. City Council meetings are broadcast live on cable television and replayed. Video and audio of meetings are available live on the Internet via streaming media with agendas and links to staff reports for each item. Archived meetings and reports are available on-line beginning February 2005.
 - Train all staff regarding the department's obligations and policies that enable persons with disabilities to participate in programs and activities.
 - Train staff members in the use of TTY equipment or other means of communicating over the telephone with a person with a hearing disability.
 - Modify documents and publications for individuals with visual and learning disabilities.
 - Provide interpreters and assistive listening devices at public meetings upon request.
 - Develop and post emergency evacuation procedures.

5. City Council and City Manager

a. **Description of Programs and Services**

The City Manager's office is located in City Hall and is often frequented by the public although there are no formal programs or activities. The City Manager's office serves the public through answering questions, giving directions, and attending meetings.

The City Council Chamber and Mayor's Office is located at City Hall. The Council Chamber is used on a regular basis for public, televised meetings or other meetings as needed.

b. **Contact Person: Assistant City Manager**

c. **Services to the Public**

The City Manager's office serves the public through answering questions, giving directions, and attending meetings.

d. **Program/Service Accessibility Issues**

- No formal staff training has been provided regarding the department's obligations and policies. However, there are discussions in staff meetings and with individuals.
- There is no ability to use a TTY from the City manager's office or City Council Chambers.
- Emergency evacuation procedures do not exist.

- Documents and publications are not available in alternate formats for the visually impaired.
- e. Modifications in Place
 - Contracts and bid packets are specifically delineated regarding disability issues.
 - A consultant with experience in monitoring equal opportunity requirements is on contract with the City.
 - Documents and publications are available in alternate formats and media when requested.
 - Meeting accommodations are available upon request.
 - Voice and physical notification are provided for persons with disabilities.
- f. Actions Needed to Make Programs Accessible
 - Train staff members in the use of TTY equipment located in the City Clerk's office or other means of communicating over the telephone with a person with a hearing disability.
 - Develop and post emergency evacuation procedures.

6. Finance Department

a. Description of Programs and Services

The Finance Department's primary role involves maintaining the City's financial operations and customer service to the public. It is specifically responsible for the following activities:

1. Utility, business license, and miscellaneous billing: maintaining computer files on customer accounts and utility information, including meter readings, payments, and adjustments.
 2. Licensing and tax: maintaining records on business tax certificates, animal licenses, the transient occupancy tax, and various benefit district information, including renewal and delinquency processing.
 3. Payroll: maintains and administers computer records of all payroll information.
 4. Accounts payable: processes all accounts payable requests, including tracking payments, purchase orders, and shipping and receiving tags.
 5. General Services: provide purchasing, printing, and mail support.
 6. General ledger: develops and maintains all financial accounting records of City operations.
 7. Budget: develops and supports all City departments on budget implementation.
- b. Contact Person: Finance Director
- c. Services to the Public
 - Facilitating payment transactions for utilities, licenses, and taxes.

- d. Program/Service Accessibility Issues
 - No special training is available regarding the department's obligations and policies that enable persons with disabilities to participate in programs and activities.
 - TTY equipment does not exist in the department.
 - Staff members do not receive training in operating TTYs.
 - Documents and publications are not available for individuals with visual disabilities.
 - Emergency evacuation procedures and notification do not exist.
 - No special notification exists informing individuals with disabilities of their right to participate or special procedures and devices available.
 - The procedure for filing a disability discrimination complaint is not publicized.

- e. Modifications in Place
 - The issue of enabling persons with disabilities to participate in department activities is addressed in staff meetings and with individuals who have contact with the public.
 - California Relay Service is available for use in communicating telephonically with individuals with hearing disabilities. Although this service is not publicized to those with hearing and speech difficulties, staff members are advised of its availability.
 - TTY equipment is available in the Police Department (for 911 use only) or in City Clerk's office.
 - Documents and publications have been written in simple terms for individuals with learning disabilities.

- f. Actions Needed to Make Programs Accessible
 - Train staff members in department's obligations and policies that enable persons with disabilities to participate in programs and activities.
 - Publicize the availability of California Relay Service.
 - Train staff members in the operation of TTYs or in other means of communicating over the telephone with a person with a hearing disability.
 - Develop and post emergency evacuation procedures.
 - Notify the public of the right of individuals with disabilities to participate in department activities and the special procedures and devices available for their use.
 - Clarify and publicize the procedure for filing a disability discrimination complaint.

7. Fire Department

- a. Description of Programs and Services

The Fire Department consists of the following programs: Fire Suppression and Emergency Response, Disaster Preparedness, and Fire Prevention.

FIRE SUPPRESSION AND EMERGENCY RESPONSE

The Petaluma Fire Department provides fire, rescue, and emergency medical services for the citizens of the City of Petaluma and southern Sonoma County.

DISASTER PREPAREDNESS

The Petaluma Fire Department continues to have the major responsibility of preparing the City of Petaluma for disasters, and has provided disaster preparedness information and training to all City departments, schools and citizens groups that request assistance. The Emergency Operations Center (EOC) is activated during extraordinary emergencies and disasters to plan and coordinate all response and recovery operations.

FIRE PREVENTION

Under the direction of the Fire Marshal, the Fire Prevention Bureau has five main responsibilities:

- Plan Review is conducted for proposed new construction projects, building remodels and land development projects throughout the City, including the review of fire and life safety systems and their intended use and installation.
- Code Enforcement and Inspection is responsible for inspecting existing businesses and properties for fire code violations and to educate occupants on the safe handling, use, and proper storage of hazardous materials; conducts testing of fire and life safety systems; and conducts inspections of special events.
- Weed Abatement inspects both public and private properties for unabated hazardous and/or combustible fuels.
- Public Education provides numerous programs intended to promote and teach fire safety to all ages.
- Fire Investigation is responsible for determining the origin and cause of fires.

b. Contact Person: Fire Chief

c. Services to the Public

- Fire suppression, rescue and emergency medical response.
- Disaster preparedness training and education for fire safety.
- Coordination of recovery operations during an extraordinary emergency event.
- Fire and life safety system inspection of existing systems and review of planned system installation or improvement.

- Plan review for emergency access of new land developments or improvements to existing structures.
 - Inspection of structures and properties for proper hazardous materials use and storage, abatement of combustible fuels, and determination of origins of fires.
 - The Fire Prevention Office and Fire Stations One, Two, and Three are open to the public for a variety of specialized purposes: voting, tours, lectures on fire safety, and a place to pick up information on programs.
- d. Program/Service Accessibility Issues
- No ability to use TTY from Fire Department locations and no training in use of TTY.
 - No outreach program on the availability of California Relay Service
 - Documents and publications are not available on audio tape, in Braille, or in computer format for individuals with visual disabilities.
 - Some documents are not provided in a simplified format for individuals with learning disabilities.
 - Assistive listening devices are not available at public meetings.
 - Emergency evacuation procedures are not posted within the headquarters building (Fire Station #1) and depend on personal contact.
 - No special notification exists to inform individuals with disabilities of their right to participate or of the availability of special procedures and devices at meetings and programs.
 - The presence of physical barriers has the potential of limiting the participation of individuals with disabilities.
- e. Modifications in Place
- The Petaluma Police Dispatch acts as a TTY relay service for emergencies.
 - Documents and publications can be reproduced in a larger size for individuals with visual disabilities.
 - Special needs requests are provided in an expeditious manner.
 - Emergency evacuation procedures require that public safety trained personnel shall accompany anyone in a Fire Department building.
 - Notification that meetings are held at accessible locations is posted on Council meeting agendas by the City Clerk.
 - Individuals requesting information on how to file a disability discrimination complaint are referred to the ADA Coordinator.
 - Emergency transportation by ambulance is available for all persons.
 - Emergency crews utilize on-scene techniques to locate all victims regardless of disabilities.
 - A public information program is used to notify the public of their right to participate in department programs or activities regardless of their disabilities.

- Emergency evacuation is accomplished by personal contact. Evacuation diagrams are available at Fire Stations 2 & 3. The public is restricted from office/department areas without direct staff supervision.
- f. **Actions Needed to Make Programs Accessible**
- All staff members to receive limited training on a monthly basis on a subject related to the department's obligations and policies that enable persons with disabilities to participate in programs and activities. This information is also available in policy and procedures manuals.
 - Train all staff members more extensively on department's obligations and policies that enable persons with disabilities to participate in department programs and activities.
 - Train staff in the use of TTY for routine business.
 - Publicize the availability of California Relay Service.
 - Provide documents and publications in alternative formats for individuals with visual disabilities.
 - Provide simplified documents and publications for individuals with learning disabilities.
 - Accommodate individuals with hearing disabilities who do not read sign language at meetings through assistive listening devices or other means.
 - Notify the public of right of individuals with disabilities to participate and special procedures and devices available at meetings and programs.
 - Post emergency evacuation procedures at the headquarters building (Fire Station #1).
 - Clarify and publicize the procedure for filing a disability discrimination complaint.
 - Remove potential physical barriers.
- 8. Housing and Community Development Block Grant Division**
- a. **Description of Housing Program and Community Development Block Grant Programs and Services**
- i. The Housing and Block Grant Division administers the City's Housing In-lieu Fund, Low-Mod Set-aside Fund, Commercial Linkage Fund and the Block Grant Program. All projects and programs are implemented and administered by community-based nonprofit organizations for the benefit of low-moderate income residents, seniors and disabled residents.
 - ii. Facilitate the development and management of rental housing for families, seniors, and special needs populations. All developments are accessible or adaptable for persons with a physical disability. Specific developments are targeted to persons with a developmental or mental disability.
 - iii. Develop and monitor housing related programs, including rehabilitation of homes for persons with a disability, public works

- projects which address disability issues, and senior meals programs which serve many disabled households.
- iv. Administer sales and resale of homeowner units, which include homes which are adaptable for persons with a disability.
 - v. Fund and monitor a Fair Housing Program which administers the City's policies regarding "any actions, omissions, or decisions taken because of race, color, religion, sex, disability, familial status, or national origin which restrict housing choices."
- b. Contact Person: Housing and CDBG Administrator
- c. Services to the Public
- Rental Housing
 - For-Sale Housing
 - Housing Related Services
- d. Program/Service Accessibility Issues
- No TTY equipment at Housing Office at 27 Howard Street; most housing communities and nonprofit owners/managers have on site TTY and staff trained to utilize it.
 - Informational documents are not available for persons with special needs.
 - Certain notifications are not available for persons with special needs.
 - Emergency evacuation procedures are not posted and depend on personal contact.
- e. Modifications in Place
- There are no policies that limit participation; the City has a certified "Analysis of Impediments," the document required by HUD to address protected class issues.
 - Staff has been informed of department's obligations and policies.
 - Consultants and workers from outside the department are informed of policies through the ADA language expressed in contract and bid documents.
 - A consultant with experience in monitoring equal opportunity requirements is on contract with the City.
 - Meetings are held at accessible locations.
 - Accommodations for public meetings are available upon request.
 - Electronic equipment accessibility is available upon request.
 - Information on the right of individuals with disabilities to participate is clearly stated in all housing materials.
 - Notification of special procedures used for individuals with disabilities is handled by non-profit agencies such as Disability Services and Legal Center.

- TTY Equipment is located in the City Clerk's Department.
- f. Actions Needed to Make Programs Accessible
- Train staff members in the use of TTY equipment.
 - Provide documents and publications in simple, easy-to-understand language for individuals with learning disabilities.
 - Publicize use of special procedures, accessible locations and auxiliary aids for meetings in a manner accessible to those with visual or learning disabilities.
 - Clarify and publicize disability discrimination grievance procedure.
 - Provide emergency evacuation procedures/notification for individuals with visual disabilities.

9. Human Resources

a. Description of Programs and Services

Human Resources (HR) is a division of the City Manager's Office. The HR Division provides recruitment, selection, classification, compensation, benefits administration, training and staff development, labor relations, and general administration support to all City Departments.

b. Contact person: Human Resources Manager

c. Services to the Public

1. Job recruitment information including announcements and the online application system.
2. Testing/Examinations for City jobs.

d. Program/Service Accessibility Issues

- Training videos for City staff are not captioned, but a request for accommodation would be fulfilled.
- No emergency evacuation procedures/notification for individuals with visual disabilities.
- Documents and publications are available in alternate formats for individuals with visual disabilities when requested.
- No TTY equipment in the department and staff is not trained in its use.

e. Modifications in Place

- Classification specifications, including the minimum qualifications, based upon the essential duties and working conditions of the classification, are reviewed and revised as necessary prior to conducting an open recruitment.
- Requirements related to physical or mental fitness and/or performance requirements are evaluated and administered by the Human Resources Division. In accordance with State regulations, medical doctors perform

the physical evaluations for fitness, and a licensed clinical psychologist performs the mental fitness evaluations. Benefits are not denied based on pre-existing conditions.

- Human Resources examines practices and policies on an on-going basis to determine adverse impact on protected class members, including persons with disabilities. A review of current practices and procedures indicates that no changes to policies are necessary.
 - On an on-going basis, all staff members are trained regarding non-discrimination and reasonable accommodation on the basis of disability and other protected class status.
 - The City Attorney's office provides general contract language to ensure that contractors and procurement staff are aware of their obligations to facilitate participation of individuals with disabilities.
 - TTY equipment is located in the Police Department and the City Clerk's Department, and the numbers will be listed on all job announcements.
 - Documents and publications are made available in alternative formats, upon request.
 - Hearings and conferences are held in accessible locations.
 - Special requests for accommodations are addressed with sufficient prior notice.
 - California Department of Fair Employment and Housing posters and the City of Petaluma's EEO and ADA policies are displayed on the Human Resource's bulletin boards.
 - All advertisements of job openings include the following information:
 - 🗺️ Special accommodations for physical and/or mental disabilities may be made with sufficient notice. The following language is included to address all applicants regarding such requests:
If you need special accommodation for any stage of the examination process, please visit the City's website and complete the Special Testing Accommodation Request Form at <http://cityofpetaluma.net/hr/forms.html>. You may also contact the Human Resources Division at (707) 778-4534 or via email at humanresources@ci.petaluma.ca.us.
 - 🗺️ The City is an Equal Opportunity Employer.
- f. Actions Needed to Make Programs Accessible
- Modify documents and publications for individuals with visual disabilities.
 - Develop and post emergency evacuation procedures for individuals with visual disabilities.

10. Information Technology Division

- a. Description of Programs and Services

Information Technology provides management of a broad range of technology – from web site to telephones, computers, systems and data communications – for the City’s department users. IT also manages the City’s GIS system.

- b. Contact Person: Information Technology Manager
- c. Services to the Public
 - City of Petaluma website
- d. Program/Service Accessibility Issues
 - No special training is available regarding the department’s obligations and policies that enable persons with disabilities to participate in programs and activities.
 - TTY equipment does not exist in the department and staff members are not automatically trained in the use of TTY equipment or other means of communicating over the telephone with individuals with hearing disabilities.
 - The availability of California Relay Service is not publicized.
 - Documents and publications are not modified for individuals with learning disabilities.
 - Individuals with disabilities are not portrayed in documents and publications.
 - No emergency evacuation procedures/notification for individuals with visual disabilities.
 - Individuals with disabilities are not notified of their right to participate in programs or activities.
 - The procedure for filing a disability discrimination complaint is not publicized.
 - Contractors are not made aware of their obligations to facilitate participation of individuals with disabilities.
- e. Modifications in Place
 - Copies of public documents in large-print format are made available upon request. To date, no requests have been made.
 - Assistance in understanding publications is available from staff.
 - Electronic equipment is used only by employees. Accommodations and adaptations are handled on a case-by-case basis.
 - Evacuation maps are posted, and employees are available to escort individuals with disabilities.
 - TTY equipment is located in the Police Department and the City Clerk’s Department.
 - City website is compliant with electronic readers to the extent currently possible (excluding maps, graphs and photos)

- f. Actions Needed to Make Programs Accessible
- Provide training for all staff members regarding the department's obligations and policies that enable persons with disabilities to participate in programs and activities.
 - Train staff members in the use of TTY or in other means of communicating over the telephone with hearing impaired individuals.
 - Publicize the availability of California Relay Service.
 - Modify documents and publications for individuals with visual disabilities.
 - Portray individuals with disabilities in documents and publications.
 - Publicize the right of individuals with disabilities to participate in programs or activities.
 - Publicize the procedure for filing a disability discrimination complaint.
 - Develop and post emergency evacuation procedures for individuals with visual disabilities.

