

# CITY OF SAN LEANDRO ADA SELF-EVALUATION & TRANSITION PLAN UPDATE



**MARCH 2012**



## Table of Contents

1.0	Introduction .....	1
1.1	Summary .....	1
1.2	Legislative Mandate .....	1
1.3	ADA Transition Plan Requirements and Process .....	2
1.4	Discrimination and Accessibility .....	3
1.5	Undue Burden.....	3
1.6	Facility Survey .....	4
1.7	Public Outreach.....	5
1.8	Adoption .....	5
2.0	Definitions.....	6
2.1	Disability .....	6
2.2	Qualified Individual with a Disability .....	6
2.3	Discrimination on the Basis of Disability .....	6
2.4	Complaint .....	7
2.5	Physical or Mental Impairments .....	7
2.6	Substantial Limitations of Major Life Activities.....	7
2.7	Having a Record of Impairment.....	8
2.8	Regarded as Having a Disability .....	8
2.9	Reasonable Program Modifications.....	8
2.10	Undue Burden.....	9
2.11	Auxiliary Aids and Services.....	9
3.0	Policies & Programmatic Accessibility Findings & Actions .....	10
	Introduction .....	10
	Overview.....	10
	Programmatic Modifications .....	10
3.1	Findings and Recommended Actions – City-Wide Programs, Activities, and Services .....	11
	Accessible/Adaptive Equipment .....	11
	Customer Service .....	12
	Notice Requirements.....	14
	Printed Information .....	16
	Website.....	17
	Public Telephones and Communication Devices .....	18
	Training and Staffing .....	18
	Program Eligibility and Admission .....	20
	Public Meetings .....	20
	Transportation .....	21

Tours and Trips .....	22
Use of Consultants for Delivering Program Services .....	22
Emergency Evacuation Procedures .....	23
Facilities.....	23
Special Events on Public Properties.....	24
3.2 Policy Review: City Municipal Code.....	24
3.3 Department Reports .....	26
City Manager’s Office .....	26
Community Development .....	28
Finance .....	30
Engineering & Transportation/Administrative Services.....	32
Engineering & Transportation/Project Development .....	34
Human Resources Department.....	35
Police Department .....	37
Public Library .....	39
Public Works/Administration Division .....	41
Public Works & Open Space Division .....	42
Recreation and Human Resources .....	43
4.0 ADA Facilities Transition Plan .....	45
4.1 City Facilities .....	45
A. Program Barrier Removal Priorities .....	46
B. Priorities for Barrier Removal within Facilities.....	46
C. Facilities Transition Plan Requirements.....	47
D. Phasing Schedule for Facilities .....	47
E. Schedule of Improvements for City Facilities .....	48
4.2 Public Sidewalks.....	49
5.0 ADA Accommodation Policy and Complaint Procedure .....	51
5.1 City of San Leandro’s ADA Accommodation and Grievance Procedure .....	51
6.0 ADA Resources List.....	53
Federal Accessibility Standards and Regulations .....	58
U.S. Access Board .....	54
Guidelines and Standards for Facilities .....	54
Guidance Material and Advisory Reports for Facilities.....	55
Guidelines for Transportation .....	57
Guidance Material for Transportation .....	58
Guidelines and Standards for Communication .....	58
Guidance Material for Communication .....	59

State of California Accessibility Standards and Regulations .....	59
Title 24, California Building Code .....	59
Division of State Architect .....	60
Resources for Providing Accessible Programs and Facilities .....	60
Resources for Assistive Technologies (General) .....	62
American Sign Language Interpreters and Assistive Listening Systems and Devices .....	63
Transportation .....	63
Assistive Technology Equipment Resources .....	64
Additional Community Resources.....	67
Funding Guide for Projects.....	67
Local Disability Resources.....	67
Disability Services .....	67
Information and Referral.....	68
Paratransit Services .....	68
Appendices .....	82
Appendix A: Facility Reports	

## **1.0 Introduction**

### **1.1 Summary**

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

This ADA Self Evaluation & Transition Plan Update is being prepared to fulfill the requirements set forth in Title II of the Americans with Disabilities Act. The ADA states that a public entity must reasonably modify its policies, practices, or procedures to avoid discrimination against people with disabilities. This report will assist the City of San Leandro in identifying programmatic and physical barriers to accessibility and in developing barrier removal solutions that will facilitate the opportunity of access to all individuals.

The City of San Leandro prepared and adopted a Transition Plan in 1995. This 2011 plan updates the existing 1995 plan by describing the process by which programs and facilities were evaluated; presents the findings of that evaluation; and provides recommendations for accessibility improvements. This section provides an overview of the requirements for developing the ADA Self Evaluation & Transition Plan and outlines the plan development process itself.

### **1.2 Legislative Mandate**

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

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

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

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

- Deny persons with disabilities the opportunity to participate as members of advisory boards and commissions;
- Deny persons with disabilities the opportunity to participate in services, programs, or activities that are not separate or different from those offered others, even if the City offers permissibly separate or different activities; and
- In determining the location of facilities, make selections that have the effect of excluding or discriminating against persons with disabilities.

Title II of the ADA provides that public entities must identify and evaluate all programs, activities, and services and review all policies, practices, and procedures that govern administration of the entity's program's activities, and services.

The Transition Plan lists, prioritizes, and sets forth a schedule for the physical changes that must be made in order to provide programmatic access to City programs, activities, and services, when viewed in their entirety. This report, and certain documents incorporated by reference, establishes the City's ADA Self Evaluation & Transition Plan Update.

### **1.3 ADA Transition Plan Requirements and Process**

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

- A list of the physical barriers in the City's facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities;
- A detailed outline of the methods to be used to remove these barriers and make the facilities accessible;
- Planning level cost estimates for their removal;
- A schedule for taking the steps necessary to achieve compliance with the ADA, Title II; and
- The name of the individual responsible for the plan's implementation.

## **1.4 Discrimination and Accessibility**

There are two kinds of accessibility:

- Program accessibility; and
- Physical accessibility.

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

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

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

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

When choosing a method of providing program access, the City will give priority to the one that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities. In compliance with the requirements of the ADA, the City must provide equality of opportunity, but does not guarantee equality of results.