11. Petaluma Community Development Commission (PCDC) (non-housing)

- a. Description of Programs and Services
The Petaluma Community Development Commission (PCDC) undertakes projects and activities in two Project Areas to alleviate blighting conditions and address Redevelopment Program goals in six basic program categories: circulation; public facilities and infrastructure; economic development; building rehabilitation; site preparation and development; and affordable housing.
- b. Contact Person: Redevelopment Manager
- c. Services to the Public
- Elimination of blight, improved vehicular and pedestrian circulation, expansion and maintenance of public facilities and infrastructure, economic development and building rehabilitation.
 - The PCDC Capital Program is in great part designed to improve accessibility, e.g., ramps, home retrofit, affordable new residential construction, homelessness prevention.
- d. Program/Service Accessibility Issues
- No formal training is provided to staff members regarding program and activity accessibility.
 - TTY equipment is not available in the department.
 - Publications are not available in simplified versions.
 - Publications are not available in alternate formats or media for individuals with visual disabilities.

- e. Modifications in Place
 - Staff receives training through seminars as available.
 - The City Clerk's office has TTY capabilities.
 - Meeting accommodations are available upon request.
 - Presentations are prepared with a visual and audio component.
 - Voice and physical notification are provided for emergency evacuation of people with disabilities.
 - Notices of public meetings are published in the newspaper; posted on outside bulleting board; local TV coverage of agendas and meetings, with video and/or audio tapes available for borrowing.

- f. Actions Needed to Make Programs Accessible
 - Training in the use of TTY.
 - Publicize the use of California Relay Service.
 - Provide training for staff members.
 - Produce department documents in simplified versions for individuals with learning disabilities and alternate formats or media for individuals with visual disabilities.

12. Planning Division

a. Description of Programs and Services

Facilitate public participation in the review of development proposals and the formulation of long-range planning efforts, consistent with City policies, objectives, and goals.

b. Contact Person: Planning Manager

c. Services to the Public

- Public meetings
- Public information, applications, permits, and other forms.
- Over-the-counter services.

d. Program/Service Accessibility Issues

- No TTY equipment in the department.
- Publications are not available in simplified versions.
- Individuals with disabilities not portrayed in publications or audio-visual presentations.
- No special preparation of audio-visual presentations in alternate formats.
- No emergency evacuation procedures/notification for individuals with visual disabilities.

- Notification of special procedures, accessible locations, and auxiliary aids for meetings is only publicized in written materials, which are not accessible to those with visual or learning disabilities.
- e. Modifications in Place
- The department's obligations and policies that enable persons with disabilities to participate are communicated to all staff members through department staff meetings.
 - Contractors and workers from outside the department are informed of their responsibility to facilitate participation of individuals with disabilities through the ADA language expressed in contract and bid documents.
 - Contractors are monitored through personal contact.
 - Staff reports and communications can be made available in large-print format.
 - Counter help is provided to explain the content of documents.
 - Meetings are held at accessible locations.
 - Special needs requests are addressed in an expeditious manner.
 - Assistive listening devices are available at meetings.
 - Right to participate, special procedures for disabled and accessible locations for meetings are stated on all written public notices.
 - Disability discrimination grievance procedure is publicized through the Human Resources/Risk Management Divisions.
- f. Actions Needed to Make Programs Accessible
- Acquire TTY equipment or other means of communicating over the telephone with a person with a hearing disability and train staff members.
 - Make reports, communications, and audio-visual presentations for the public available in alternate formats.
 - Portray individuals with disabilities in publications and audio-visual presentations.
 - Provide emergency evacuation procedures/notification for individuals with visual disabilities.
 - Publicize the right of individuals with disabilities to participate in programs or activities.
 - Provide training to the staff.
- 13. Police Department**
- a. Description of Programs and Services
- Provide public safety services, including:
- Take crime reports and investigate all crimes occurring within the City;
 - Traffic law enforcement; accident investigation;

- Parking Enforcement: enforces City parking laws.
- b. Contact person: Police Chief
- c. Services to the Public
- Counter services in police station.
 - Response to citizens' calls for police service (emergency and non-emergency).
 - Investigation of criminal offenses and traffic accidents.
- d. Program/Service Accessibility Issues
- The use of California Relay Service is not publicized.
 - Assistive listening devices at department-hosted meetings are not provided.
 - No emergency evacuation system in place to notify individual with visual disabilities.
 - No system for notification in place (right to participate, procedures for individuals with disabilities, or accessible meeting locations).
 - The procedure for filing a disability discrimination complaint is not publicized.
- e. Modifications in Place
- All staff members are informed/trained (through roll-call training and informational memos) regarding the department's obligations and policies that enable persons with disabilities to participate in programs and activities.
 - Transportation is provided with assistance in a police car or in a City ambulance.
 - TTY system is used and TTY training is conducted by a dispatcher with experience in TTY use. 911 Training takes place during the initial police training program with on-going training as needed.
 - An additional TTY telephone was added in the lobby of the police station.
 - Documents and publications are available in a variety of formats, including easy-to-understand language.
 - Individuals with disabilities are portrayed in documents, publications, and audio-visual presentations.
 - Department-hosted meetings are held at accessible locations.
 - Special needs requests are addressed in an expeditious manner.
- f. Actions Needed to Make Programs Accessible
- Publicize the use of California Relay Service.
 - Provide assistive listening devices at department-hosted meetings.
 - Develop an emergency evacuation plan for individuals with visual disabilities.

- Develop system for notification (right to participate, procedures for individuals with disabilities, or accessible meeting locations).
- Publicize the procedure for filing a disability discrimination complaint.

14. Public Works Department

The Public Works Department consists of the following areas: General Administration, Airport Division, Capital Improvements, Development Engineering, Maintenance & Operations, and Transit & Transportation. Each area's specific programs and services are outlined below.

The Public Works Department oversees maintenance of City streets; the Turning Basin; the D Street Bridge, including openings; street lights; traffic signals; traffic signage and striping; the City's fleet of vehicles and equipment; the Keller Street parking structure; and all public buildings and facilities. The Department's Engineering service divisions are responsible for implementation of Petaluma's capital improvement program, which is an integral component of the General Plan; implementation of FEMA infrastructure projects; review of privately funded development projects; public right-of-way inspections; and oversight of the City's traffic circulation system. In addition, the Department oversees the Petaluma Municipal Airport, Petaluma Transit, and manages the City's waste hauling contract.

a. General Administration

1. Description of Programs and Services

Primary business office for the Public Works Department is located at City Hall. Information is provided through a receptionist, telephone, email and Internet to the general public, consultants, contractors, other departments and agencies.

2. Contact Person: Public Works Director

3. Services to the Public

- Encroachment Permits
- Turning Basin mooring permits
- D Street Bridge opening

4. Program/Service Accessibility Issues

- No formal training is provided to staff members regarding program and activity accessibility.
- TTY equipment is not available in the department.
- Publications are not available in simplified versions.
- Publications are not available in alternate formats or media for individuals with visual disabilities
- The use of California Relay Service is not publicized.

- Assistive listening devices at department-hosted meetings are not provided.
- No emergency evacuation system in place to notify individual with visual disabilities
- The procedure for filing a disability discrimination complaint is not publicized.
- Individuals with disabilities are not portrayed in documents and publications.
- Assistive listening devices at department-hosted meetings are not provided.

5. Modifications in Place

- Department-hosted meetings are held at accessible locations.
- Staff receives training through seminars as available.
- The City Clerk's office has TTY capabilities.
- Meeting accommodations are available upon request.
- Presentations are prepared with a visual and audio component.
- Voice and physical notification are provided for emergency evacuation of people with disabilities.
- Notices of public meetings are published in the newspaper; posted on outside bulletin board; local TV coverage of agendas and meetings, with video and/or audio tapes available for borrowing.

6. Actions Needed to Make Programs Accessible

- Publicize the use of California Relay Service.
- Provide assistive listening devices at department-hosted meetings.
- Develop an emergency evacuation plan for individuals with visual disabilities.
- Publicize the right of individuals with disabilities to participate in programs or activities.
- Publicize the procedure for filing a disability discrimination complaint.
- Training in the use of TTY.
- Provide training for staff members.
- Produce department documents in simplified versions for individuals with learning disabilities and alternate formats or media for individuals with visual disabilities.

b. Airport Division

1. Description of Programs and Services

City-owned and operated general aviation public airport.

2. Contact Person: Airport Manager
3. Services to the Public
 - Public airport facility
4. Program/Service Accessibility Issues
 - TTY equipment is not available in the department.
 - The use of California Relay Service is not publicized.
5. Modifications in Place
 - Training for staff is provided by verbal direction.
 - The airport operates under the requirements of the Federal Aviation Administration (FAA), the State, and the City, all of which have explicit rules and guidelines to prevent direct or indirect discrimination against people with disabilities and the requirements are written into contracts.
 - The City Clerk's office has TTY capabilities.
 - Meetings are held in accessible locations and interpreters, readers, adaptive equipment are provided on an as-needed basis.
6. Actions Needed to Make Programs Accessible
 - Publicize the use of California Relay Service.
 - Train staff in the use of TTY.
 - Develop an emergency evacuation plan for individuals with visual disabilities.
 - Publicize the procedure for filing a disability discrimination complaint.

c. Capital Improvements

1. Description of Programs and Services
Develops capital improvement program including budgeting, project development, design, project administration and inspection.
2. Contact Person: Capital Improvements Manager
3. Services to the Public
 - improved vehicular and pedestrian circulation, expansion, rehabilitation and maintenance of public facilities and infrastructure
4. Program/Service Accessibility Issues

- No formal training is provided to staff members regarding program and activity accessibility.
 - TTY equipment is not available in the department.
 - Publications are not available in simplified versions.
 - Publications are not available in alternate formats or media for individuals with visual disabilities.
 - The use of California Relay Service is not publicized.
 - Assistive listening devices at department-hosted meetings are not provided.
 - No emergency evacuation system in place to notify individual with visual disabilities
 - The procedure for filing a disability discrimination complaint is not publicized.
 - Individuals with disabilities are not portrayed in documents and publications.
5. Modifications in Place
- Department-hosted meetings are held at accessible locations.
 - Staff receives training through seminars as available.
 - The City Clerk's office has TTY capabilities.
 - Meeting accommodations are available upon request.
 - Presentations are prepared with a visual and audio component.
 - Voice and physical notification are provided for emergency evacuation of people with disabilities.
 - Notices of public meetings are published in the newspaper; posted on outside bulletin board; local TV coverage of agendas and meetings, with video and/or audio tapes available for borrowing.
6. Actions Needed to Make Programs Accessible
- Publicize the use of California Relay Service.
 - Provide assistive listening devices at department-hosted meetings.
 - Develop an emergency evacuation plan for individuals with visual disabilities.
 - Publicize the right of individuals with disabilities to participate in programs or activities.
 - Publicize the procedure for filing a disability discrimination complaint.
 - Training in the use of TTY.
 - Provide training for staff members.
 - Produce department documents in simplified versions for individuals with learning disabilities and alternate formats or media for individuals with visual disabilities.

d. Development Engineering

1. Description of Programs and Services

Development Engineering is responsible for a full spectrum of engineering issues related to private development including the review of development projects, design and construct public projects, and provide traffic engineering services. Entitlement projects are evaluated, conditioned, reviewed in public hearings, and approved. Improvement plans and maps are evaluated and approved for construction. Inspection Services provides construction inspection for development engineering projects.

2. Contact Person: City Engineer

3. Services to the Public

- Public Meetings
- Development Review and Inspection
- Traffic Engineering

4. Program/Service Accessibility Issues

- No special training is available regarding the department's obligations and policies that enable persons with disabilities to participate in programs and activities.
- No TTY equipment on site.
- Documents, publications, and audio-visual presentations are not available to individuals with visual or learning disabilities.
- Individuals with disabilities are not portrayed in documents, publications, or audio-visual presentations.
- Electronic equipment is not accessible to individuals with disabilities.
- No assistive listening devices are provided for participants with hearing disabilities at public meetings.
- Emergency evacuation procedures and notification do not exist.
- Notification of accessible locations and auxiliary aids for meetings is not publicized.

5. Modifications in Place

- There are no policies that limit participation.
- Consultants and workers from outside the department are informed of policies through the ADA language expressed in contract and bid documents.
- Construction inspectors check for compliance with contract documents.

- Meetings are held at accessible locations.
- Special needs requests for public meetings are honored.
- Right to participate is advertised on City Hall bulletin boards and on door/window stickers.
- Special procedures for individuals with disabilities are advertised on City Hall bulletin boards.

6. **Actions Needed**

- Train all staff members in department's obligations and policies that enable persons with disabilities to participate in programs and activities.
- Train staff members in the operation of TTYs or in other means of communicating over the telephone with a person with a hearing disability.
- Provide documents and publications for use by individuals with visual or learning disabilities.
- Portray individuals with disabilities in documents, publications, and audio-visual presentations.
- Provide assistive listening devices for participants with hearing disabilities at public meetings.
- Make audio-visual presentations accessible to individuals with disabilities.
- Develop and post emergency evacuation procedures.
- Publicize more broadly the right of individuals with disabilities to participate in department activities and the special procedures and devices available for their use.
- Notify all persons that meetings will be held in accessible locations and that auxiliary aids will be provided.
- Clarify and publicize the procedure for filing a disability discrimination complaint.

e. **Maintenance & Operations**

1. **Description of Programs and Services**

Maintenance and Operations is located at the City's corporation yard where several divisions are based for the repair and maintenance of City buildings and vehicles.

2. **Contact Person: Public Works Supervisor**

3. **Services to the Public**

- Used household waste oil drop-off
- Maintenance of public facilities

4. Program/Service Accessibility Issues
 - No TTY equipment on site.
 - Documents, publications, and audio-visual presentations are not available to individuals with visual or learning disabilities.
 - Individuals with disabilities are not portrayed in documents, publications, or audio-visual presentations.
 - Emergency evacuation procedures and notification do not exist.
5. Modifications in Place
 - There are no policies that limit participation.
 - Consultants and workers from outside the department are informed of policies through the ADA language expressed in contract and bid documents.
6. Actions Needed to Make Programs Accessible
 - Train all staff members in department's obligations and policies that enable persons with disabilities to participate in programs and activities.
 - Train staff members in the operation of TTYs or in other means of communicating over the telephone with a person with a hearing disability.
 - Provide documents and publications for use by individuals with visual or learning disabilities.
 - Portray individuals with disabilities in documents, publications, and audio-visual presentations.

f. Parks Division

1. Description of Programs and Services

The Parks Maintenance Division is responsible for the operation and maintenance of the parks and recreation areas that includes trails, public facilities and open space.