## **1.5 Undue Burden**

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

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

## **1.6 Facility Survey**

In 2009, the City conducted a physical audit of City facilities to identify facility barriers and identify recommendations and alterations in order to meet state and federal accessibility standards. The list of facilities surveyed includes:

- City owned buildings
- City parks and recreation facilities

The facilities assessment was conducted in accordance with the Americans with Disabilities Act Accessibility Guidelines (ADAAG) and the California Building Code (CBC) and included the following facilities:

- City Hall
- Marina Community Center
- City Hall – South Offices
- California Conservatory Theater
- Police Department
- Public Works Service Center
- San Leandro History Museum and Art Gallery
- Fire Station #9
- Fire Station #10
- Fire Station #11
- Fire Station #12
- Fire Station #13
- Mulford – Marina Branch Library
- Main Library
- South Branch Library
- Washington Manor Library
- Boys and Girls Club Pool
- Family Aquatic Center
- Farrelly Pool
- Tony Lema Golf Course
- Marina Golf Course
- Marina Office
- Boat Launch Restrooms
- Dock A Public Restrooms
- Dock A Berther Restrooms
- Dock E – F Public Restrooms



- Dock E – F Berther Restrooms
- Dock J – K Berther Restrooms
- Bonaire Park
- Chabot Park
- Cherry Grove Park
- Grover Cleveland Park
- Halcyon Park
- Heath Park
- Marina Park
- McCarty Park
- Memorial Park
- San Leandro Ball Park
- Siempre Verde Park
- Stenzel Park
- Thrasher Park
- Toyon Park
- Victoria Circle Park
- Warden Park
- Washington Manor Park

## **1.7 Public Outreach**

The Drafted Self Evaluation and Transition Plan Update was circulated to agencies serving disabled individuals in the San Leandro community on February 1, 2012, asking for comments and recommendations to be provided by February 29, 2012. No comments were received.

## **1.8 Adoption**

The Self Evaluation and Transition Plan Update was adopted by City Council Action on March 19, 2012, Minute Order 2012-013.

## **2.0 Definitions**

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

### **2.1 Disability**

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

- A physical or mental impairment that substantially limits one or more of the major life activities of such individual;
- A record of such impairment; or
- Being regarded as having such impairment.

### **2.2 Qualified Individual with a Disability**

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

### **2.3 Discrimination on the Basis of Disability**

*Discrimination on the basis of disability* means to:

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

that the test results accurately reflect the qualified applicant's skills or aptitude to participate in a program or activity.

## **2.4 Complaint**

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

## **2.5 Physical or Mental Impairments**

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

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

## **2.6 Substantial Limitations of Major Life Activities**

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

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

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

- The nature and severity of the impairment;
- The duration or expected duration of the impairment; and
- The permanent or long-term impact (or expected impact) of or resulting from the impairment.

## **2.7 Having a Record of Impairment**

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

## **2.8 Regarded as Having a Disability**

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

## **2.9 Reasonable Program Modifications**

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

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

- To a registration or application process to enable an individual with a disability to be considered for the program or activity;
- To the program or activity environment in which the duties of a position are performed so that a person with a disability can perform the essential functions of the program or activity; and/or
- That enables individuals with disabilities to enjoy equally the benefits of the program or activity as other similarly situated individuals without disabilities enjoy.

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

Modification applies to:

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

Modification is not required if:

- It changes the essential nature of a program or activity of the person with a disability;
- It creates a hazardous situation;

- Adjustments or modifications requested are primarily for the personal benefit of the individual with a disability; or
- It poses an undue burden on the City.

## **2.10 Undue Burden**

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

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

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

The following factors shall be considered in determining whether a program modification would create an undue burden:

- Nature and cost of the modification;
- Financial resources of the City available to make the modification;
- Impact the expense of the accommodation will have on the affected City operation; and
- Permanence of the alterations affecting the site.

## **2.11 Auxiliary Aids and Services**

The term *auxiliary aids and services* include:

- Qualified interpreters or other effective methods of making orally delivered materials available to individuals with hearing impairments;
- Qualified readers, taped texts, or other effective methods of making visually delivered materials available to individuals with visual impairments;
- Acquisition or modification of equipment or devices; and other similar services and actions.

## **3.0 Policies & Programmatic Accessibility Findings & Actions**

### **Introduction**

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

### **Overview**

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

- City Manager's Office
- Community Development
- Engineering & Transportation
- Finance
- Human Resources Division
- Police Department
- Public Library
- Public Works
- Recreation & Human Services

The findings and recommendations contained in this section will serve as a basis for the implementation of specific improvements for providing access to City programs. All departments, divisions and programs will utilize these recommendations to facilitate the participation of persons with disabilities in programs, activities, and services. There were a total of 11 programmatic questionnaires submitted by the City of San Leandro Staff. Detailed department reports can be found in Section 3.3.

### **Programmatic Modifications**

The ADA Coordinator will follow-up with each department to ensure that the recommendations from this Self-Evaluation Report are reviewed and implemented as appropriate. In those situations where a policy, program, or

procedure creates a barrier to accessibility that is unique to a department or a certain program, the ADA Coordinator, or designee, will coordinate with the department head or program manager to address the removal of the barrier in the most reasonable and accommodating manner.

### **3.1 Findings and Recommended Actions – City-Wide Programs, Activities, and Services**

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

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

#### **Accessible/Adaptive Equipment**

Adaptive aids are devices, controls, appliances, or items that make it possible for persons with disabilities to improve their abilities to function independently and participate in programs, services, and activities offered by the City. For example, providing assistive listening devices at public meeting enable the hard-of-hearing to participate in the meetings.

### Self-Evaluation Findings:

Some City departments allow the public to access electronic devices. Of the Departments that allowed access to electronic devices, most reported providing adaptive aids such as a clipboard when accessible counters are not available. Most departments provide accessible equipment upon request.

### Recommended Actions:

1. Collaborate with local community organizations to develop and maintain a current resource list of assistive technology equipment and sources for acquiring them.
2. Establish and maintain a "Resources Toolkit" of adaptive aids and human resources that should be available for use by individuals participating in City programs when a reasonable accommodation is requested. Include information about the availability of specific equipment and/or individuals who are available to provide special services (e.g., American Sign Language translation) in public information materials such as brochures and the City's website.
3. Include accessibility as a consideration for purchasing decision making. Whenever possible, evaluate furniture and building materials purchases for compatibility with a wide range of disabilities and sensitivities. Select items that are easily adjustable or can be modified to accommodate a variety of physical and ergonomic needs when purchasing items such as furniture, site furnishings, and office systems. Consultation with local disability organizations and persons with disabilities will assist in this task.

## **Customer Service**

In-person interaction with the public is one of the primary functions of many City departments.

### Self-Evaluation Findings:

Most staff reported that they are aware of procedures for determining reasonable modifications to achieve program accessibility. No department reported charging an additional fee for modifying a program for a person with a disability. Some departments indicated that they consult or have partnerships with outside organizations that provide services to people with disabilities. Most departments reported that they make changes to standard operating procedures to accommodate persons with disabilities. No departments have policies that exclude service animals.

### Recommended Actions:

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



2. Insure that all facilities remain accessible, including parking and van accessible parking, path-of-travel, entry doors, signage, and transaction counters at customer service locations. If alternative locations for providing accessible services are required, provide those services in the most integrated setting, without stigmatizing the user.
3. Provide standard equipment at each site where programs are administered to facilitate basic communications access using alternative formats. Equipment may include, but not be limited to, paper and pencil, an enlarging copy machine, and access to Text Telephone or Teletype (TTY) or relay service technology.
4. Allow the use of service animals to assist persons in accessing programs, activities and services in City facilities. Since service animals are not always dogs, staff should be made aware of the definition of a service animal and the protocol and etiquette for service animals.
5. Uniformly use criteria for determining reasonable modifications to provide program accessibility, which may include acquisition or redesign of equipment and provision of services at alternative accessible sites. An approach should include:
  - a. Requests for reasonable modification in programs or services should be made to the department responsible for the program or service.
  - b. The department offering the program or service should confer (either in person, by phone, or in writing) with the individual with a disability to identify which aspects of the program limit participation and what modifications can be made.
  - c. The department offering the program or service should consult with the relevant program or service staff to determine the reasonable modification. The department offering the program or service may also consult with the City's ADA Coordinator or other resources providing services or information regarding persons with disabilities as appropriate.
  - d. The department offering the program or service should document the modification(s) that was offered and the response of the person with the disability to the modification(s) offered. This documentation should be filed with the City ADA Coordinator's office.