2. Contact Person: Parks and Landscape Manager

3. Services to the Public

- Public Meetings
- Maintenance of public parks and recreation areas

4. Program/Service Accessibility Issues

- No special training is available regarding the department's obligations and policies that enable persons with disabilities to participate in programs and activities.
- No TTY equipment on site.

- Documents, publications, and audio-visual presentations are not available to individuals with visual or learning disabilities.
- Individuals with disabilities are not portrayed in documents, publications, or audio-visual presentations.
- No assistive listening devices are provided for participants with hearing disabilities at public meetings.
- Emergency evacuation procedures and notification do not exist.
- Notification of accessible locations and auxiliary aids for meetings is not publicized.

5. Modifications in Place

- There are no policies that limit participation.
- Consultants and workers from outside the department are informed of policies through the ADA language expressed in contract and bid documents.
- Meetings are held at accessible locations.
- Special needs requests for public meetings are honored.
- Right to participate is advertised on City Hall bulletin boards and on door/window stickers.
- Special procedures for individuals with disabilities are advertised on City Hall bulletin boards.

6. Actions Needed

- Train all staff members in department's obligations and policies that enable persons with disabilities to participate in programs and activities.
- Train staff members in the operation of TTYs or in other means of communicating over the telephone with a person with a hearing disability.
- Provide documents and publications for use by individuals with visual or learning disabilities.
- Portray individuals with disabilities in documents, publications, and audio-visual presentations.
- Provide assistive listening devices for participants with hearing disabilities at public meetings.

g. Transit Operations

1. Description of Programs and Services

Provides fixed route transit and complementary Paratransit services as mandated by ADA to the public and general route and schedule information over the telephone. To utilize Petaluma Paratransit (ADA Complementary Paratransit) patrons must prove their eligibility under ADA Law, as it relates to public transportation (basically an

inability to utilize fully accessible fixed-route transit). The City of Petaluma screens all Paratransit applications to ensure ADA eligibility. All Petaluma Transit vehicles are fully accessible. Petaluma Transit follows transit industry best practices pertaining to all accessibility issues.

2. Contact Person: Transit Division Manager
3. Services to the Public
 - General information to public over the telephone and on vehicles.
 - Provides fixed route transit and Paratransit schedules to the public.
4. Program/Service Accessibility Issues
 - No TTY equipment on site.
 - The use of California Relay Service is not publicized
 - Documents and publications are not available to individuals with visual disabilities.
 - Disability discrimination grievance procedure may not be adequately publicized.
 - The transit coordinator's office is not accessible to those in wheelchairs.
 - No emergency evacuation system in place to notify individual with visual disabilities.
5. Modifications in Place
 - Transit schedules provide information to assist those with mobility disabilities and those using service animals.
 - All staff members receive safety, empathy, and ADA transit-related training.
 - Contractors are required to attend safety, empathy and ADA transit-related training and are monitored by ride checks.
 - All vehicles are equipped with ramps to assist in the boarding of those with mobility disabilities.
 - Transit schedules are written in simple, easy-to-understand language.
 - Individuals with disabilities are portrayed in transit schedules.
 - Meetings are held at accessible locations.
 - Special needs requests for public meetings are honored.
 - The right of individuals with disabilities to participate is included in articles in Petaluma newspapers and posted in notices on bulletin boards.
 - customers can call the office for route and policy information

- For patrons with visual disabilities: fixed-route bus operators call out major (timepoint) stops and transfer points
- For patrons with hearing disabilities: all fixed-route buses display destination signage, most now feature lighted and electronic destination signage with ADA compliant font sizes.
- For patrons with mobility disabilities: most fixed-route buses now feature low-floors, kneeling bus features, and easy to board ramps. The remaining fixed-route buses, and our Paratransit buses, feature wheelchair lifts.

6. Actions Needed to Make Programs Accessible

- Train staff members on the use of TTY equipment.
- Publicize the use of California Relay Service.
- Provide schedule information on tape or in Braille.
- Clarify and publicize disability discrimination grievance procedures.
- Develop an emergency evacuation plan for individuals with visual disabilities.

15. Recreation Services Division

a. Description of Programs and Services

The Recreation Services Division is responsible for recreation programs , park and recreation public facilities use application permits including the Petaluma Marina, Petaluma Historical Museum , Polly Hannah Klaas Performing Arts Theater, Kenilworth Teen Center, Novak Senior Center, Petaluma Swim Center, Cavanaugh Recreation Center and pool, sports fields, and various school district gymnasiums.

b. Contact Person: Assistant City Manager

c. Services to the Public

City wide recreation services including classes, camps, aquatics, special events, Annual July 4th Celebration, sports, Tiny Tots, senior programs and trips.

- Marina Operations
- Historical Museum Displays and Programs

d. Program/Service Accessibility Issues

- No TTY is available at this time. Referrals to and from City Hall are the means for communicating when a TTY is needed. City Clerk's office.
- Documents are not available I alternative formats to persons with visual disabilities.

- Interpreters and/or Adaptive listening equipment devices are not made available at public meetings unless requested prior to meeting.
 - A procedure for filing complaints of discrimination is not publicized.
- e. Modifications in Place
- Staff is trained in-house at staff meetings, conferences, or through outside consultants.
 - Should a situation arise that requires modifications staff who participates in all City functions would provide assistance as needed.
 - City buses with lift, low floors, ramps, or Para transit are called to assist with trips requiring accessibility to locations.
 - Arrangements are made for Senior citizens trips and camp programs as needed.
 - Meetings are held in accessible facilities.
 - Petaluma Community Center has emergency battery operated lights, visual fire alarms and is accessible to all. Emergency evacuation, fire alarm and shelter plan available. Building staff trained annually.
 - Building staff and Tiny Tots teachers certified in CPR and First Aid through American Red Cross or American Heart Association and renewals by Petaluma Fire Department
 - Recreation Activity Guide specifies programs are available to everyone and special accommodations will be made upon request.
 - Contract class Instructors required following all policy and procedures regarding special accommodations, accessibility and procedures.
 - Training if needed is provided by current City staff, consultants, workshops in house and or Adobe Developmental Center or Sonoma County Health Department.
 - Complaints are handled either by facility and program staff or Assistant City Manager
- f. Actions Needed to Make Programs Accessible
- Provide interpreters , readers, and adaptive equipment such as listening devices for public meetings, interviews, conferences, and public appearances either through City
 - Manager’s contractors or North Bay Regional Center.
 - Provide TTY access and training to recreation staff.
 - Provide documents in alternative formats for individuals with visual disabilities.
 - Publicize the procedures for filing a complaint of discrimination.

16. Risk Management

a. Description of Programs and Services

The Risk Management Division, in coordination with the City Attorney, includes investigation and administration of claims filed against the City. Also included is the acquisition of City insurance coverage.

b. Contact Person: Risk Manager

c. Services to the Public

- Administration and processing of all property and casualty claims

d. Program/Service Accessibility Issues

- No TTY equipment on site.
- Documents, publications, and audio-visual presentations are not available to individuals with visual or learning disabilities
- Individuals with disabilities are not portrayed in documents, publications, or audio-visual presentations.
- Staff members may not be adequately trained on accessibility issues.

e. Modifications in Place

- Meetings are held at accessible locations.
- Special needs requests for public meetings are honored.
- Right to participate is advertised on City Hall bulletin boards and on door/window stickers.
- Special procedures for individuals with disabilities are advertised on City Hall bulletin boards.

f. Actions Needed

- Publicize the use of California Relay Service.
- Train staff members in the operation of TTYs or in other means of communicating over the telephone with a person with a hearing disability.
- Provide documents and publications for use by individuals with visual or learning disabilities.
- Portray individuals with disabilities in documents, publications, and audio-visual presentations.
- Provide assistive listening devices for participants with hearing disabilities at public meetings.
- Make audio-visual presentations accessible to individuals with disabilities.
- Notify all persons that meetings will be held in accessible locations and that auxiliary aids will be provided.
- Publicize the City's procedure for filing a disability discrimination complaint by a citizen.

17. Water Resources & Conservation Department

a. Description of Programs and Services

The Water Resources Field Office is open to the public and generally provides information to its customers and contractors. Water and Sewer bills are paid in person at City Hall.

The Water Recycling Facility is open to the public for scheduled tours, water conservation information and scheduling water-wise audits.

b. Contact Person: Water Resources & Conservation Director

c. Services to the Public

- Information
- Water Conservation

d. Program/Service Accessibility Issues

- No TTY equipment on site.
- The use of California Relay Service is not publicized.
- Documents, publications, and audio-visual presentations are not available to individuals with visual or learning disabilities.
- Individuals with disabilities are not portrayed in documents, publications, or audio-visual presentations.
- No assistive listening devices are provided for participants with hearing disabilities at public meetings.
- Disability discrimination grievance procedure may not be adequately publicized.

5. Modifications in Place

- Meetings are held at accessible locations.
- Special needs requests for public meetings are honored.
- Consultants and workers from outside the department are informed of policies through the ADA language expressed in contract and bid documents.
- Construction inspectors check for compliance with contract documents.
- Right to participate is advertised on bulletin boards.
- The City Clerk's office has TTY capabilities.
- Right to participate, special procedures for disabled and accessible locations for meetings are stated on all written public notices.

6. Actions Needed

- Acquire TTY equipment or initiate use of California Relay Service.
- Provide documents and publications for use by individuals with visual or learning disabilities.
- Portray individuals with disabilities in documents, publications, and audio-visual presentations

- Provide assistive listening devices for participants with hearing disabilities at public meetings.
- Clarify and publicize the procedure for filing a disability discrimination complaint.

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Section IV



Recommended Policies and Practices

IV. Recommended Policies and Practices

A. General Policies and Practices

The City's self evaluation process has identified accessibility issues that have City-wide policy implications. Each of these access issues has been turned into a policy and/or procedure to guide practice.

As an overall policy, every department should appoint at least one high-level manager to serve as the department's Disability Access Liaison.

1. Communications and Outreach - Publications

- a. The City will make programming information more widely available to all City residents by:
 - Publicizing initial efforts to increase participation of people with disabilities by distributing program brochures to members of the disabled community;
 - Providing program information in alternative formats when requested, including large-print media and taped announcements available over the telephone;
 - Providing program information via telephone and text telephone (TTY);
 - Ensuring uniformity of charges for a publication for all formats of that publication; and
 - Provide on-going alternative format mailing lists when requested.

- b. The following notice should be included in a sans serif font at the same size, or larger than, as the entire document on all materials printed by the City that are made available to the public:

This publication can be made available upon request in alternative formats, such as Braille, large print, audio tape, or computer disk. Requests can be made by calling (707) 778-4360 (Voice) or (707) 778-4480 (TTY).

- c. The City will ensure that all announcements and applications include in a sans serif font at the same size, or larger than, as the entire document:
 - The notice of non-discrimination;
 - Information regarding site accessibility;
 - The City's text telephone (TTY) number;
 - A notice that program information is available in multiple formats;
 - The accessible bus route serving the program; and
 - The phone number of the City Clerk who can provide assistance in meeting special needs.

- d. The following notice should be included in a sans serif font at the same size, or larger than, as the entire document in all City publications that provide general information about City services, programs or activities:

In accordance with the Americans with Disabilities Act, if you require special assistance to participate in this meeting, please contact the City Clerk's Office at 707-778-4360 (voice) or 707-778-4480 (TTY). Translators, American Sign Language interpreters, and/or assistive listening devices for individuals with hearing disabilities will be available upon request. Requests for translators or interpreters should be made a minimum of two full working days prior to a meeting to ensure the availability of these services. Please note that City Hall is closed on Fridays. In consideration of those with multiple chemical sensitivities or other environmental illness, it is requested that you refrain from wearing scented products.

- e. The following notice should be provided in poster-size format and be prominently displayed in all City departments.

PUBLIC NOTICE

Notice of Non-Discrimination on the basis of a Disability

In an effort to comply with all federal and state laws including: title VI of the Civil Rights Act of 1964 (herein referred to as "Title VI") as amended; Section 504 of the Rehabilitation Act of 1973 (herein referred to as "Section 504"), as amended; the Americans with Disabilities Act (herein referred to as "ADA") of 1990; and other applicable law, the City of Petaluma does not discriminate on the basis of race, color, national origin, disability, sexual orientation, or age in the admission or access to, or the treatment or employment in its federally assisted programs and activities.

It is the policy of the City of Petaluma to provide reasonable accommodations to persons with a disability so that they may fully access and utilize City programs and services. In accordance with the Americans with Disabilities Act, if you require special assistance to participate in a meeting or program, please contact the City Clerk's Office at (707) 778-4360 (voice) or by utilizing the California Relay System. Translators, American Sign Language interpreters, and/or assistive listening devices for individuals with hearing disabilities will be available upon request. A *minimum* of two full working days prior to a meeting is needed to ensure the availability of translation services.

If you believe that you or others have been discriminated against, or if you want more information, contact:

Vincent Marengo, Public Works Director, ADA Coordinator
City of Petaluma
City Hall
11 English Street
Petaluma, CA
(707) 778-4474 (Voice)
(707) 778-4480 (TTY)
vmarengo@ci.petaluma.ca.us

- 2. General Publicity and Advertising**
 - a. Requests for alternate formats of lengthy documents will be handled on an individual basis.
 - b. Any charge for a publication will be uniform for any format of that publication

- 3. Public Information at City Council, Planning Commission, Citizen Board and Commission Meetings**
 - a. Agendas will be available in alternative formats when requested.
 - b. Assistive listening devices are available for the City's Council Chambers through the City Manager's office when requested. Devices for public meetings held at other locations are available through the City Clerk's office when requested.
 - c. The availability of interpreters will be publicized in all meeting announcements. American Sign Language interpreters will be available provided that two working days notice is given to the City Clerk's office. The City will maintain a list of on-call American Sign Language interpreters who may be brought in to assist individuals.

- 4. In-Person Contact/Counter Services**
 - a. Counter services will be handled on an individual basis, and the individual and the department will determine an appropriate accommodation for the individual.

- 5. Signs**
 - a. An accessible sign system will be developed for interior and exterior directional, informational and permanent room signs. Design standards will be created to guide the production of the signs.
 - b. When signs are replaced, they will be replaced with accessible signs.
 - c. If there are rules or policies that relate to safety or instruction at a particular site, that policy material will be made available in alternative formats as requested.

6. Public Meetings

- a. Public meetings will be scheduled in accessible locations. An accessible location includes, but is not limited to, the following: wheelchair access, accessible parking, temperature control, and the ability to provide access to fresh air for people with chemical sensitivities.
- b. When a fully accessible site is not available, then reasonable accommodation will be made so that an individual can participate.
- c. There will be flexibility in the time limit on speaking for individuals with communication difficulties.
 - i. Meeting notices will include a request that attendees not wear fragrances.
 - ii. Meeting attendees requiring special accommodations such as an assistive listening device should make their request a minimum of two business days before the meeting. The language on the notice could read in a sans serif font at the same size, or larger than, as the entire document:

In accordance with the Americans with Disabilities Act and other applicable law, if you require special assistance to participate in this meeting, please contact the City Clerk's Office at 707-778-4360 (voice) or 707-778-4480 (TTY). Translators, American Sign Language interpreters, and/or assistive listening devices for individuals with hearing disabilities will be available upon request. Requests for translators or interpreters should be made a minimum of two full working days prior to a meeting to ensure the availability of these services. Please note that City Hall is closed on Fridays. In consideration of those with multiple chemical sensitivities or other environmental illness, it is requested that you refrain from wearing scented products.