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

## **Notice Requirements**

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

### Self-Evaluation Findings:

The City maintains a nondiscrimination statement for all department, programs and services that includes people with disabilities. Departments should post a nondiscrimination statement in a location that maximizes public exposure that also includes information about how to reach an ADA Coordinator. All departments should notify people that meetings, hearings, and conferences will be held in accessible locations and that adaptive aids such as assistive listening devices will be provided upon request to participants with disabilities.

All departments should notify people about how to and with whom to file a disability complaint. All departments should be informed about the procedure for filing a discrimination complaint.

### Recommended Actions:

1. Increase outreach to people with disabilities and the organizations that serve them. The City should inform the public of the possible modifications that can be provided to make services, programs, and activities accessible.
2. Include the following notice (or a similar notice) regarding the City's commitment to providing accessible services in all City publications (in multiple languages as appropriate) that provide information about City services, programs, or activities. The notice should also be placed in all City departments in a location that will maximize public exposure.

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

*Advance notification within this guideline will enable the City to make reasonable arrangements to ensure accessibility.*

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

**POLICY ON NON-DISCRIMINATION ON THE BASIS OF DISABILITY**

*The City of San Leandro does not discriminate on the basis of disability in the admissions or access to its programs or activities.*

*An ADA Coordinator has been designated to coordinate compliance with the non-discrimination requirements contained in the Department of Justice regulations implementing Subtitle A of Title II of the Americans with Disabilities Act (42 U.S.C. 12131), which prohibits discrimination on the basis on disability by public agencies.*

*Kathleen Ornelas, ADA Coordinator  
835 East 14th Street  
San Leandro, CA 94577  
Phone: (510) 557-3358  
Fax: (510) 577-3340  
TTY: (510) 557-3343  
Email: kornelas@sanleandro.org*

1. The City's TTY number should always be listed when providing contact information to the public. This number is received by a Police Department dispatcher who transfers the call to requested City employee via the 711 California Relay Service.

*The City of San Leandro offers Text Telephone (TTY) services for persons with hearing or speech impairments: (510) 557-3343*

2. Develop a statement regarding accessible locations and the availability of auxiliary aids upon request that is included on all public announcements, postings for City programs, and applications, including:
  - A. The notice of non-discrimination;

- B. Information regarding site accessibility;
- C. The City's TTY number; and
- D. A notice that information is available in alternative formats with 72 hours notice, and that an attempt will be made to accommodate all requests.

### **Printed Information**

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

#### Self-Evaluation Findings:

Many City departments and offices produce printed information that is available to the public. Most registration forms, permits, and waivers are only available in written form. All City departments should provide information about obtaining printed information in alternative formats.

#### Recommended Actions:

1. Provide information to each department on how to produce printed information in alternative formats for persons with various disabilities to ensure that requests are handled in a uniform and consistent manner.
2. Publicize the City's commitment to provide program information in alternative formats on an individual basis as requested.
3. Ensure the uniformity of charges for a publication for all formats of that publication.
4. Include the following notice on all materials printed by the City that are made available to the public:

*This publication can be made available in alternative formats, such as, large print, audiotape, or computer disk. Requests can be made by calling (510) 557-3340 (Voice) or (510) 557-3343 (TTY) or e-mail at [citycomments@sanleandro.org](mailto:citycomments@sanleandro.org). Please allow at least 7 working days; attempts will be made to accommodate all requests.*

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

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

## **Website**

As people turn to the Internet as their primary source of information regarding services, programs, activities, and facilities, the City's website (<http://www.sanleandro.org/>) takes on increased importance as a communications tool.

Providing public access to City publications online is an effective means of reaching persons with disabilities. The City's update of its website in 2010 has provided a fully accessible website in compliance with the ADA and section 508 of the Rehabilitation Act.

### Additional Recommended Actions:

1. Increase outreach to persons with disabilities by having the website include more information about the City's commitment to providing accessible services.
2. On the City's website (<http://www.sanleandro.org/>) include the following statement:

*City of San Leandro staff and services can be reached through California Relay Services (dial 711 or <http://www.ddtp.org>).*

3. Provide information regarding programs, facilities, permits, and reservations on the City's website in an accessible format. This information should be easily found by new web users.
4. Include the City's statement regarding accessible locations and the availability of auxiliary aids upon request on the website.
5. Continually improve the accessibility of web pages through the use of web accessibility analysis to meet and/or exceed Section 508 of the Rehabilitation Act guidelines for accessibility of electronic information. Maintain PDF and graphics files as described in ADAAG standards for electronic and information technology.

6. To support consistent and accessible web pages, develop a Website Accessibility Policy that expresses the City's commitment to accessibility and each department's responsibility for accessibility compliance. This includes providing oversight for outside vendors who create web pages.
7. Develop a program to monitor web pages for continued compliance with accessible web standards.
8. Continue to provide training to City staff members in creating accessible PDF and other electronic files for posting on City or departmental websites.

### **Public Telephones and Communication Devices**

Technology changes have made more options available to the hearing and speech-impaired. Video phones, electronic devices that can read text out loud, and texting and social media increase options for communicating. Staff should be both trained in older methods of communicating with the deaf, such as a TTY, and also open to these new methods of communication.

#### Self-Evaluation Findings:

Educate all departments regarding the availability of the California Relay Service, or 711, to communicate with the hearing and speech impaired. Include information in public materials regarding the use of these services.

#### Recommended Action:

1. Develop protocol for police dispatcher to use TTY equipment and convey information as appropriate to the ADA Coordinator and other City staff when required. Train all City staff to communicate over the telephone with a person with a hearing or speech disability, such as the California Relay Service (711).
2. Consider Remote Video Interpreting Services (VRI) for communicating with the deaf. There are many situations where a live interpreter is required, such as in medical situations, but VRI is a convenient, flexible, lower-cost alternative to live interpreters.
3. Consider using social media, such as Facebook and Twitter, to communicate with the public.

### **Training and Staffing**

#### Self-Evaluation Findings:

In general, City staff members are familiar with problems encountered by persons with disabilities, and have some experience working with individuals with disabilities. All departments should be knowledgeable about the

different types of reasonable modifications that would make their services accessible.

Varied types of training are necessary depending on the type of work and the amount of public contact involved with a specific position. Staff members need to be routinely trained in matters such as:

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

Recommended Actions:

1. Provide City staff members with on-going awareness and sensitivity training. Provide resources such as the Federal Communications Commission Disability Etiquette: Interacting with Persons with Disabilities ([http://www.fcc.gov/cgb/dro/504/disability\\_primer\\_4.html](http://www.fcc.gov/cgb/dro/504/disability_primer_4.html))
2. Provide training to City staff members who have contact with the public about how to provide modifications and use assistive devices to make their programs, activities and services accessible. Ensure that customer service training includes information about communicating with and providing modifications for persons with a variety of disabilities. Include program-specific adaptations, assistive devices, and modifications in each department's accessibility policy manual.
3. Maintain a comprehensive disability access training program and remind all departments regularly regarding the City's ADA Coordinator duties.
4. Maintain standard guidelines for training materials. These guidelines should include standard language that appropriately describes the City's policies on inclusion and non-discrimination, and staff members should receive training on using the guidelines effectively.
5. Maintain a list of City staff who are trained in American Sign Language (ASL) as part of the City's Translators resource directory.
6. Train maintenance staff with respect to accessibility compliance and building codes to achieve and maintain accessibility.

## **Program Eligibility and Admission**

The public should be able to access all programs, services, and activities, regardless of ability.

### Self-Evaluation Findings:

No departments reported having limitations or ratio requirements that would exclude people with disabilities.

### Recommended Actions:

1. Ensure that individuals with disabilities are not excluded from regular programs. Involve individuals with disabilities in regular programs to the maximum extent possible.
2. Modify policies, practices, or procedures to avoid discrimination unless the modification would fundamentally alter the nature of the program or create a hazardous situation.
3. Ensure that when specific requirements that exclude or limit the participation of persons with disabilities are necessary for the safe operation of programs, those requirements are based on real risks, not on speculation, stereotypes, or generalizations.
4. Evaluate each request for modification on an individual basis, and, when possible, the individual and the City department should determine an appropriate modification for the individual.
5. Admission criteria, ability to complete forms, and participation in interviews should be available to all members of the public by providing reasonable accommodations.

## **Public Meetings**

### Self-Evaluation Findings:

Generally, public meetings are held in locations that are accessible to persons with mobility impairments. Most departments reported that they provide auxiliary aids upon request.

### Recommended Actions:

1. Schedule public meetings at accessible locations. An accessible location includes, but is not limited to, the following: wheelchair accessible path-of-travel to the meeting room, accessible restrooms, accessible parking, an accessible route from transit and parking to the meeting facility, temperature control, signage, and the ability to provide access to fresh air for persons with chemical sensitivities.
2. When a fully accessible site is not available, then make reasonable modification so that an individual with a disability can participate.



These modifications may include phone-in participation, video recording, and meeting transcripts.

3. Make information available to City staff on the types of modification requests that may be made by persons with different types of disabilities. Provide information about auxiliary aids such as different types of assistive listening systems, sign language interpreters, readers, descriptive services, and other assistive technologies . Provide guidance in the layout of the room, sign-in table and refreshments table, to insure that these features are accessible.
4. Display a notice on meeting agendas indicating the availability of reasonable accommodations.
5. Provide agendas and other meeting materials in alternative formats, when requested.
6. Provide flexibility in the time limit on speaking for individuals with communication difficulties.
7. Provide assistive listening devices at public meetings, when requested.
8. Include the following notice in all meeting publicity:
  - a. *All city public meetings are conducted in accessible locations.*

*If you require accommodations to participate in this meeting, these may be requested by calling the ADA Coordinator: (510) 557-3358 (Voice) or (510) 557-3343 (TTY) at least 72 hours in advance. Copies of documents used in this meeting are available in accessible formats upon request.*
9. Maintain a contract or open purchase order with American Sign Language interpreter services which may be brought to meetings to assist individuals with hearing impairments
10. Develop a checklist for creating accessible meetings and selecting accessible meeting spaces, and make the list available to all City departments and programs.

## **Transportation**

### Self-Evaluation Findings:

Few departments reported providing transportation as part of their programs, activities and services. Most departments reported providing

transportation to people with mobility, vision, or cognitive disabilities upon request.

Recommended Actions:

1. Ensure that when transportation is provided for City programs, accessible vehicles are available upon request.
2. Publish information about how to request accessible transportation, including services for persons with hearing impairments as needed.

**Tours and Trips**

Self-Evaluation Findings:

Some departments offer tours or trips as part of their programs, activities and services. Insure that all departments have procedures for making these accessible to people with physical, visual, and cognitive disabilities. Some departments have procedures for making tours and trips accessible to people to the deaf and hearing impaired.

Recommended Actions:

1. Ensure that tours are provided in a way that allow people with mobility, visual, speech, hearing, and cognitive disabilities to fully participate.
2. Evaluate the destination of the tour or trip in order to determine the level of accessibility and any accommodations or modifications that may be required.
3. If a tour route or a portion of a route is not accessible, the tour will be rerouted or the department providing the tour will determine an alternative accommodation (e.g. photographs, close-captioned videos, etc.) that will allow the tour to be experienced.
4. Provide information to participants in advance of a tour or trip regarding the destination, transportation, and other characteristics of the event so that informed requests for accommodations can be made.

**Use of Consultants for Delivering Program Services**

Self-Evaluation Findings:

Few departments use consultants to provide services to the public. Some departments ensure that consultants are aware of their obligations to facilitate participation of persons with disabilities in programs provided in the written contracts. One department reported that they monitor their contractor's obligation to provide accessible services.

Recommended Actions:

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

## **Emergency Evacuation Procedures**

The City must adopt emergency evacuation plans that establish procedures for evacuating persons with disabilities who may need special assistance in an emergency. This particularly applies to any two-story facility (City Hall and Main Library).

### Recommended Actions:

1. Develop guidelines for the evacuation of persons with disabilities in various types of emergency situations. The Human Resources Division should work with each department to develop department-specific emergency evacuation plans. These plans should:
  - Address what to do when an alarm is triggered;
  - Establish meeting places for evacuation assistance;
  - Provide direction on what to do if assistance is not available; and
  - Train department Fire Action Safety Teams (FAST) team members.
  - Consider purchase of evacuation chairs for all two-story facilities.
2. Specific suggestions for evacuation plans and procedures can be found through the US Access Board ([www.access-board.gov/evacplan.htm](http://www.access-board.gov/evacplan.htm)) and the Emergency Procedures for Employees with Disabilities in Office Occupancies document published by FEMA and the US Fire Administration.
3. Continue training of City staff regarding emergency evacuation procedures with periodic drills, both announced and unannounced.
4. Review existing procedures dealing with emergencies to ensure that persons with disabilities can be alerted and that they can alert emergency service providers. Provide all evacuation policies and procedures in alternative formats when requested.

## **Facilities**

### Self-Evaluation Findings:

Few departments reported that they have had accessibility complaints related to facilities.

### Recommended Actions:

1. Continue implementation of barrier removal schedule as was established in the Transition Plan Update to ensure accessibility of all facilities.
2. Provide information about facility accessibility on department publications, including the department's website, for those facilities that may be rented by the public.
3. All requests relating to facility access should be tracked. The ADA requests should be analyzed periodically to look for global issues that can be addressed and problems that can be solved proactively.
4. If individuals with a disability are not satisfied with the results of this complaint process, they should be directed to the City's ADA Complaint Procedure (see Section 5.0).