7. Special Events and Private Events on City Properties

Contained within the ADA are two titles that pertain to public and private entities. Public entities are not subject to Title III of the ADA. Conversely, private entities are not subject to Title II. In many situations, however, public entities have close relationships with private entities that are covered by Title III, with the result that certain activities may be at least indirectly affected by both Titles. This is the case with certain special events or private organizations that may use City facilities.

- a. Events sponsored or co-sponsored by the City will have accessible advertising and an accessible location. Additional accessible parking and restrooms will be provided based upon the capacity of the event.

- b. Under co-sponsorship, the City will inform the co-sponsor of these requirements.
 - The City will ensure that all programs conducted by concessionaires, lessors, clubs, and contractors using City facilities will be available to people with disabilities.
 - Private event organizers will be given a policy packet on providing accessible communication, events, and registration.

8. Training

Overall, the City can make more use of the employee intranet to post guidelines for assisting the disabled public and listing City resources to increase accessibility to services and programs. This Self-Evaluation and Transition Plan will be posted on the intranet for reference by employees. Information is included in Section VIII for City staff on types of accommodation requests that may be made by persons with different types of disabilities, including basic information about various types of auxiliary aids, such as different types of assistive listening systems, sign language interpreters, readers, descriptive services, and other assistive technologies like “real-time captioning.”

- a. Every department will be responsible for ensuring that staff is trained in their responsibilities under the ADA, including access to a copy of the current Transition Plan.
- b. Reasonable accommodation will be made to provide staff with disabilities access to existing training materials.
- c. When selecting new training materials and using existing training materials, the City will evaluate them for their impact on accessibility to employees with disabilities with regard to their essential job functions and additional skill development.
- d. Each City department will be responsible for training its staff on customer service skills, including but not limited to the importance of communicating and accommodating individuals with a variety of disabilities.
- e. Trainings offered by other institutions used by the City will be evaluated for their accessibility and will be selected based upon appropriate relationship to the City’s policy on the ADA.

9. Emergency Services

- a. Departments that routinely provide emergency services will have priority for receiving equipment that accommodates alternative format communication.
- b. An accessible emergency alert system should be designed and implemented Citywide as renovations occur (required by State regulation in Title 24). Visual fire alarms will be installed in areas of City buildings where there are employees with hearing disabilities.
- c. Each procedure dealing with emergencies now in place shall be reviewed to ensure that persons with disabilities can be alerted and that they can alert emergency service providers.

- d. Guidelines for emergency evacuation will be developed for people with disabilities for different emergency situations. Each department will use the guidelines to create their own evacuation plan.
- e. The City will facilitate limited training for public safety personnel to enable them to communicate in American Sign Language in the event that there is an emergency condition and the area is being evacuated. This will include police, firefighters, and building inspectors involved in post-earthquake emergencies.
- f. American Sign Language interpreters shall be made available at emergency facilities, on an as needed basis. To accomplish this, a pool of interpreters will be developed as a resource from which to draw.

10. Facilities and Programs

- a. The City will maintain, in working order, equipment and features of facilities that are required to provide ready access to individuals with disabilities.
- b. The City will ensure that individuals with disabilities are not excluded from regular programs or required to accept special services or benefits. Individuals with disabilities will be integrated into regular programs to the maximum extent appropriate. The City will provide separate programs where necessary to ensure equal opportunity.
- c. The City will ensure that where specific requirements are necessary for the safe operation of programs, those requirements are based on real risks, not on speculation, stereotypes or generalizations about individuals with disabilities.
- d. The City will reasonably modify policies, practices, or procedures to avoid discrimination unless the modification would fundamentally alter the nature of the program or create a hazardous situation.
- e. The City will continue to evaluate each request for accommodation on an individual basis, and, where possible, the individual and the department will determine an appropriate accommodation for the individual.

11. Funding

- a. ADA compliance will become one of the evaluation criteria used in allocating money for the Capital Improvement Program. A specific amount of Capital Improvement Program funding will be allocated to ADA retrofitting each year. City Council has authority to determine the budget for improvements.
- b. Where a reasonable accommodation is needed, the cost will not be carried by the individual requiring the accommodation.

12. Tours of City Facilities

- a. When the City provides transportation to a tour site, this transportation will be accessible when requested.
- b. The tour route within the facility must be physically accessible. If the route or portions of the route are not accessible, the tour must be rerouted or the department providing the tour must determine an alternate accommodation

(i.e., photographs, videos, etc.), which will allow the program to be experienced.

- c. The department leading the tour will prearrange requested necessary accommodations such as large print, Braille, cassette tapes, video tapes, or photos of inaccessible parts of the facility. Other accommodations will be made on an individual basis by the department and the individual.

13. Purchasing

- a. The City will evaluate furniture and building materials for compatibility with a wide range of disabilities and sensitivities.
- b. When purchasing items such as furniture and office systems, the City will select items that are flexible in order to accommodate a variety of physical and ergonomic needs.

Accessibility will be included in the criteria for selecting items. Purchasing of accessible equipment is complex, and the purchasing department should have appropriate experts they can consult when making large purchases.

14. Contracts

If the City provides any of its services, programs, or activities through a contractor, the ADA requires that the contractor acknowledge that they have the same responsibility to make the services, programs, or activities accessible to persons with disabilities. The City should review and modify the contracts which need ADA requirement provisions.

B. Department Specific Policies and Practices

Following is a list of policies and practices that are specific to a Division. These policies and practices should be combined with the general policies to complete the Division's policies to implement the Transition Plan.

1. Building Division

- a. Building Code Review

For private building projects, Building Division will assist in ADA plan checking, but is responsible only for Title 24, Part 2, Disabled Access Regulation Building codes. The owner is responsible for ADA compliance.

2. City Attorney

Following is a list of policies and practices that are specific to the City Attorney's Office. These should be combined with the general policies to complete the department's policies.

- a. Contractor and Funding Recipient Compliance

- i. The City Attorney will ensure that all contracts and leases the City enters into are in full compliance with the ADA policies that the City has developed.
 - ii. The City Attorney will ensure that all recipients of City funds are in full compliance with ADA policies that the City has developed.
- b. **Contractor Compliance**
Standard language will appear in all City contracts that prohibits discrimination on the basis of disability in compliance with the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990.

3. City Clerk's Office

Following is a list of policies and practices that are specific to the City Clerk's Office. These should be combined with the general policies to complete the department's policies.

- a. **Public Meetings (see also General Policies)**

The City Clerk will ensure that all announcements for public meetings will include accessibility related information. The language on the notice will read:

In accordance with the Americans with Disabilities Act and other applicable law, if you require special assistance to participate in this meeting, please contact the City Clerk's Office at 707-778-4360 (voice) or 707-778-4480 (TTY). Translators, American Sign Language interpreters, and/or assistive listening devices for individuals with hearing disabilities will be available upon request. Requests for translators or interpreters should be made a minimum of two full working days prior to a meeting to ensure the availability of these services. Please note that City Hall is closed on Fridays. In consideration of those with multiple chemical sensitivities or other environmental illness, it is requested that you refrain from wearing scented products.

4. City Council

Following is a list of policies and practices that are specific to the City Council. These should be combined with the general policies to complete the Council's policies.

- a. **City Council Meetings (see also General Policies)**
 - i. City Council meetings will be scheduled in accessible locations. An accessible location includes, but is not limited to, the following: wheelchair access, accessible parking, temperature control, and the ability to provide access to fresh air for people with chemical sensitivities.

- ii. When a fully accessible site is not available, then reasonable accommodation will be made so that an individual can participate.
- iii. There will be flexibility in the time limit on speaking for individuals with communication difficulties.

5. City Manager

Following is a list of policies and practices that are specific to the City Manager's Office. These should be combined with the general policies to complete the department's policies.

- a. ADA Coordinator's Role
 - i. Under the direction of the City Manager, the ADA Coordinator will monitor ADA compliance issues throughout the City, including the administration of the ADA Grievance Procedure.
- b. Affirmative Action/Contract Compliance
 - i. The ADA Coordinator will be responsible for the ADA Self Evaluation and Transition Plan and its implementation.

6. Risk Management

Disability will not be singled out as a factor when evaluating a project, program, or a City employee's action in relation to liability or perceived or real risk.

7. Water Resources & Conservation Department

The Water Resources & Conservation Department shall develop specific policies and procedures appropriate to its programs and activities in addition to implementing policies contained in this ADA Transition Plan and the requirement to remove accessibility barriers at the departmental facilities.

8. Finance Department

Following is a list of policies and practices that are specific to the Finance Department. These should be combined with the general policies to complete the department's policies.

- a. Audits
 - Audits will be made available in alternative formats on a case-by-case basis when requested. Notification of the availability of those alternative formats will be included in regular mailings.
- b. Utility Billing Services
 - Utility bills will be made available in alternative formats on a case-by-case basis when requested. Notification of the availability of those alternative formats will be included in regular billings.
- c. Purchasing
 - Finance shall provide an oversight check for all departments for large volume purchases to ensure maximum accessibility.

- d. Standardization of Accommodations
Purchasing will coordinate the standardization of accommodations that are based on technology, such as assistive listening devices.

9. Fire Department

Following is a list of policies and practices that are specific to the Fire Department. These should be combined with the general policies to complete the department's policies.

- a. Emergency Communication
There will be American Sign Language interpreters available on call 24-hours a day.
- b. Training
 - i. Emergency personnel will be encouraged to learn American Sign Language.
 - ii. Firefighters shall continue to be given training in disability awareness, sensitivity, and working with and assisting people with a variety of disabilities, including lifting, guiding, and communicating with these individuals.
- c. Emergency Services
 - i. The Fire Department will be responsible for developing guidelines for evacuating people with disabilities from City facilities in various emergency situations.
 - ii. The Fire Department will be responsible for ensuring each department has a complete evacuation plan.

10. Information Technology Division

The Information Technology (IT) Division is responsible for technology-related programs. Under Section 508, IT will evaluate City practices as a separate process from the policy recommendation of the ADA Self Evaluation and Transition Plan. This evaluation should be combined with the general policies to complete the department's policies.

11. Recreation Services Department

Following is a list of policies and practices that are specific to the Parks and Recreation Department. These should be combined with the general policies to complete the department's policies.

- a. Classes:
 - i. The department will evaluate each special request on an individual basis. The individual who needs a special accommodation and the department will determine an appropriate reasonable accommodation for the individual.

- ii. For all instructors, including contractors, the City will provide a list of policies applying to non-discrimination. The City will also provide a list of possible accommodations for different disability groups.
- b. Events
Events sponsored or co-sponsored by the City will have accessible advertising and an accessible location. Additional parking and restrooms will be provided based upon the minimum parking requirements of the Uniform Federal Accessibility Standards and the capacity of the event. Under co-sponsorship, the City will inform the co-sponsor of these requirements.
- c. Sports Leagues
The department will send out a non-discrimination policy to team managers providing them with guidelines for evaluating skill levels. This policy will identify the essential functions of the sport and include suggestions for making reasonable accommodations for individual with disabilities.

The department will also formalize a procedure for evaluating whether the individual can perform the essential functions required for participation in the sport or league, with or without reasonable accommodation.
- d. Including Youth With Disabilities
 1. Youth with disabilities will be included in youth programs to the greatest extent possible.
 2. The department will evaluate each special request on an individual basis. The individual who needs a special accommodation and the department will determine an appropriate reasonable accommodation for the individual.
 3. The City will provide a list of policies applying to non-discrimination for program leaders. The City will also provide a list of possible accommodations for different disability groups.
- e. Transportation
The City of Petaluma will provide an accessible bus for every trip when requested. When an accessible bus is not available, an additional accessible van will be provided.
- f. Museum and Other Tours/Trips
 - i. Before a trip is scheduled, the physical environment of the destination will be evaluated to determine the level of programmatic and physical accessibility. This information will be part of the registration information for the trip. If the destination environment is not accessible to certain individuals, an alternate destination will be considered or the department and the individual registrant will determine the accommodations that will be made.
 - ii. Tour routes will be physically accessible or the experience encountered along the tour route will be translated into another format (video, still photos) for viewing by a person with a disability.
 - iii. The department will prearrange accommodations such as large print, Braille, cassette tapes, video tapes, or photos of inaccessible parts of

the facility. Other accommodations will be made on an individual basis by the department and the individual.

- g. 4.11.10 - Concessionaires
Concessionaires will be held responsible for the same level of program access required by the City. All new contracts will reflect this requirement.

12. Parks Division

- a. Playgrounds
 - i. When a play area is planned or modified, it will conform to the guidelines adopted in the Americans with Disabilities Act update of 2010.
 - ii. Accessibility will include current play area safety guidelines for playground equipment and surfacing.
 - iii. The City will renovate a play area, when money is available, to make the play equipment accessible. A priority system will be established for renovation. Criteria for safety, accessibility, use, need, community involvement, geographic diversity, and access to public transportation will be part of the evaluation system.
- b. Restrooms in the Parks
 - i. Elements within the restroom that can be easily modified will be brought into full compliance with the access codes. Interim steps will be made whenever possible to increase access.
 - ii. If the entry or path of travel to a restroom is not adequate to accommodate a person who uses a wheelchair, it must be brought into full compliance with access codes when the restroom is renovated. If a renovation cannot provide full code compliance, then there will be no renovation and a new restroom facility will be built.
 - iii. The availability of accessible restrooms in a park must be proportional to the use, function, and location of the park.
- c. Signs and Information
Where there are rules or policies that relate to safety or instruction at a particular site, those rules or policies will be part of the audio version of the program guide. Safety-related signs on a site must be accessible to the maximum extent possible.
- d. Trails and Beach Access
 - i. The City will make trails accessible to the maximum extent feasible, and where the environment does not permit, the development will be evaluated with involvement by the ADA Coordinator.
 - ii. The City will accept land from developers for open space and trails even when accessibility may be difficult. The level of trail development will be decided by the City and the developer.

13. Human Resources

The Human Resources Division is responsible for employment-related programs (including recruiting, examinations, and classifications), and organizational and staff development (including training programs). Under Title I, Human Resources will evaluate City employment practices as a separate process from the policy recommendation of the ADA Self Evaluation and Transition Plan. This evaluation should be combined with the general policies to complete the department's policies.

14. Petaluma Community Development Commission (PCDC)

The Petaluma Community Development Commission should develop specific policies and procedures appropriate to its programs and activities in addition to implementing policies contained in this ADA Transition Plan and the requirement to remove accessibility barriers at the departmental facilities.

15. Community Development Department

Following is a list of policies and practices that are specific to the Community Development Department. These should be combined with the general policies to complete the department's policies.

- a. Zoning
 - i. The City will develop a process for evaluating renovations of existing facilities or new construction to accommodate the accessibility requirements of the ADA.
 - ii. The City will review current zoning policies to evaluate the implications for people with disabilities.
- b. Ensuring Compliance with ADA
 - i. The City will use the most restrictive requirements of Title 24, UFAS, and ADAAG for its design standards for City-funded public developments. New development and renovations must comply with these standards.
 - ii. For City building projects, the Community Development Department will check and enforce both Title 24 and ADA guidelines using the most restrictive standard.

16. Police Department

Following is a list of policies and practices that are specific to the Police Department. These should be combined with the general policies to complete the department's policies.

- a. Auxiliary Aids and Services
 - i. A text telephone (TTY) will be available to the public.
 - ii. There will be a pool of American Sign Language (ASL) interpreters available on-call 24-hours a day.
 - iii. Effective communication techniques and devices shall be provided as needed for the interview of crime victims and for the interrogation

of suspects with hearing disabilities. This will include qualified ASL interpreters and assistive listening devices.