### **Special Events on Public Properties**

#### Self-Evaluation Findings:

Some departments reported that they offer special events on City property. All events held on City property will be fully accessible.

#### Recommended Actions:

1. In situations where private organizations sponsor events in City facilities, the City will inform private organizations about applicable ADA requirements.
2. The City will provide a checklist and information during the application process to inform organizers of their responsibility for accessibility under the ADA. The checklist and information will be available on the City's website.

### **3.2 Policy Review: City Municipal Code**

The City's Municipal Code can be found online at:

([http://www.sanleandro.org/about/municipal\\_code.asp](http://www.sanleandro.org/about/municipal_code.asp))

The following general provisions should apply to all City policies:

- All written materials including forms, applications, and City policies will be provided in alternative formats such as electronic files, large print, etc. upon request by persons with disabilities.
- When forms are required for applications, provide alternative accessible formats for a person with disabilities, when requested, for a

fee not to exceed listed fees. When signatures are needed, give an alternative for a person with a disability to providing a written signature such as a signature stamp.

- All meeting locations shall be held in accessible locations including signage and accessible bathrooms, parking and transportation.
- When participating in City business, such as speaking at a meeting, reasonable accommodations such as an ASL interpreter shall be provided upon request.
- Building codes, zoning rules, and housing regulations shall stay be consistent with existing State and Federal laws.

### **3.3 Department Reports**

#### **City Manager's Office**

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##### Description of Programs and Services

The City Manager is appointed by the City Council and serves as the administrative head of the City and the key staff advisor to the Council. The City Manager is responsible for implementing the policies as directed by the City Council and enforcing all municipal laws and regulations for the benefit of the community. The City Manager's duties include direction and supervision of departments, preparation and administration of the annual City budget, and planning and implementing of key projects.

The City Manager's Office includes Administration, City Clerk, Human Resources, Information Services, Emergency Services, and Community Relations/Public Information. The City Manager's Office also provides staff support to the majority of the City Council's committees.

##### ADA Self-Evaluation Contact

Kathy Ornelas, Community Relations Representative  
(510) 557-3358  
[kornelas@sanleandro.org](mailto:kornelas@sanleandro.org)

##### Location of Facilities

City Hall

##### Programmatic Survey Findings

- The City Manager's Office makes changes to standard operating procedures to include persons with disabilities upon request through the ADA Compliance Officer. There is a formal procedure for making changes to standard operating procedures.
- The City Manager's Office does track accessibility requests made to their office.
- The City Manager's Office does not charge any additional fees for persons with disabilities for modifying programs.
- The City has a non-discrimination statement that includes persons with disabilities and applies to all departments.
- The City Manager's Office will make accommodations for persons with disabilities for meetings, hearings, interviews, and conferences in accessible locations and can provide adaptive/auxiliary aids (such as assistive listening devices or pen and paper), upon request, to participants with disabilities.

- The City Manager's Office knows the procedure for filing a disability complaint and notifies the public on how to file a complaint.
- The City Manager's Office makes documents and publications available to individuals with visual disabilities in electronic format and large print upon request.
- The City Manager's Office has a website providing general information which is usable by individuals with disabilities, including those using speaking browsers. The website's documents can be downloaded for persons with visual disabilities.
- The City Manager's Office does use TTY/TDD for the hearing impaired.
- The City Manager's Office does have contact with the public. Department staff is trained on interacting with persons with disabilities and policies that enable such persons to participate in City programs and activities.
- The City Manager's Office requires that public meetings, hearings, and conferences be held in accessible locations.
- The City Manager's Office will provide American Sign Language (ASL) interpreters, readers, or adaptive equipment when requested for meetings, interviews, and conferences. The City requests one week notice for ASL interpreters.
- The City Manager's Office provides facility tours to the public and upon request will accommodate persons with disabilities.

## **Community Development**

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### Description of Programs and Services

The Community Development Department is located on the first floor of San Leandro City Hall.

The Department houses the City's One-Stop Permit Center, where professional staff is available to answer questions and assist with permit needs. The Permit Center is open for some services starting at 7:30 a.m., Monday through Friday. For a full list of hours for the center and other permit-related departments, see below.

The Community Development Department has four divisions:

- Planning Services coordinates current and advance planning activities, including providing staff support to the Planning Commission, Board of Zoning Adjustments, Zoning Enforcement Official and Site Development Sub-Commission on land use matters.
- Building and Safety Services regulates and inspects private development and construction throughout the city, administers the Federal Flood Plain Program and oversees the department's One-Stop Permit Center.
- Housing Services administers the City's share of federal CDBG funds for use in community development projects, as well as HOME and Redevelopment Set-Aside funds that are allocated for housing programs and projects. The division also provides staff support to the Rent Review Board.
- Business Development provides business assistance services to promote retention and expansion of existing businesses and attraction of new industry. The division also administers redevelopment activities.

### ADA Self-Evaluation Contact

Jeff Kay, Business Development Analyst  
(510) 557-3319  
[jkay@sanleandro.org](mailto:jkay@sanleandro.org)

### Location of Facilities

City Hall



### Programmatic Survey Findings

- The Community Development Department does allow members of the public access to electronic equipment such as copiers or computers. This equipment is made accessible to persons with disabilities
- The City has a non-discrimination statement that includes persons with disabilities and applies to all departments.
- The Community Development Department makes documents and publications available to individuals with visual disabilities in electronic format upon request.
- The Community Development Department has a website providing meeting materials, project and program updates, and contact information which is accessible to individuals with disabilities, including those using speaking browsers. The website's documents can be downloaded for persons with visual disabilities.
- The Community Development Department does use TTY/TDD for the hearing impaired.
- The Community Development Department does have contact with the public. Department staff attends regular meetings where they receive information on the department's policies on how persons with disabilities can participate in the programs or activities provided.
- The Community Development Department requires that public meetings, hearings, and conferences be held in accessible locations.
- The Community Development Department will provide American Sign Language (ASL) interpreters, readers, or adaptive equipment when requested for meetings, interviews, and conferences.
- The Community Development Department does contract with outside consultants. Consultants are made aware of their obligations to facilitate persons with disabilities on behalf of the Community Development Dept. The Community Development department does monitor this obligation by consultants.

## **Finance**

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### Description of Programs and Services

The Finance Department provides quantitative fiscal analyses that assist the City Council and City departments with decisions about allocating City resources. The department accounts for these resources and discloses the financial condition of the City in the Comprehensive Annual Financial Report (CAFR). The department also prepares the Annual Budget document - a blueprint of the City's priorities and spending plan. The department pays all of the City's bills; manages cash flow, investments and debt issuances; provides payroll services for the entire City workforce; provides procurement services for the City, including managing the competitive bidding process; issues business and animal licenses at our Cashier's Window; manages the City's liability and property insurance programs, as well as portions of the Worker's Compensation program.