- b. **Training**
Police will be given training in disability awareness and working with and arresting people with a variety of disabilities, including lifting, guiding, and communicating with these individuals. This includes working with individuals whose disability may not be immediately apparent (i.e., acquired brain injuries, symptoms that result in assaultive behavior, or affectations that simulate intoxication).
- c. **Transporting Individuals With Disabilities**
If appropriate transportation is not available, suspects with mobility disabilities shall be given the option of being transported to jail via ambulance.
- d. **Tickets**
If an ADA designated parking space or a time violation ticket is issued to a person with a DMV-issued plate or placard, the person may have the ticket dismissed, subject to an administrative fee, by personally visiting the Police Department.

17. Public Works Department

Following is a list of policies and practices that are specific to the Public Works Department. These should be combined with the general policies to complete the department's policies.

- a. **Ensuring Compliance with ADA**
 - i. The City will use Title 24, UFAS and/or ADAAG, as appropriate, for its design standards for City-funded public developments. New development and renovations must comply with these standards.
 - ii. Improvements necessary for access will be factored into the Capital Improvement Program.
 - iii. For City building projects, the Public Works Department will check and enforce Title 24 and ADA guidelines using the most appropriate standard.
- b. **Curb Ramps and Sidewalks**
 - i. The City will develop a priority for placement and replacement of curb ramps. The method of prioritizing curb ramp placement and replacement must be flexible to accommodate installation or funding opportunities, as they present themselves. (See Section VI)
 - ii. The City will develop and/or use an appropriate and standardized curb ramp design detail.
 - iii. Construction Development and Encroachment Permits that work within the Public Right-of-way be constructed to latest ADA requirements.
 - iv. A proactive program to remove trip and fall hazards by modifying displaced sidewalk from the public right-of-way will be implemented.

- v. Sidewalks under construction – When public right-of-way is not accessible due to construction, contractor will provide a safe ADA compliant alternative route around construction site.
- c. **Streets**
As required by the Street and Highway Code, adjacent property owners will maintain accessible sidewalks. This will be accomplished either as a condition of permit for new development or by the City.
- d. **Maintenance**
 - i. Where available, priority should be given to choosing non-toxic and unscented cleaning products for individuals with multiple chemical sensitivities.
 - ii. When non-housekeeping chemical treatments or painting occurs in City buildings used by the public, a notice will be placed on the building detailing the treatment. This notice will be posted before and after the treatment in order to alert individuals with chemical sensitivities of the possible presence of chemical residues.
 - iii. Notification will be provided that the building janitorial schedule is available upon request.
 - iv. When the building is toxic for individuals with chemical sensitivities, reasonable accommodation will be made.
 - v. A policy will be developed to provide reasonable information, as requested, about pesticide spraying to those with chemical allergies and sensitivities.
 - vi. When writing contracts for maintenance and construction, these policies shall be part of the contract.
- e. **Capital Improvement Program**
 - i. ADA compliance will become one of the evaluation criteria used in allocating money for the Capital Improvement Program.
- f. **Renovation of City Facilities**
As renovation occurs, the order of priority for making accessibility modifications will be as follows:
 - i. The building entrance and path of travel to the program space.
 - ii. The program space.
 - iii. Restrooms.
 - 4iv. Other amenities.
- g. **Building Code Review**
For private building projects, Public Works will assist in accessibility plan checking only for Title 24 Building Codes. The owner is responsible for both Title 24 and ADAAG.

18. Housing Division

Following is a list of recommended policies and practices that are specific to the Redevelopment Agency. These should be combined with the general policies to complete the agency's policies.

- a. Qualifications for Program Eligibility
 - i. The agency will evaluate its qualification requirements to determine any potential for discriminating against individuals with disabilities.
 - ii. Applications will be evaluated on an individual basis to allow flexibility for individuals with disabilities.
 - iii. Where the agency has local jurisdiction and where feasible, the agency will make every effort to include funding for accessibility improvements for individuals with disabilities. (For example, where additional access improvements beyond the Health and Safety Code might go above the maximum funding limit, the agency could override the limit in order to include the access improvements).

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Section V



Transition Plan

V. Transition Plan

The Transition Plan combines the findings of the facility surveys, policy assessments, and program evaluations. Specific policy and program recommendations can be found in sections III and IV, respectively. The specific architectural modifications required to make programs accessible are listed in Appendix D – Facility Reports. Each facility report contains a complete list of architectural barriers and barrier removal actions, and while the first priority is to remove those barriers limiting access to programs, not all of these barriers must be removed in order to provide program access.

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

A. Priorities Development Process

1. Citywide Priorities Workshops

Workshops were held with the City staff to set priorities for renovating facilities to bring them into compliance with ADA guidelines. Recognizing that the City has limited funds and cannot immediately make all facilities fully accessible, the following criteria were used as the basis for the ranking:

Level of Use by the Public

Regardless of the official designation as a Citywide or neighborhood facility and the total number of programs, the level of actual use by the public varies. Facilities that receive a high level of use by the public should have a higher rating.

Social Need

Regardless of the overall level of use by the public, some facilities in Petaluma serve populations with critical needs.

Citizen Rights

Facilities where services are provided to exercise citizen rights such as free speech, voting, access to elected officials and public documents, and notifying the City of utilities or amenities in disrepair or non-working condition.

Citizen Responsibilities

Facilities where taxes are paid, permits and licenses are issued, and where services such as building permits and inspections are obtained.

Program Uniqueness/Program Number

The number of programs and programs unique to a facility give an indication of the importance of the facility to the community. Many programs that are unique to a facility cannot occur at another facility.

Identified Complaints

Priority will be given to facilities where there are identified accessibility complaints.

The process of decision making involved several important steps. First, all City facilities were listed on cards. These cards were sorted by the criteria listed above by the staff responsible for the programs that use the facilities. This recommended list of facilities was sent to the City Manager's Office for review in conjunction with the City's Capital Improvement Program.

2. Priorities Within Facilities

Barriers were assigned levels of priority using the following criteria:

Level 1: Barriers that pose significant obstacles to facility access.

Level One priorities are those features that significantly affect access to facilities. For example:

- Entry walks and doors.
- Public corridors.
- Signs indicating the accessible entrance.
- Curb ramps at primary access walks.

Level 2: Barriers that pose obstacles to program access.

Level Two priorities are those features that affect access to programs, activities, and services provided by the City. For example:

- Conference rooms, classrooms, program areas (Choose the most frequently used and highest volume rooms as Level Two priorities. Duplicate rooms or features can be prioritized at a lower level).
- Primary doors into program areas.
- Public restrooms.
- Showers and locker rooms associated with swimming programs.
- Transaction counters where information is offered, bills are paid, etc.

These items will be accomplished as the second tier of improvements.

Level 3: Barriers that pose obstacles to amenities

Level Three priorities are those features that do not directly affect access to programs, activities, and services provided by the City. For example:

- Doors that pose little obstacle to program access.
- Transaction counters where business can be comfortably transacted in an adjacent space.

- Vending machines, drinking fountains, light switches, electrical outlets, and storage rooms in program areas.

These items will be accomplished as funds are available.

Level 4: Barriers that do not affect public access to facilities or programs
Level Four priorities are those features that do not require modification because they do not affect the public use of programs or facilities. For example:

- Staff workspaces: doors, rooms, corridors, aisles, staff only restrooms, etc. (These are employment issues and must be addressed under the City's Title 1 Obligations).
- Storage rooms not used by the public.
- Light switches and outlets in staff work areas.

These items will be completed when needed for accommodating employee needs.

B. Transition Plan

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 actions;
- Identification of a schedule for barrier removal; and
- Identification of responsibility for ensuring barrier removal.

Because the City of Petaluma has a large number of facilities, it is impossible to immediately renovate all facilities that create barriers to program access. Barriers to facilities will be removed systematically, Citywide, to ensure equality from neighborhood to neighborhood. Facilities targeted in Phase One will become a high priority for capital improvement funding.

The following tables are a compilation of the results of the priorities work sessions and the public meeting and describe the priorities for barrier removals at City facilities. Specific barriers to program access and their removal actions may be found in Appendix D – Facility Reports.

The responsibility for ensuring the barrier removal will reside with the City Manager and the ADA Coordinator for the City of Petaluma.

City Buildings

<u>Priority</u>	<u>Facility</u>
1	Community Center
2	City Hall Council Chambers
3	City Hall
4	Cavanaugh Center
5	Swim Center
6	Petaluma Historical Museum
7	Novak Center (Senior Center)
8	Mary Isaak Center
9	1500 Petaluma Boulevard South (PPSC)
10	25 Howard Street (Senior Day Clinic)
11	Senior Meals Center
12	Fire Prevention Bureau (22 Bassett)
13	Police Department
14	Petaluma River Turning Basin Docks
15	Teen Center
16	Animal Shelter
17	Petaluma Marina
18	Fire Station #1 (Headquarters)
19	Fire Station #2
20	Fire Station #3
21	Keller & Western St Garage
22	A Street Parking Lot
23	27 Howard St (Housing Division)
24	Water Recycling Facility
25	Paratransit (555 McDowell Blvd)
26	Water Field Office
27	Airport Office
28	301 Payran St (Kitchen)
29	Transit Facility (555 McDowell Blvd)
30	Polly Klaas Performing Arts Center

Parks

<u>Priority</u>	<u>Facility</u>
1	Leghorns Park
2	Lucchesi Community Park
3	McNear Community Park
4	Walnut Park
5	Prince Park
6	Schollenberger Park
7	Wiseman Airport Park
8	Oak Hill Park
9	Kenilworth Park
10	Wickersham Park
11	McDowell Park
12	LaTercera Park
13	Arroyo Park
14	Southgate Park
15	Bond Park
16	Rocky Dog Memorial Park
17	Putnam Plaza
18	Sunrise Parkway
19	Del Oro Park
20	Steamer Landing
21	Center Park
22	Eagle Park
23	Miwok Park
24	Glenbrook Park
25	Fox Hollow Park
26	Westridge Open Space
27	Penry Park
28	Mannion Knoll
29	Cherry Valley Park
30	Grant Park
31	McDowell Meadows
32	Denman Reach
33	Turnbridge Park
34	Meadow View Park
35	Westhaven Park
36	Cavanaugh Landing
37	Anna's Meadows
38	Sunset Park
39	Country Club Open Space

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Section VI



Sidewalks and Curb Ramps Transition Plan

VI. Sidewalks and Curb Ramps Transition Plan

The Transition Plan for Sidewalks and Curb Ramps combines the findings of the review of the policies, procedures, and design standards for sidewalk and curb ramp programs and highlights those issues that may inadvertently reduce the accessibility of public rights-of-way in the City of Petaluma. The Transition Plan is based on the City's curb ramp inventory, as completed in preparation of this plan, a series of interviews and meetings with City of Petaluma staff, and review of the Petaluma Municipal Code and Council resolutions.

A. Overview—City of Petaluma's Approach

The City of Petaluma maintains approximately 174 centerline miles of streets, most of which contain curbs, gutters, and sidewalks. In accordance with the Petaluma Municipal Code and the Streets and Highways Improvement Act of 1911, property owners are responsible for the maintenance of sidewalks adjacent to their property.

The City of Petaluma is devoted to making the City's streets and sidewalks more accessible. All applicable development projects are conditioned to construct or reconstruct sidewalks and pedestrian ramps to meet current ADA standards. All street-related capital improvement projects, including federally aided street projects, include upgrading all sidewalks and pedestrian ramps within project limits to meet ADA standards unless infeasible due to right of way issues or severe environmental concerns. Preventative maintenance projects such as seal coat projects, pothole repairs, "skin-patching", may not include ADA improvements. Street reconstruction projects include sidewalk and curb ramp improvements to all extents practical.

Public Works receives and evaluates requests from a variety of sources for sidewalk repairs on an on-going basis. Requests are confirmed by field inspection and if repairs are warranted, Public Works notifies property owner of their responsibility to maintain the sidewalk. If property owner does not correct the situation, Public Works may have the sidewalk repaired and the cost can be assessed to the property.

In 2007 Public Works removed potential trip hazards greater than one-half inch of elevation differential up to a measurement that would not compromise the existing material's function. This project was completed on sidewalks around City owned property.

B. Evaluation/Survey Process

In 2010, the City of Petaluma conducted a physical survey of all sidewalk and curb ramps located at City-owned facilities. At every facility, the sidewalk and curb ramp on the property of or immediately adjacent to the facility was audited for compliance with ADA accessibility guidelines. The path of travel from the nearest bus stop to the facility was also evaluated for compliance and any barriers were documented to be included in the Transition Plan.

Within five years of the adoption of this plan, staff intends to survey all of the sidewalk and curb ramps within City limits.

C. Priorities for Curb Ramp Repair, Replacement, and New Construction

To promote both efficiency and accessibility, the City of Petaluma may choose to construct curb ramps at every point where a sidewalk intersects a curb; however, the City is not necessarily required to do so. Alternative routes to buildings that make use of existing curb cuts 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 fundamental alteration and undue burden limitations may limit the number of curb ramps that the City may be required to provide.

As a component of the City's Self-Evaluation and Transition Plan, criteria were developed for new curb ramp construction and alterations in the following priority order:

- *Provide access to state or local governmental facilities or offices.*
Since the ADA requires that funding priority be given to "walkways serving local and state government offices and facilities", these areas have received the highest priority in the City's self-evaluation process.
- *Provide access to public transit.*
A goal of the curb ramp and sidewalk program is to improve access to bus stops and transit centers along bus routes.
- *Provide access to places of public accommodation.*
Locations that provide access to "public, commercial, medical, professional, educational, or recreational services" are high priorities for curb ramp and sidewalk sites.
- *Provide access to areas of employment.*
Locations that provide access to multiple employers will be prioritized for curb ramp and sidewalk improvements.
- *Residential areas and other areas within the City.*
Areas of the City which are identified as frequented by individuals with disabilities or a location which is specifically identified through a citizen request will be prioritized for curb ramp and sidewalk improvements.

It is the goal of the City to continue its efforts to improve pedestrian accessibility. To achieve its goal, the City plans to utilize the following criteria to guide its sidewalk and curb ramp program:

- Repair of hazardous conditions,
- Installation of new curb ramps to connect existing sidewalks,
- Enhancement of safety at pedestrian crossings at controlled or marked intersections,
- Repair of existing curb ramps that do not comply with ADAAG technical requirements and State of California standards.

However, when streets, roads, or highways are newly built or altered, the City must provide ramps or sloped areas wherever there are curbs or other barriers to entry from a sidewalk or path. Likewise, when new sidewalks or paths are built or altered, they must contain curb ramps or sloped areas wherever they intersect with streets, roads, or highways.

D. Transition Plan—Sidewalks and Curb Ramps

1. General Policies and Practices

Self-Evaluation Findings: Although the City has already instituted a number of programs to increase pedestrian accessibility, it will expand these programs in order to meet its overall goals.

Recommended Actions:

- a. Complete a Citywide curb ramp inventory to determine where ramps need to be repaired, replaced, or newly constructed to meet current ADAAG technical requirements and State of California standards.
- b. Survey and document the suitability of the adjacent marked crossings, pedestrian traffic signals, and sidewalks connecting these curb ramps.
- c. Formally assign a Public Works staff person as the coordinator of the curb ramp Citizen Request Program, curb ramp installations, and updating standard construction details.
- d. Formally establish the policies associated with this Transition Plan by documenting and making the content of the policies available to the public.
- e. Provide information on the City's curb ramp program to local and regional transit providers in order to help coordinate the delivery of accessible transit services.