### ADA Self-Evaluation Contact:

Sally Perez – Administrative Assistant III  
(510) 557-3362  
[sperez@sanleandro.org](mailto:sperez@sanleandro.org)

### Location of Facilities

City Hall

### Programmatic Survey Findings - Accounting

- The Finance Department will make changes to standard operating procedures to include persons with disabilities upon request (i.e. assistance in filling out forms, etc.)
- The City has a non-discrimination statement that includes persons with disabilities and applies to all departments.
- The Finance Department has a website providing financial statements (budget, audit) business license, risk management, and purchasing information which is accessible to individuals with disabilities, including those using speaking browsers. The website's documents can be downloaded for persons with visual disabilities.
- The Finance Department does use TTY/TDD for the hearing impaired and the staff is trained in utilizing California Relay Service (711).
- The Finance Department does have contact with the public. Department staff receives information through staff meetings on the department's policies on how persons with disabilities can participate in their programs or activities.

- The Finance Department requires that public meetings, hearings, and conferences be held in accessible locations.
- The Finance Department will provide American Sign Language (ASL) interpreters, readers, or adaptive equipment when requested for meetings, interviews, and conferences.

## **Engineering & Transportation/Administrative Services**

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### Description of Programs and Services

The Engineering & Transportation Administrative Services Division provides property acquisition and management services for City-owned properties, financial management of the City's Capital Improvement Program, oversight of federally funded transportation projects and support to the other two divisions within the department.

### ADA Self-Evaluation Contact

Tara Peterson  
(510) 557-3432  
[tpeterson@sanleandro.org](mailto:tpeterson@sanleandro.org)

### Location of Facilities

City Hall

### Programmatic Survey Findings

- The Engineering & Transportation Administrative Services Division will make changes to standard operating procedures to include persons with disabilities.
- The City has a non-discrimination statement that includes persons with disabilities and applies to all departments.
- The Engineering & Transportation Administrative Services Division will provide published materials in a suitable format for those with visual disabilities upon request.
- The Engineering & Transportation Administrative Services Division has a website providing information about services and projects which is accessible to individuals with disabilities, including those using speaking browsers. The website's documents can be downloaded for persons with visual disabilities.
- The Engineering & Transportation Administrative Services Division does use TTY/TDD.
- The Engineering & Transportation Administrative Services Division requires that public meetings, hearings, and conferences be held in accessible locations.
- The Engineering & Transportation Administrative Services Division will provide American Sign Language (ASL) interpreters, readers, or adaptive equipment when requested for meetings, interviews, and conferences.

- The Engineering & Transportation Administrative Services Division does provide facility tours to the public and upon request will accommodate persons with disabilities.

## **Engineering & Transportation/Project Development**

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### Description of Programs and Services

The City's Project Development Division provides engineering services in support of various public improvements and provides engineering related services to staff in all City departments. This division implements the City's Capital Improvement Program, which includes contract development, project oversight and design services for capital projects within San Leandro. This division is also responsible for inspection of public improvement projects during construction.

### ADA Self-Evaluation Contact

Ken Joseph, City Engineer  
(510) 557-3433  
[kjoseph@sanleandro.org](mailto:kjoseph@sanleandro.org)

### Location of Facilities

City Hall

### Programmatic Survey Findings

- The Engineering & Transportation Project Development Division has a website providing information on projects and bidding. The website's documents can be downloaded for persons with visual disabilities.
- The Engineering & Transportation Project Development Division does have contact with the public. Department staff has discussed the department's policies on how persons with disabilities can participate in their programs or activities.
- The Engineering & Transportation Project Development Division requires that public meetings, hearings, and conferences be held in accessible locations.
- The Engineering & Transportation Project Development Division will provide American Sign Language (ASL) interpreters, readers, or adaptive equipment when requested for meetings, interviews, and conferences.

## **Human Resources Division**

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### Description of Programs and Services

The Human Resources Division of the City Manager's Office is committed to recruiting and retaining quality employees, fostering their growth and professional development, and providing excellent customer service to the staff of the City of San Leandro. The Human Resources Department oversees activities related to human resources management, employee services and retiree benefits. Services include employee recruitment, testing and orientation; training and recognition; employee relations; compensation and classification; workers' compensation; implementation of personnel policies and procedures; coordination of the City's safety and deferred compensation programs; and maintenance of the City's position control database and official employee records to assure compliance with federal, state and local rules and regulations.

### ADA Self-Evaluation Contact

Louise Keniston, Senior Human Resource Analyst  
(510) 557-6077  
[lkeniston@sanleandro.org](mailto:lkeniston@sanleandro.org)

### Location of Facilities

City Hall

### Programmatic Survey Findings

- The Human Resources Division makes changes to standard operating procedures to include persons with disabilities upon request through the ADA Compliance Officer.
- The Human Resources Division does track accessibility requests made to their office.
- The Human Resources Division does not charge any additional fees for persons with disabilities for modifying programs.
- The Human Resources Division has a non-discrimination statement that includes persons with disabilities.
- The Human Resources Division knows the procedure for filing a disability complaint.
- The Human Resources Division will provide documents and publications available to individuals with visual disabilities in electronic format upon request.
- The Human Resources Division has a website providing information on MOU's, job descriptions, job announcements, salary schedules,

minutes & agendas. The website's documents can be downloaded for persons with visual disabilities.

- The Human Resources Division does use TTY/TDD for the hearing impaired.
- The Human Resources Division requires that public meetings, hearings, and conferences be held in accessible locations.
- The Human Resources Division will provide American Sign Language (ASL) interpreters, readers, or adaptive equipment when requested for meetings, interviews, and conferences. The City requests one week notice for ASL interpreters.



## **Police Department**

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### Description of Programs and Services

The San Leandro Police Department is dedicated to serving all of the people in San Leandro's diverse community. The members of the Police Department strive at all times to achieve the highest professional standards of police service. Respect for individual worth, dignity, and the rights of all those who are served are the cornerstones of the Department. The Citizen Police Academy & Leadership San Leandro give the public and members of the community opportunities to get an overview of the police department.

### ADA Self-Evaluation Contact

Luis Torres, Administrative Sergeant  
(510) 557-3247  
[ltorres@sanleandro.org](mailto:ltorres@sanleandro.org)

### Location of Facilities

901 East 14th Street

### Programmatic Survey Findings

- The Police Department will make changes to standard operating procedures to include persons with disabilities upon request.
- The City has a non-discrimination statement that includes persons with disabilities and applies to all departments.
- The Police Department will provide its published documents and printed material to individuals with visual disabilities in electronic format or large print upon request.
- The Police Department has a website providing crime statistics, as well as department contact information which is accessible to individuals with disabilities, including those using speaking browsers. The website's documents can be downloaded for persons with visual disabilities.
- The Police Department does use and train staff in the use of TTY/TDD, the California Relay Service (711) and AT&T Language Line.
- The Police Department does have contact with the public. Department staff is trained on interacting with persons with disabilities.
- The Police Department requires that public meetings, hearings, and conferences be held in accessible locations.

- The Police Department will provide American Sign Language (ASL) interpreters, readers, or adaptive equipment when requested for meetings, interviews, and conferences.
- The Police Department does provide facility tours to the public and upon request will accommodate persons with disabilities.

## **Public Library Department**

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### Description of Programs and Services

Provide education and recreation programs to the community; includes library story times, multicultural events, and materials (books/media) for circulation. The Library Department consists of the Main Library and 3 branch libraries.

### ADA Self-Evaluation Contact

Theresa Mallon, Support Services Manager

(510) 557-3942

[tmallon@sanleandro.org](mailto:tmallon@sanleandro.org)

### Location of Facilities

Main Library, Manor Branch, Mulford-Marina Branch, South Branch, Casa Peralta, San Leandro History Museum & Art Gallery.

## **Programmatic Survey Findings**

- The Public Library does allow members of the public access to electronic equipment such as copiers or computers. This equipment is made accessible to persons with disabilities (i.e. software on computers to assist those with hearing or visual disabilities.) Auxiliary aids are also made available.
- The Public Library will make changes to standard operating procedures to include persons with disabilities upon request (i.e. assistance in accessing library materials.)
- The City has a non-discrimination statement that includes persons with disabilities and applies to all departments.
- The Public Library will provide its published documents and printed material to individuals with visual disabilities in electronic format or large print upon request.
- The Public Library has a website (<http://www.sanleandrolibrary.org>) providing department information, library catalog and event calendar which is accessible to individuals with disabilities, including those using speaking browsers. The website's documents can be downloaded for persons with visual disabilities. The website does contain images of persons with disabilities.
- The Public Library does train staff in the use of TTY/TDD. The Public Library also uses the California Relay Service (711).

- The Public Library does have contact with the public. Department staff is trained on the department's policies on how persons with disabilities can participate in the programs or activities provided, and also how to interact with persons with disabilities.
- The Public Library requires that public meetings, hearings, and conferences be held in accessible locations.
- The Public Library will provide American Sign Language (ASL) interpreters, readers, or adaptive equipment when requested for meetings, interviews, and conferences.
- The Public Library does provide facility tours to the public and upon request will accommodate persons with disabilities.
- The Public Library does contract with outside consultants. Consultants are made aware of their obligations to facilitate persons with disabilities on behalf of the Public Library. The Public Library does monitor this obligation.

## **Public Works/Administration Division**

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### Description of Programs and Services

The Administration Division provides assistance to the public for repair and maintenance services at public facilities and on public rights-of-way. In addition, the division disseminates waste reduction and recycling information to residents and businesses to meet state mandates for waste diversion.

### ADA Self-Evaluation Contact

Jennifer Auletta

(510) 557-6022

[jauletta@sanleandro.org](mailto:jauletta@sanleandro.org)

### Location of Facilities

14200 Chapman Rd.

### Programmatic Survey Findings

- The Public Works Administration Division does make changes to their standard operating procedures to include persons with disabilities.
- The Public Works Administration Division will provide published materials in a suitable format for those with visual disabilities upon request.
- The Public Works Administration Division has a website providing information about Public Works Services and about local recycling programs which is accessible to individuals with disabilities, including those using speaking browsers. The website's documents can be downloaded for persons with visual disabilities.

## **Public Works/Open Space Division**

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### Description of Programs and Services

The Public Works Department is responsible for the operation and maintenance of the City's infrastructure including public facilities, parks, streets and other public rights-of-way, street trees, storm inlets and sanitary sewers. The department is also responsible for oversight of the San Leandro Recreational Shoreline which includes the Marina, the Monarch Bay Golf Club, the Bay Trail and marshlands. The department is committed to exceptional customer service, quality work, innovation and efficiency in operations.

### ADA Self-Evaluation Contact

Debbie Pollart, Facilities & Open Space Manager  
(510) 557-6020  
[dpollart@sanleandro.org](mailto:dpollart@sanleandro.org)

### Location of Facilities

14200 Chapman Rd.

### Programmatic Survey Findings

- The Public Works Open Space Division does consult or work with outside organizations/groups that assist people with disabilities (i.e. Stepping Stones, and ARC of Alameda County.)
- The City has a non-discrimination statement that includes persons with disabilities and applies to all departments.
- The Public Works Open Space Division has a website providing information on services performed by Public Works and how/who the public can get in touch with for any issues, comments or complaints.
- The Public Works & Open Space Division requires that public meetings, hearings, and conferences be held in accessible locations.
- The Public Works Open Space Division will provide American Sign Language (ASL) interpreters, readers, or adaptive equipment when requested for meetings, interviews, and conferences.
- The Public Works Open Space Division does provide facility tours to the public, and upon request will accommodate persons with disabilities.

## **Recreation and Human Services Department**

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### Description of Programs and Services

The Recreation and Human Services Department is dedicated to promoting community and enhancing the quality of life for all San Leandro residents through its programs, services and events. The department has three divisions: Administration, Human Services and Recreation.

### ADA Self-Evaluation Contact

Micki Cronin, Recreation and Human Resources Manager  
(510) 557-3469  
[mcronin@sanleandro.org](mailto:mcronin@sanleandro.org)

### Location of Facilities

17 Parks (see website); Marina Community Center Senior Community Center South Offices Building; Farrelly Pool, San Leandro Family Aquatic Center, San Leandro Boys and Girls Club Pool; Halcyon Park Building; Washington Manor Park Building; Dayton Elementary School athletic field.

## **Programmatic Survey Findings**

- The Recreation and Human Services Department makes changes to standard operating procedures to include persons with disabilities upon request, striving to offer reasonable assistance, as requested.
- The Recreation and Human Services Department does not charge any additional fees for persons with disabilities for modifying programs.
- The City has a non-discrimination statement that includes persons with disabilities and applies to all departments.
- The Recreation and Human Services Department will provide documents and publications available to individuals with visual disabilities in electronic format upon request.
- The Recreation and Human Services Department has a website providing information on general department information, programs, classes and facility information.
- The Recreation and Human Services Department does have contact with the public. Department staff is informed through staff meetings on interacting with persons with disabilities and policies that enable them to participate in the programs and activities the Department provides.
- The Recreation and Human Services Department requires that public meetings, hearings, and conferences be held in accessible locations.

- The Recreation and Human Services Department does have staff members who are trained in American Sign Language.
- The Recreation and Human Services Department will provide American Sign Language (ASL) interpreters, readers, or adaptive equipment when requested for meetings, interviews, and conferences. The City requests 24 hours notice for ASL interpreters.
- The Recreation and Human Services Department does provide facility tours to the public and upon request will accommodate persons with disabilities.



## **4.0 ADA Facilities Transition Plan**

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

The Facilities Transition Plan includes the findings made during the facility surveys. The specific architectural modifications required to make programs accessible are listed in the City of San Leandro—Facility Reports (Appendix A). Each facility report contains a complete list of architectural barriers and barrier removal actions. Not all of these barriers must be removed in order to provide program access. The first priority is to remove those barriers limiting access to programs.