2. Standard Curb Ramp Construction Details

The City of Petaluma maintains Standard Plans for the construction of curb ramps within City limits following the current Title 24 standards. See Appendix C for the Standard Plans for curb ramps. Within the Capital Improvements Projects, Caltrans standard curb ramp details are typically applied for conformance to current Federal standards.

The City will continue to review its Standard Plans to assure compliance with State and Federal Standards.

3. Citizen Request Program

Citizens will make requests for new curb ramps by calling or emailing the Public Works Department as they would for any other type of request. Requests will be logged by date and prioritized first by the criteria stated in Section 6.C and secondly by date.

- 4. Installation, Repair, and Maintenance Program**
The City will install, repair, and maintain primarily through new development and Capital Projects. In addition the City will continue to seek funding that improves accessibility whenever possible. An annual program will be developed within the next five years when consistent funding is available.
- 5. Street-Related Capital Improvement Projects**
All street-related capital improvement projects, including federally aided street projects, include upgrading all sidewalks and pedestrian ramps within project limits to meet ADA standards unless infeasible due to right of way issues or severe environmental concerns. Preventative maintenance projects such as seal coat projects, pothole repairs, “skin-patching,” and asphalt overlays may not include ADA improvements.
- 6. Federally Aided Street Overlay Construction Projects**
All street-related capital improvement projects, including federally aided street projects, include upgrading all sidewalks and pedestrian ramps within project limits to meet ADA standards unless infeasible due to right of way issues or severe environmental concerns.
- 7. Time Frames for Completion**
It is the goal of the City to complete a citywide inventory of sidewalks and curb ramps within a period of five years from plan adoption. The City will continue to implement its Citizen Request Program and Installation, Repair, and Maintenance Program. It is the intent of the City to address sidewalk and curb ramp issues associated with its list of Priority One architectural barrier removal projects within a time frame of five years, depending on immediate necessity, degree of complexity, and overall cost.

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Section VII



ADA Policy and Grievance Procedure

VII. ADA Policy and Grievance Procedure

A. Purpose

In order to comply with the employment provisions of the Americans with Disabilities Act and in keeping with its efforts to provide access to all programs and activities offered to the public, the City of Petaluma has adopted a policy of providing reasonable accommodation to people with disabilities, unless to do so would cause an undue hardship to the City.

B. Policy

Discrimination on the basis of a disability against a job applicant or an employee who is a qualified individual with a disability by a supervisor, management employee, or co-worker is not condoned and will not be tolerated. This policy applies, but is not limited to, job application procedures, hiring, advancement or discharge of employees, job training, and other terms conditions, and privileges of employment.

Disciplinary action up to and including termination will be instituted for discrimination or retaliation on the basis of an applicant's or an employee's disability.



No qualified individual with a disability shall by reason of such disability be excluded from participation in or be denied the benefits of the services, programs, or activities of the City, or be subjected to discrimination by the City.

Any retaliation against a person for complaining of discrimination on the basis of a disability is prohibited.

This policy is not intended to create a right of action or entitlement to damages or any expansion of legal remedies now provided by either state or federal law.

C. Definitions

Definitions for the following terms can be found in Appendix A of the ADA Self Evaluation and Transition Plan of the City of Petaluma and in the Americans with Disabilities Act.

- Accessible Route
- ADA
- Adaptive/Auxiliary Aids and Services
- ASL
- Complaint
- Curb Ramp
- Detectable Warning
- Disability
 -  Qualified individual with a disability
 -  Regarded as Having a Disability

- Discrimination on the Basis of Disability
- Having a Record of Impairment
- Hearing Impairment
- Learning Disabilities
- Marked Crossing
- Mobility Disabilities/Mobility Impairment
- Physical or Mental Impairments
- Program Accessibility
- Reasonable Modification
- Service Animal
- SETP
- Substantial Limitation of Major Life Activities
- TDD
- TTY

D. Procedures for Reasonable Accommodation

Requests for reasonable accommodation in *programs* or *services* shall be made to the department responsible for the program or service. Requests for reasonable accommodation in *job application* or *employment-related matters* shall be made to the Human Resources Division.

The Human Resources Division or department offering the program or service shall meet with the qualified individual with a disability to identify the limitations resulting from the disability and the potential accommodations to those limitations.

The Human Resources Division or the department offering the program or service shall consult with the affected program or service staff to determine the reasonable accommodation. The Human Resources Division or department offering the program or service may also consult with the City Manager's Office or other resource providing services or information regarding individuals with disabilities as appropriate.

The Human Resources Division or the department offering the program or service shall document the accommodation(s) that was offered and the response of the person with the disability to the accommodation(s) offered. This documentation shall be filed with the ADA Compliance Officer.

If the qualified individual with a disability is not satisfied with the results of this process, he or she shall follow the complaint procedure set out at Section 7.E below.

E. ADA Grievance Procedure

A complaint is a claimed violation of the Americans with Disabilities Act. Qualified individuals with disabilities may file a complaint as set forth below:

The City of Petaluma has adopted an internal grievance procedure for prompt and equitable resolution of complaints alleging any action prohibited by the Americans with Disabilities Act of 1990 (42 U.S.C 12131).

1. A job applicant, employee, or member of the public may file a complaint in writing or verbally. The complaint should contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations, including time and date, possible witnesses, and action requested to be taken by the City. A complaint should be filed within 30 days after the complainant becomes aware of the alleged violation. Where reasonable circumstances prevent the filing of the complaint within this period, a waiver of the time period may be granted.
2. All complaints/inquiries shall be referred to the City's Compliance Officer for response.
3. An investigation, as may be appropriate, shall follow a filing of a complaint. These rules contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
4. A written determination as to the validity of the complaint and description of resolution, if any, shall be issued by the ADA Coordinator, and a copy forwarded to the complainant no later than 30 days after filing.
5. The Compliance Officer shall maintain the files and records of the City of Petaluma relating to the complaints filed.
6. The complainant can request a reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made within 15 days to the City Manager.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of complaints with other regulatory agencies/officials. Utilization of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. These rules shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards and to assure that the City of Petaluma complies with the Americans with Disabilities Act of 1990.

Section VIII



Program Accessibility Guidelines, Standards and Resources

VIII. Program Accessibility Guidelines, Standards and Resources

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 contractors. The City will add to these guidelines when necessary to address its needs and include information and technological devices that help employees and contractors 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. The City will maintain relationships with groups which serve people with disabilities to assist in maintaining the resources in this section. This section also contains the accessibility standards of care that govern new construction and alterations to facilities.

A listing of local organizations providing resources is included in Appendix B.

A. Federal Accessibility Standards and Regulations and Resources

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**, <http://www.ada.gov>. The US DOJ provides many free ADA materials including the Americans with Disability Act (ADA) text. Printed materials may be ordered by calling the ADA Information Line [1.800.514.0301 (Voice) or 1.800.514.0383 (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.
- **ADA Regulation for Title II**, <http://www.ada.gov/reg2.html>. 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**, <http://www.ada.gov/taman2.html> and supplement <http://www.ada.gov/taman2up.html>. This 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.
- **Current Text of the Americans with Disabilities Act of 1990**, including changes made by the ADA Amendments Act of 2008 (P.L. 110-325), <http://www.ada.gov/pubs/adastatute08.pdf>. The ADA prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TTY/telephone relay services.
- **ADA Information for Law Enforcement**, <http://www.ada.gov/policeinfo.htm>. 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.

US Access Board

- **The US Access Board**, <http://www.access-board.gov>. The US Access Board writes Federal regulations for Facilities, Public Rights-of-Way, Transportation, and Communications. This page also contains research papers, newsletters, annual reports and more. 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 employees in understanding and implementing federal accessibility guidelines. Copies of Advisory Committee Reports that have been written but not yet adopted as law are also provided.
- **ADA and ABA Accessibility Guidelines Homepage**, <http://www.access-board.gov/provac/alterations/guide.htm>. Includes a Side-by-Side Comparison of the ADA-ABA guidelines, the original ADA standards, and the International Building Code (2003 edition) issued by the Access Board.

B. State of California Accessibility Standards and Regulations and Resources

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), www.iccsafe.org. 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, 1.800.423.6587, 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 the State Architect

- **The Division of State Architect (DSA)**, <http://www.dsa.dgs.ca.gov/Pubs/default.htm>, also provides information and resources for accessible or universal design. The DSA's website is <http://www.dsa.dgs.ca.gov>. For technical assistance contact DSA's Access Compliance Program at 1130 K Street, Suite 101, Sacramento, California 95814 (916.322.4700).
- **DSA's 2003 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.

C. General Disability Etiquette

A guide to disabilities and disability etiquette should be assembled and distributed to employees and contractors in addition to employee training. The guide will ensure that employees and contractors 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. Some examples of disability etiquette guides:

- **The County of Long Beach**, disability etiquette publication
http://www.longbeach.gov/hr/ada/disability_etiquette.asp.
- **Easter Seals Disability Etiquette website**
http://www.easterseals.com/site/PageServer?pagename=ntl_etiquette.
- **City of Sacramento's Disability Etiquette Website**
http://www.cityofsacramento.org/adaweb/learning_about_disabilities.htm.

D. State and National Organizations who Provide Disability Services and Information

- **ADA Coordinator's Toolkit**, <http://www.dbtacnorthwest.org/tools/tool-kits/ada-coordinators>.
- **Accessible Information Exchange: Meeting on a Level Playing Field (Providing Accessible Meetings)**, <http://www.ada.gov/business/accessiblemtg.htm>
- **United Cerebral Palsy of Central California**, <http://www.ccucp.org>. United Cerebral Palsy of Central California is a non-profit social service organization dedicated to serving men, women, and children with disabilities. Programs include adaptive services, assistive technology services, summer programs, life skills training, and a center for arts and technology.
- **The AT Network (Assistive Technology) local advocates**, <http://www.atnet.org/>. AT Advocates are community based information and referral specialists who can assist consumers with a variety of assistive technology issues. They work at Independent Living Centers in California. AT Advocates can provide information on assistive technology, provide referrals to qualified professionals for evaluations, assessments and training, help locate vendors, services and funding resources, make outreach and community education presentations.
- **Abledata**, <http://www.abledata.com>. 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.
- **Disability Resources, Inc.**, <http://www.disabilityresources.org>. 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.
- **CATS**, <http://www.atnet.org>. 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 including assistive technology vendors and service providers for Hard of Hearing/Deaf, Learning Disabled, Mobility/Physical/Orthopedic, Speech/Language, visually impaired/Blind.
- **Directory of Independent Living Centers in California**, <http://www.ilru.org/jump1.html>
- **World Institute on Disabilities (WID) Accessibility and Assistive Technology Resource List**, <http://www.wid.org/resources/accessibility-assistive-technology/>. WID maintains a comprehensive list of accessible technology resources.

- **The Center for Accessible Technology**, <http://www.cforat.org>. CFORAT provides access to computers for people with disabilities. Their goal is for children with disabilities to succeed in school, adults with disabilities can find (and keep) jobs and all people with disabilities can use the internet, email and benefit from the digital revolution.
- **BuyAccessible Wizard**, <http://www.buyaccessible.org>. The BuyAccessible Wizard is a web-based application that guides users through a process of gathering data and providing information about Electronic and Information Technology (EIT) and section 508 compliance. This wizard helps federal government officials who acquire EIT products or services make decisions.
- **American Association of People with Disabilities Telecommunications and Technology Policy Initiative**, <http://www.aapd.com/TTPI/TTPI.html>. The American Association of People with Disabilities (AAPD), the country's largest cross-disability membership organization, organizes the disability community to be a powerful voice for change – politically, economically, and socially. The mission of the Telecommunications and Technology Policy Initiative (TTPI) is to ensure that all technology products and services are designed with disability users in mind.

E. Accessible Websites

State & National Organizations who Provide Information about Creating & Maintaining Accessible Websites

How To Tell if Your Web site is Accessible

- **HiSoftware Services**, www.hisoftware.com. This company provides accessible software consulting.
- **Free website accessibility checker** provided by HiSoftware, <http://www.cynthiasays.com>
- **IBM's Rational Policy Tester® for accessibility compliance (website accessibility checker)**, <http://www-01.ibm.com/software/awdtools/tester/policy/accessibility/>. This software helps determine the site's level of compliance with government standards.
- **Web Accessibility Initiative for Evaluating Website Accessibility**, <http://www.w3.org/WAI/eval/>. This is a list of resources which provide general procedures and tips for evaluation in different situations, from evaluation during Web site development to ongoing monitoring of existing sites. This list is intended to supplement other content management and quality assurance procedures.
- List of **Communication and Information Technology Resources maintained by the Access Board**, <http://www.access-board.gov/links/communication.htm>

Resources for Web Developers

- **Accessibility of State and Local Government Websites to People with Disabilities**, <http://www.ada.gov/websites2.htm>. Publications providing guidance on making state and local government websites accessible.
- **Rich Media Home**, <http://ncam.wgbh.org/richmedia/index.php>. A growing collection of resources for developers and users interested in ways to make rich media accessible to people with disabilities.
- **Section 508 guide for web developers**, <http://www.access-board.gov/sec508/guide/1194.22.htm>
- **Section 508 on-line accessible software development training**, <http://www.section508.gov/index.cfm?fuseAction=Courses>
- **ADA Pacific Center Website Accessibility tips**, <http://www.adapacific.org/ait/e-series/03/3.txt>
- **Web Accessibility for Community Colleges Webcast Archive**, <http://www.adaproject.org/WebcastArchives.html>

F. Emergency Preparedness

National Resources for Emergency Preparedness Plans

- **The Access Board Emergency Evacuation Plan Checklist**, <http://www.access-board.gov/evac.htm>. An overview of these the Access Board's design requirements. Also included are links to information developed by other organizations on evacuation planning and disaster preparedness.
- National Organization Disability resources on **Emergency Preparedness for Employers and Businesses**, http://www.nod.org/research_publications/emergency_preparedness_materials/
- **Prepare Now Earthquake Tips for the Hearing Impaired**, <http://www.preparenow.org/deaf.html>
- **United States Department of Labor** Emergency Preparedness for People with Disabilities, <http://www.dol.gov/odep/programs/emergency.htm>. The Office of Disability Employment Policy (ODEP) assumed a leadership role on the Interagency Coordinating Council as chair of the Subcommittee on Emergency Preparedness in the Workplace. The subcommittee has developed **Preparing the Workplace for Everyone**, a framework of guidelines for federal agencies related to including employees and visitors with disabilities in emergency plans: http://www.dol.gov/odep/pubs/ep/preparing/Workplace_Final.pdf

- **Federal Agency for Emergency Management**, <http://www.fema.gov/plan/prepare/specialplans.shtm>. This site has a helpful checklist for including individuals with special needs in evacuation plans.
- **National Center for Accessible Media** Accessible Emergency Alerts for People with Disabilities, http://ncam.wgbh.org/file_download/47.
- The Access to Emergency Alerts project unites emergency alert providers, local information resources, telecommunications industry and public broadcasting representatives, and consumers in a collaborative effort to research and disseminate replicable approaches to make emergency warnings accessible.
- Recommendations from the Emergency Transportable Housing Advisory Committee on tailoring or clarifying coverage of emergency transportable housing in its facility guidelines, <http://www.access-board.gov/eth/>.

G. Providing Accessible Facilities and Programs: Museums, Parks and Recreation, and Schools

Facilities and Programs

- **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.
- **Architect and Contractor Toolkit**, <http://www.dbtacnorthwest.org/tools/architect>.
- **Beneficial Designs**, <http://www.beneficialdesigns.com>. 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.
- **Common ADA Errors**, <http://www.ada.gov/error.htm>. This document lists a sampling of common accessibility errors or omissions that have been identified through the Department of Justice's ongoing enforcement efforts. The significance of the errors is discussed and references are provided to the requirements of the ADA Standards for Accessible Design.
- **Pacific ADA Center**, <http://www.adapacific.org/about/mission.php>. The purpose of the Pacific ADA Center (Pacific DBTAC) is to build a partnership between the disability and business communities and to promote full and unrestricted participation in society for persons with disabilities through education and technical assistance. The DBTAC provides information, on-line classes, problem solving assistance, and referrals for implementing the Americans with Disabilities Act and Accessible Electronic and Information Technology.

Hiring

- **DBTAC Northwest's Employer and Business ADA Compliance Tool Kit**, <http://www.dbtacnorthwest.org/tools/business>
- **Questions and Answers: Promoting Employment of Individuals with Disabilities in the Federal Workforce**, <http://eeoc.gov/federal/qanda-employment-with-disabilities.html>

Voting

- **ADA Checklist for Polling Places**, <http://www.ada.gov/votingck.htm>
- **Voting and Disability Resource List**, www.sedbtac.org/ada/publications/voting_disability_resources.txt

Museums

- **American Association of Museums**, <http://www.aam-us.org>. 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.
- **Smithsonian Institution**, <http://www.si.edu/opa/accessibility/exdesign/start.htm>. The Accessibility Program has developed the Smithsonian Guidelines for Accessible Exhibition Design.
- **Department of Justice's Resources on Museum Accessibility**, http://www.ada.gov/business/museum_access.htm

Parks and Recreation

- **Access Board Recreational Guidelines**, <http://www.access-board.gov/recreation/final.htm>. 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 including amusement rides, boating facilities, fishing piers and platforms, golf courses, miniature golf, sports facilities, and swimming pools and spas: http://www.parks.ca.gov/pages/21944/files/ca_stateparksaccessguiderev_titlepagewith_disclaimer.pdf.
- **National Center on Accessibility**, <http://www.ncaonline.org>. NCA 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.

- **National Center on Physical Activity and Disability**, <http://www.ncpad.org>. 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.
- **United Cerebral Palsy's Sports and Leisure**: http://www.ucp.org/ucp_channel.cfm/1/15. 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.
- **Paralyzed Veterans of America (PVA) Sports and Recreation Resources**, http://www.pva.org/site/PageServer?pagename=sports_main. 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.
- **United Spinal Association list of Wheelchair Recreation, Sports & Travel in California**, <http://www.usatechguide.org/techguide.php?vmode=1&catid=402>
- **United States Association of Blind Athletes**, <http://www.usaba.org>. The United States Association of Blind Athletes enhances the lives of blind and visually impaired people by providing the opportunity for participation in sports and physical activity. More resources for the blind and visually impaired are available in the Blind/Visually impaired section below.

Schools

- **Disabilities, Opportunities, Internetworking, and Technology (DO-IT)** <http://www.washington.edu/doiit>. DO-IT serves to increase the participation of individuals with disabilities in challenging academic programs and careers. It promotes the use of computer and networking technologies to increase independence, productivity, and participation in education and employment.
- **DisabilityInfo.gov online resources for Education**, <http://www.disabilityinfo.gov/digov-public/public/DisplayPage.do?parentFolderId=61>. A comprehensive list including college preparatory materials, transition issues for children with special needs in elementary, middle school, high school, and secondary education. Guidelines for Accessing Alternative Format, inclusion materials, educational technology.

- **Exceptional Parents Unlimited**, <http://www.exceptionalparents.org/advocate.html>. Educational Advocates at Exceptional Parents Unlimited (EPU) are specially trained professionals in special education law. Each advocate is also the parent, or family member, of a child with special needs that has personal experience with their child in the educational system.

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.

- Accessible Transportation List of Resources from **Disabilityinfo.gov**, <http://www.disabilityinfo.gov/transportation>. This list includes resources for rural transportation, transporting seniors, and much more.

H. Information for Specific Disabilities

Blind/Visual Impaired: Things to Know, Things to Do

Things to Know:

- The definition of legally blind is 20/200 vision with best correction. Most persons who are considered blind have some sight.
- Most persons who are blind are mobile and independent.
- While many people who are blind can use Braille, the majority of persons who are blind do not.

Things to Do:

- Introduce yourself. Identify who you are and what your job or role is. Give the person verbal information that is visually obvious to those who can see.
- Be descriptive when giving directions. For instance, saying, "Over there," has little meaning to someone who cannot see you point. Instead, saying, "Four doors after turning right from the elevator," would be much more helpful.
- Always ask someone if they need your assistance and how you can assist them. Lead someone who is blind only after they have accepted your offer to do so. Allow them to hold your arm rather than you holding theirs. It is important that they control their own movements.
- Many techniques are used as tools for independence. Some persons who are blind use a "clock" reference for things directly in front of them such as a meal. For example,

something could be positioned at three o'clock (to their right) or six o'clock (directly in front and close). Before using this technique, ask the person if this is useful. Remember to describe things from their perspective, not yours.

Alternative Formats: Braille, Large Print, OCR, Audio

Braille Services

The following individuals provide Braille printing services:

- **Earle Baum Center of the Blind**, 4539 Occidental Rd, Santa Rosa, CA 95401. 707-523-3222, ebc@earlebaum.org

Large Print

A copy machine capable of enlarging printed materials should be available for employees. It is often easier to obtain an electronic copy of a document and enlarge the font than to use a photocopy machine to make the font larger.

- **Guidelines for large print for people with low vision:**
<http://www.aph.org/edresearch/lpguide.htm>
- **Large Print Reviews**, <http://www.largeprintreviews.com>. Presenting reviews of large print books, audio book reviews, low vision software evaluations, and other items of interest to individuals with low vision. Including articles on eye health, eye diseases and disorders, accessibility issues, literature, products for the blind and visually impaired, plus travel articles and travel tips.

Optical Character Recognition (OCR) Systems

Optical character recognition (OCR) systems provide persons who are blind or visually impaired with the capacity to scan printed text and then have it spoken in synthetic speech or saved to a computer file.

- **American Foundation for the Blind list of OCR products**,
<http://www.afb.org/ProdBrowseCatResults.asp?CatID=38>

Audio

If a request is made for a document to be transferred onto an audiotape, contact the City Clerk's Office.

State & National Organizations who Provide Blind Services

- **Braille Institute Universal Media Services**, <http://www.brailleinstitute.org/>
The Braille Institute is the largest and main resource for transcribing documents to Braille in California. The Institute provides an environment for people who are blind and visually impaired through integrated educational, social and recreational programs and services. They provide assistance at 5 of their regional centers in Southern California through more than 350 community outreach locations.

- **Lighthouse for the Blind and Visually Impaired**, <http://www.lighthouse-sf.org>. The Lighthouse is the largest agency providing direct service, advocacy and information to the blind and visually impaired community of Northern California. Since 1902, they have offered solutions to living with vision loss.
- **State of California Office of Special Services to the Blind**: <http://www.cdss.ca.gov/cdssweb/PG83.htm>. Under the Office for Special Services, the Office of Services to the Blind (OSB) provides information and referral on services, programs, entitlements, and products of benefit to individuals who are blind or visually impaired and their families or service providers. OSB staff assists such individuals in understanding the availability of services, their eligibility for services, and the purpose and scope of the various service programs.
- **Lighthouse International**, <http://www.lighthouse.org>. Founded in 1905, Lighthouse International is a non-profit organization whose goal is to prevent the disability associated with vision loss and to enhance the daily lives of people with visual impairments at any age. New York Lighthouse Vision Rehabilitation Services is a major provider of vision rehabilitation services in New York State. Other activities of Lighthouse International include professional education, research, prevention, and advocacy. In partnership with the Royal National Institute for the Blind, it built VisionConnection, a global Internet portal for people who are partially sighted or blind. It sells products for consumers through the Lighthouse Store, and to professionals through its Professional Products Division, also known as the Low Vision SuperStore.
- **American Foundation for the Blind**, <http://www.afb.org>. 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. 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
- **National Federation of the Blind**, <http://www.nfb.org>. 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).
- **Abledata**, <http://www.abledata.com>. 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. Abledata maintains a comprehensive section on blind and low-vision resources.

- **United States Association of Blind Athletes**, <http://www.usaba.org>. The United States Association of Blind Athletes enhances the lives of blind and visually impaired people by providing the opportunity for participation in sports and physical activity.
- **National Center for Accessible Media**, <http://ncam.wgbh.org/webaccess/> 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.
- **National Network of ADA Centers** article on screen readers, <http://www.accessibletech.org/articles/webinfo/webBasedForms.php>

Deaf/Hard of Hearing: Things to Know, Things to Do

Things to Know:

- Most persons who are deaf or hard-of-hearing have some hearing.
- Sign language is not another form of English. It is a language with its own grammar, context and rules.
- Lip-reading, while helpful without sound clues, is only about 30% effective.
- Long conversations with persons who lip-read can be very fatiguing.
- Not all persons who are deaf use sign language, read or write.
- Not all persons who are deaf speak or lip-read.

Things to Do:

- Determine how the person prefers to communicate.
- If the person uses an interpreter, address the person directly, not the interpreter.
- If the person reads lips, speak in a normal not exaggerated way. Short, simple sentences are best.
- If the person reads lips, avoid blocking their view of your face. Make sure the lighting is good.
- Gain their attention before starting a conversation.
- If there is any doubt that you have been misunderstood, ask if they understand you.

- Be aware of situations where a person may be waiting for assistance (i.e., transportation, a table, the start of an activity), where the common method of communication is by announcement or the calling of the person's name. Develop an alternative method for notifying the deaf and/or hard-of-hearing person.

How to Communicate with Deaf People: Relay services, Interpreters, Captioning, Assistive Listening Devices

City Programs should have access to a text telephone or have access to a telephone transfer service such as the California Relay Service or 711, as required by the law and offered by public telephone companies.

- **California Relay Service (CRS) or 711**, <http://www.ddtp.org/>. The CRS provides specially-trained operators to relay telephone conversations back and forth between people who are deaf, hard of hearing, or speech-disabled and all those they wish to communicate with by telephone.
- **Hands On Video Relay Service**, Hearing callers (877) 467-4877 English or (877) 467-4875 Spanish.
- **Sorenson Video Relay**, <http://www.sorensonvrs.com/> or call toll free at (866) 327-8877. Have the contact information of the deaf or hard-of-hearing individual (i.e. name, videophone number, or IP address) ready. You must remain on hold until the call is answered by the next available interpreter.
- **Sprint Video Relay Service**, <http://www.sprintvrs.com/> or (866) 410-5787.
- **U.S. Access Board Guidelines on accessibility, usability, and compatibility of telecommunications**, <http://www.access-board.gov/telecomm/telecom.pdf>
- **TDI**, <http://www.tdi-online.org>, 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.
- **National Network of ADA Centers** article on accessing relay services: <http://www.accessibletech.org/articles/telecom/relayServices.php>
- **National Network of ADA Centers** article on captioning: <http://www.accessibletech.org/articles/multimedia/captionsStandards.php>

ASL Interpreters

A pool of on-call American Sign Language interpreters is available at the City Clerk's Office. 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.

Certified American Sign Language Interpreters are available by contacting the City Clerk's office.

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 Registry of Interpreters for the Deaf (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.

In some cases, video remote sign language interpreting may be appropriate. In court, medical, and for large public meetings this service may not be appropriate. There are some circumstances where interpreting can be on using web cameras. This service provides flexibility and also costs less than live interpreting.

Captioning

All audiovisual presentations such as videos and broadcasts of meetings must be closed captioned. 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.

- **List of captioning resources from AT Network** including both California-based and remote captioning services, <http://www.atnet.org/index.php?page=captioning-services-2>
- **Advocacy for Captioning**, <http://www.captions.org>

Assistive Listening Systems & 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.

- **US Access Board's Assistive Listening Systems Technical Bulletins**, <http://www.access-board.gov/adaag/about/bulletins/als-a.htm>
- **American Speech-Language-hearing Association page on Assistive Listening Devices**, http://www.asha.org/public/hearing/treatment/assist_tech.htm
- **The California Telephone Access Program (CTAP)**, <http://www.ddtp.org/>. The California Telephone Access Program (CTAP) distributes telecommunications equipment and services to individuals certified as having difficulty using the telephone. CTAP is a California State mandated program, under governance of the California Public Utilities Commission (CPUC). Equipment and some network services are available at no charge to eligible consumers.

State & National Organizations who Provide Deaf Services

- **Deaf Counseling Advocacy and referral Agency (DCARA)**, <http://www.dcara.org>. DCARA provide a variety of services, which include: Advocacy, Peer Counseling, Communication Access, Independent Living Skills, Employment Assistance, Information and Referral, and Community Education.
- **Hearing and Speech Center of Northern California**, www.hearingspeech.org
- **State of California Office for Deaf Access**, <http://www.cdss.ca.gov/cdssweb/PG145.htm>. The ODA has two primary purposes. First, it acts as a liaison between the California Department of Social Services (CDSS) Director's Office and the deaf community, various programs, agencies, and other organizations concerned with deafness or hearing loss. Second, the ODA provides contract administration and program oversight of CDSS' contracts with a network of eight, private, non-profit agencies that provide a variety of DAP services to California's deaf, deaf-blind, hard of hearing and late-deafened populations.
- **National Association of the Deaf**, <http://www.nad.org/>. 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.

Funding for Projects

- **CalTrans** has published a transportation funding guidebook in August 2008 titled **“State and Federal Funds Available for Local Agency Projects,”**

<http://www.dot.ca.gov/hq/LocalPrograms/lam/lagb.htm>. This document provides concise, high-level overviews of several Federal and State transportation funding programs available to local agencies. Each program description contains key facts about eligibility, project selection, significant dates, references, sources for assistance and other essential information.

Deaf/Blind (Both Deaf and Blind): Things to Know, Things to Do

Things to Know:

- Many people who are deaf and blind became so later in life. Many deaf/blind people have some vision and/or some hearing. People who were deaf and became blind later in life may prefer finger spelling and sign, but people who were blind first may not know any sign language.
- There are many different ways to communicate with deaf/blind people. Be flexible and patient. Communication with deaf/blind people can take a long time.
- Plan things in advance so the deaf/blind individual knows what to expect and can plan accordingly. Try not to make last minute changes. If for any reason plans must change, explain the situation.
- Tunnel or other kinds of partial vision can be confusing to the deaf/blind. If a deaf/blind person has some vision, it may be more confusing than useful at times.

Things to Do:

- Treat a person who is deaf-blind as you would treat anyone else. Always be natural – never patronizing in your words and your actions.
- Offer your arm when walking with a person who is deaf-blind. Do not push him or her ahead of you; let them hold your arm, just below the elbow.
- Address a person who is deaf-blind directly, not through someone else. Speak by forming the letters of the manual alphabet distinctly while he or she holds one hand lightly over yours to feel the position of your fingers. Be careful to move the fingers directly from the position of one letter to the next and pause slightly between words. If you or the person who is deaf-blind are unfamiliar with the manual alphabet, you can print capital letters in their palm. Be sure to pause between words.
- Let the deaf/blind person know when you enter or leave the room. Always communicate who you are.
- Use the words “see” and “hear” or “blind” naturally, without hesitation if your conversation calls for them.

- Personal items such as wallets, purses and keys should not be touched unless you are asked. A deaf-blind person can handle money to pay the check or open doors etc. Do not move a coat, cane etc. without first telling the deaf/blind person.
- Guide his hand to objects by leading with yours. Let his hand rest lightly on the back of your hand as you move it slowly towards what you want to touch. When you make contact, slowly slip your hand out from underneath. This works for objects you want to show him for whatever reason. It might be just so he can explore it, or it might be a handrail on the stairs, or even a drink or snack.
- Let the deaf/blind person think for herself. Give as much information as possible, then let the deaf/blind person make the decisions for herself.
- Allow time for a deaf/blind person to answer a question. A pause of a few seconds may well mean she is considering, not that she has no idea.

Accessible/Adaptive Equipment for the Deaf/Blind: Adaptive TTY

- **Adaptive TTY,**
http://en.wikipedia.org/wiki/Telecommunications_Relay_Service#DeafBlind_variation

Local Organizations who Provide Deaf/Blind Services

Disability Services & Legal Center, 980 Hopper Ave, Santa Rosa, CA 95403, 707-528-2745, dslc@sonic.net

State & National Organizations who Provide Deaf/Blind Services

- **Frequently asked questions about deaf/blindness,**
<http://www.deafblindinfo.org/start/faq>
- **A to Z Deafblind,** <http://www.deafblind.com>
- **Center for the Deaf Blind,** www.deaf-blind.org
- **Guidelines for Working/Playing with Deaf-Blind People,** <http://dss.jsu.edu/db.htm>

Physical Disability/Mobility Impairment: Things to Know, Things to Do

Things to Know:

- There are many reasons (not just paralysis) why someone uses a wheelchair or has mobility impairment.
- There is a wide range of physical abilities among those who use wheelchairs. Persons using them may require different degrees of assistance or no assistance at all.

- Some persons do not use wheelchairs exclusively, but may use canes, leg braces, and in some cases, no assistive devices at all for short periods.
- Some people with mobility impairments have a hidden mobility disability, such as a person with heart disease who cannot walk very far.

Things to Do:

- If you are requested to fold, carry or store a wheelchair, treat it with care. They can break, and are difficult to repair on short notice. It is extremely disruptive to the user if their wheelchair is unavailable.
- When speaking to someone who uses a wheelchair, give the person a comfortable viewing angle of your face. Having to look straight up is not a comfortable viewing angle.
- Make sure all wheelchair-accessible routes have good signage. The signs should be placed low enough so that a wheelchair user can see them. If construction temporarily changes an accessible path of travel, make sure that this new route is well signed.
- Always ask before offering help.

Auxiliary Aids/Assistive Devices for People with Mobility Impairments

The following Assistive Devices may be useful for provide customer services to people who use wheelchairs.

- A pen and clipboard.
- Place a desk and pen in the area for completing forms.
- Flexible lighting to accommodate a person who is sitting or standing at the counter.
- Grabbers to extend a person's reach.
- Accessible electronic equipment such as a laptop.
- Chairs with arm rests or higher seats may be easier to use for people with limited mobility.

Local Organizations who Provide Services for People in Wheelchair & People with Mobility Impairments

Disability Services & Legal Center, 980 Hopper Ave, Santa Rosa, CA 95403, 707-528-2745, dslc@sonic.net

Rebuilding Together Petaluma, P.O. Box 100, Petaluma, CA 94953, 707-765-3944, jane@rtpetaluma.org

State & National Organizations who Provide Services for People in Wheelchair & People with Mobility Impairments

- **DisabilityInfo.Gov:** <http://www.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.
- **Beneficial Designs,** <http://www.beneficialdesigns.com>. 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.
- **Common ADA Errors,** <http://www.ada.gov/error.htm>. This document lists a sampling of common accessibility errors or omissions that have been identified through the Department of Justice's ongoing enforcement efforts. The significance of the errors is discussed and references are provided to the requirements of the ADA Standards for Accessible Design.

Psychiatric Disabilities: Things to Know, Things to Do

Things to Know:

- People who have psychiatric disabilities have varying personalities and different ways of coping with their disability. Some may have trouble picking up on social cues; others may be supersensitive. One person may be very high energy, while someone else may appear sluggish. Treat each person as an individual. Ask what will make them most comfortable and respect their needs to the maximum extent possible.
- People with psychiatric disabilities may at times have difficulty with daily life activities. Their disorder may interfere with their ability to feel, think or relate to others. Most people with psychiatric disabilities are not violent. One of the main obstacles they face is the attitudes that people have about them. Because it is a hidden disability, chances are you will not even realize that the person has a mental health condition.
- A person with a brain injury may have poor impulse control. The person may make inappropriate comments and may not understand social cues or “get” indications that she has offended someone. In frustration to be understood, or to get ideas across, a person with a psychiatric disability may seem pushy. All of these behaviors arise as a result of the injury.
- Remember that the person is an adult and, unless you are informed otherwise, can make their own decisions.

Things to Do:

- Provide a direct line that bypasses a phone tree if a person has trouble handling phone menus. For some people, using a phone menu is a challenging task.

- It may be easier for the person to function in a quiet environment without distractions, such as a radio playing, people moving around or loudly patterned curtains.
- A person with a brain injury may have poor impulse control. The person may make inappropriate comments and may not understand social cues or “get” indications that she has offended someone. In a frustration to understood, or to get own ideas across, they may seem pushy.
- Gauge the pace, complexity, and vocabulary of your speech according to theirs. Do not use baby talk or talk down to people who have psychiatric disabilities.
- In a crisis, stay calm and be supportive as you would with anyone. Ask how you can help, and find out if there is a support person who can be sent for. If appropriate, you might ask if the person has medication that he needs to take.
- Remember that the person is an adult and, unless you are informed otherwise, can make their own decisions.
- People with psychiatric disabilities may be anxious to please and always give you the answer they think you want to hear. Questions should be phrased in a neutral way to elicit accurate information. Verify responses by repeating each question in a different way.
- Try to keep the pressure of the situation to a minimum.
- It may be easier for the person to function in a quiet environment without distractions, such as a radio playing, people moving around or loudly patterned curtains.
- People with psychiatric disabilities may be anxious to please and always give you the answer they think you want to hear. Questions should be phrased in a neutral way to elicit accurate information. Verify responses by repeating each question in a different way.

Local Organizations who Provide Information about Psychiatric Disabilities

Buckelew , Steve Ramsland, 914 Mission Ave, San Rafael, CA 94901, 415-457-6964, stever@buckelew.org

Boulevard Apartments, 914 Mission Ave, San Rafael, CA 94901

State & National Organizations who Provide Information about Psychiatric Disabilities

- **National Alliance on Mental Illness (NAMI)**, <http://www.nami.org>. For three decades, NAMI has established itself as the most formidable grassroots mental health advocacy organization in the country. Dedication, steadfast commitment and unceasing belief in NAMI's mission by grassroots advocates have produced profound changes. NAMI's greatest strength is the dedication of their grassroots leaders and members. NAMI promotes awareness, support, and advocacy for the mentally ill and their families.

- **Internet Mental Health**, <http://www.mentalhealth.com>. This site is a free encyclopedia of mental health information created by a Canadian psychiatrist. The site provides current information about mental illness, State-of-the-art, interactive psychiatric tools. Internet Mental Health does not accept any corporate sponsors.

Developmental Disabilities: Things to Know, Things to Do

Things to Know:

- People who have developmental disabilities have varying personalities and different ways of coping with their disability. Some may have trouble picking up on social cues; others may be supersensitive. One person may be very high energy, while someone else may appear sluggish. Treat each person as an individual. Ask what will make him most comfortable and respect his needs to the maximum extent possible.
- People with developmental disabilities may at times have difficulty with daily life activities. Their disorder may interfere with their ability to feel, think or relate to others.
- A person with a brain injury may have poor impulse control. The person may make inappropriate comments and may not understand social cues or “get” indications that she has offended someone. In her frustration to understand, or to get her own ideas across, she may seem pushy. All of these behaviors arise as a result of the injury.
- Remember that the person is an adult and, unless you are informed otherwise, can make their own decisions.

Things to Do:

- Provide a direct line that bypasses a phone tree if a person has trouble handling phone menus. For some people, using a phone menu is a challenging task.
- People with learning disabilities have a different way of learning. They may require more time or alternative formats to be able to understand new things.
- Ask what will make him most comfortable and respect his needs to the maximum extent possible. People who have developmental disabilities have varying personalities and different ways of coping with their disability. Some may have trouble picking up on social cues; others may be supersensitive. One person may be very high energy, while someone else may appear sluggish. Treat each person as an individual.
- Speak to a person with a developmental disability in clear sentences, using simple words and concrete—rather than abstract—concepts. Break down complex questions into smaller parts.
- Gauge the pace, complexity, and vocabulary of your speech according to theirs. Do not

use baby talk or talk down to people who have developmental disabilities.

- In a crisis, stay calm and be supportive as you would with anyone. Ask how you can help, and find out if there is a support person who can be sent for.
- Remember that the person is an adult and, unless you are informed otherwise, can make their own decisions.
- People with developmental disabilities may be anxious to please and always give you the answer they think you want to hear. Questions should be phrased in a neutral way to elicit accurate information. Verify responses by repeating each question in a different way.
- Stress can affect the person's ability to function. Try to keep the pressure of the situation to a minimum.
- It may be easier for the person to function in a quiet environment without distractions, such as a radio playing, people moving around or loudly patterned curtains.
- Provide clear signs with pictograms. These can help a person who has developmental disabilities to find their way around a facility.

Local Organizations who Provide Information about Developmental Disabilities

North Bay Regional Center, 2351 Mendocino Ave, Santa Rosa, CA 95403, 707-569-2000, rickb@nbrc.net

State & National Organizations who Provide Information about Developmental Disabilities

- **Area VIII Developmental Disabilities Board**, State Council on Developmental Disabilities, <http://www.scdd.ca.gov/>
- **California Department of Developmental Services**, <http://dds.ca.gov>. The California Department of Developmental Services is the agency through which the State of California provides services and supports to individuals with developmental disabilities.
- **State Council on Developmental Disabilities**, <http://www.scdd.ca.gov>. The State Council on Developmental Disabilities (SCDD) is established by state and federal law as an independent state agency to ensure that people with developmental disabilities and their families receive the services and supports they need.
- **The Arc**, <http://www.thearc.org/>. 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.

Learning Disabilities: Things to Know, Things to Do

Things to Know:

- People with learning disabilities have a different way of learning. They may require more

time or alternative formats to be able to understand new things.

Things to Do:

- People with dyslexia or other reading disabilities have trouble reading written information. Give them verbal explanations and allow extra time for reading.
- It may be easier for the person to function in a quiet environment without distractions, such as a radio playing, people moving around or loudly patterned curtains.
- Ask the person how you can best relay information. Be direct in your communication. A person with a learning disability may have trouble grasping subtleties.

State & National Organizations who Provide Information about Learning Disabilities

- **Recording for the Blind & Dyslexic (RFB&D)**, <http://www.rfbd.org>. Recording for the Blind & Dyslexic® (RFB&D), a national nonprofit, volunteer organization, has been the leading accessible audiobook library for students with disabilities such as visual impairment or dyslexia that make reading standard print difficult or impossible for the last 60 years. With titles available in every subject area and grade level, RFB&D's digitally recorded audio textbooks on CD and downloadable audio textbooks help students challenged by the printed page.
- **The Braille and Talking Book Library**, <http://www.library.ca.gov/services/btbl.html>. Blind and visually disable people may borrow recreational reading materials and magazines on cassette, digital cartridge, and Braille provided by the Library of Congress National Library Service for the Blind and Physically Handicapped (NLS) network. The book collection contains thousands of fiction and nonfiction titles, including classics, biographies, romances, mysteries, westerns, science fiction, cookbooks, politics, history and self-help guides.

Speech Impairments: Things to Know, Things to Do

Things to Know:

- Speech impairments can be caused by a variety of conditions.
- Speech impairments may be a single condition, or may be part of other impairments. For example, some disorders only affect the sound of the voice. Other disorders are part of a more complex condition, such as cerebral palsy.
- Most people with speech disorders understand everything that is said to them.

Things to Do:

- Give the person your full attention. Do not interrupt or finish the person's sentences. If you have trouble understanding, don't nod or pretend to understand. Just ask him to repeat. In most cases the person won't mind and will appreciate your effort to hear what he has to say.

- If you are not sure whether you have understood, you can repeat for verification.
- Move your conversation to a quieter environment.
- After trying, you still cannot understand the person, ask him to write it down or to suggest another way of facilitating communication or dial 711 and for the California Relay System for the hearing and speech impaired.
- It may be easier for the person to function in a quiet environment without distractions, such as a radio playing, people moving around or loudly patterned curtains.
- Ask the person how you can best relay information. Be direct in your communication. A person with a learning disability may have trouble grasping subtleties.
- If you are not sure that the person understands you, ask if they would like you to write down what you were saying.
- Provide a direct line that bypasses an operator in case the person needs to call.

State & National Organizations who Provide Information about Speech Impairments

- **American Speech-Language-Hearing Association (ASHA)**, <http://www.asha.org/>, ASHA is the professional, scientific, and credentialing association for 135,000 members and affiliates who are audiologists, speech-language pathologists, and speech, language, and hearing scientists.

Multiple Chemical Sensitivity: Things to Know, Things to Do

Multiple Chemical Sensitivity is an unusually severe sensitivity or allergy-like reaction to many different kinds of pollutants including solvents, VOC's (Volatile Organic Compounds), perfumes, petrol, diesel, smoke, "chemicals" in general and often encompasses problems with regard to pollen, house dust mites, and pet fur & dander. The problem is ongoing, and not a one-time event. A person with MCS patient is affected by many different triggers.

Things to Know:

- A person with MCS may need to wear a mask in order to protect themselves from perfumes, smoke, and other substances that are generally not a problem for most people, but are for that individual.
- People with MCS may have many different triggers. Some scents may harm some persons with MCS, but not others.

Things to Do:

- Open a window, or allow the person with MCS to sit next to an open window.

- Accommodate the individual by phone if possible so they can avoid exposure to scents.
- Avoid the use of air fresheners, scented cleaning products. Avoid wearing any perfumes or other fragranced products such as laundry detergent, fabric softeners, hair care products, lotions, aftershave, deodorants.
- Provide advance notice of building events such as new construction, remodeling, roofing, pesticide applications, floor waxing, carpet shampooing and similar activities with provisions for alternative workspace as necessary. Post signs at all entrances and exits to notify building occupants of upcoming or recent activities.
- Keep the ventilation system functioning at optimum performance and free of contaminants. Install and maintain separate exhaust systems to remove fumes from restrooms, cooking areas and copy rooms.
- Eliminate or minimize the use of carpeting. If carpeting and carpet adhesives are used, select the least toxic products with low or no Volatile Organic Compounds (VOC's) and air well prior to installation. Avoid flooring materials that require frequent stripping and waxing. Select the least toxic/allergenic/unscented building materials, furnishings and supplies. Materials should have no or low VOCs including formaldehyde.

State & National Organizations who Information about Multiple Chemical Sensitivity

- **Job Accommodation Network Employees with Multiple Chemical Sensitivity and Environmental Illness**, <http://askjan.org/media/chem.htm>
- **The Environmental Illness Resource**, <http://www.ei-resource.org>
- **Environmental Health Network**, <http://ehnca.org/>
- **Multiple Chemical Sensitivity Referral and Resources**, <http://www.mcsrr.org/>
- **Creating an Accessible Indoor Environment**, <http://missourikidshealthcoalition.wetpaint.com/page/Attachment+to+Mary+Lamielle%27s+Letter>. A helpful letter with details on maintaining an indoor environment.