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

### **4.1 City Facilities**

#### **A. Program Barrier Removal Priorities**

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

- Level of use by the public: Facilities that receive a high level of public use;
- Social need: Facilities that meet social needs such as senior centers, cooling centers, etc;
- Citizen rights: Facilities where services are provided to exercise citizen rights– voting, access to elected officials, etc;
- Citizen responsibilities: Facilities where fees are paid, permits and licenses are obtained, and where services are obtained, and access to services such as building permits;
- Program uniqueness: Some programs are unique to a building, facility, or park and cannot occur at another location;
- Geographic distribution: By selecting a range of facilities that are

distributed throughout the city, the City can ensure maximum access for all residents;

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

## **B. Priorities for Barrier Removal within Facilities**

City staff confirmed priorities for barrier removal within each facility based on criteria published in the ADA. Barriers are assigned levels of priority using the following criteria:

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

- Connection to the public right-of-way
- Parking and passenger loading
- Entrance walks
- Entrance ramps
- Entrance stairs
- Entrance doors

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

- Transaction counters
- Conference and meeting rooms
- Public offices
- Recreation environments/features
- Public restrooms

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

- Drinking fountains
- Public telephones
- Vending machines

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

5. Priority Five: A fifth level of priority are barriers that are not addressed by ADAAG. These barriers are required by the California Building Code, as set forth by the Division of State Architect.

While the schedule of improvements and Facilities Transition Plan set forth priorities for barrier removal, the City will also review its projects to identify when barriers to access can be addressed in conjunction with other maintenance efforts and capital improvement projects. By seizing opportunities to remove identified barriers in conjunction with other projects, the City will reduce total overhead costs and maximize the public benefit from resources allotted for barrier removal. This flexibility may also allow the City to re-prioritize facilities for improvement if it is determined, for example, that a building included in this plan will be replaced by a new facility and/or no longer houses City programs.

### **C. Facilities Transition Plan Requirements**

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

- Identification of the barriers to program access;
- Identification of the specific barrier removal action(s);
- Identification of a schedule for barrier removal; and
- Identification of responsibility for ensuring barrier removal.

The facility reports appended to this document provide the identification of barriers and the specific barrier removal actions. The City will accomplish barrier removals based on two strategies: contracting for major projects and barrier removal by City staff.

The responsibility for ensuring barrier removal will reside with the City of San Leandro ADA Coordinator.

### **D. Phasing Schedule for Facilities**

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

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

The following tables are a compilation of the results of the prioritization work session. This preliminary schedule represents a 20 year plan for barrier

removal using a combined funding of federal Community Development Block Grant Funds, City General Funds, and Measure WW Funds for Park Improvements. The City will revise and/or accelerate the removal of the barriers should additional funds become available. The schedule will be reviewed on a bi-annual basis and updated as appropriate. This schedule will be available for review on the City's web site: <http://www.sanleandro.org>.

## **E. Schedule of Improvements for City Facilities**

### **Facility Priorities Group 1 (Fiscal Years 2012-2015)**

Main Library  
Marina Community Center  
City Hall South Offices  
Police Department  
City Hall  
Washington Manor Library  
Marina Park

### **Facility Priorities Group 2 (Fiscal Years 2016-2019)**

Washington Manor Park  
Boys and Girls Club Pool  
Halcyon Park  
Memorial Park  
Family Aquatic Center  
Stenzel Park  
California Conservatory Theater  
San Leandro History Museum and Art Gallery

### **Facility Priorities Group 3 (Fiscal Years 2020-2023)**

Farrelly Pool  
Chabot Park  
Cherry Grove Park  
San Leandro Ball Park  
Siempre Verde Park  
Thrasher Park

### **Facility Priorities Group 4 (Fiscal Years 2024-2027)**

Mulford-Marina Branch Library  
South Branch Library  
Bonaire Park  
McCartney Park

Toyon Park  
Boat Launch Restrooms  
Dock A Public Restrooms  
Docks E-F Public Restrooms  
Warden Park  
Grover Cleveland Park  
Dock A Berther Restrooms

Docks E-F Berther Restrooms  
Docks J-K Berther Restrooms

### **Facility Priorities Group 5 (Fiscal Years 2028-2031)**

Marina Office  
Public Works Service Center  
Fire Station #9  
Fire Station #10  
Fire Station #11  
Fire Station #12  
Fire Station #13  
Heath Park  
Victoria Circle Park

Barriers at the following facilities will be removed by the American Golf Corporation during Fiscal Years 2012-2015.

Tony Lema Golf Course  
Marina Golf Course

## **4.2 Public Sidewalks**

An extensive system of public sidewalks exists within the City, the majority of which were built prior to disability accommodation requirements. These sidewalks are typically raised above the adjacent roadway and create a barrier for wheel chair users when they cross the street. Additionally, these sidewalks do not contain any warning surface that can indicate street crossing locations for seeing impaired pedestrians.

The City will remove these barriers by demolishing sidewalk, curb, and gutter at street intersections and installing a curb ramp that meets current ADA guidelines. The City will include curb ramp improvements with all current and future street, curb and sidewalk work for projects by whose size or nature trigger the installation of ADA compliant ramps. The City also intends to install an average of 30 additional ramps per year until all barriers

have been removed. Ramps not adjacent to work that triggers installation will be installed in accordance with the following priority guidelines:

1. At locations adjacent to any street, curb, or sidewalk improvements made in 1992 or later.
2. At locations requested by citizens to meet mobility requirements.
3. At locations heavily used by pedestrians
4. At all street crossings without ramps.
5. At all locations where previously installed ramps no longer meet ADA guidelines.

The number of ramps that need to be installed and the estimated completion date is shown in exhibit A. This exhibit will be periodically updated to reflect work that has been installed.

## **5.0 ADA Accommodation Policy and Complaint Procedure**

### **5.1 City of San Leandro's ADA Accommodation and Grievance Procedure**

It is the policy of the City of San Leandro to comply with the Americans with Disabilities Act (ADA), the Fair Employment and Housing Act (FEHA), Section 504 of the Rehabilitation Act of 1973, and the comprehensive civil rights laws that prohibit discrimination against persons with disabilities. The City of San Leandro will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, events, activities, facilities and public meetings.

In all of its services, programs, events, activities, facilities and public meetings, the City of San Leandro will strive to eliminate any barriers that prohibit persons with disabilities from participating or from having full access to facilities. If a service, program, event or activity is not fully accessible, the City will, to the best of its ability, relocate said service, program, event or activity to an accessible facility, or provide equal services at alternate accessible sites. A request for special accommodation must be made to the ADA Coordinator by the individual needing the accommodation or his/her representative with at least two (2) weeks advance notice of the service, program, event, or activity. Advance notification within this guideline will enable the City to make reasonable arrangements to ensure accessibility.

For requests for special accommodations or to file a grievance with the City of San Leandro regarding the City's failure to provide a reasonable accommodation, please contact:

Kathleen Ornelas  
ADA Coordinator  
City of San Leandro  
835 East 14<sup>th</sup> Street  
San Leandro, CA 94577  
Phone: 510-577-3358  
Fax: 510-577-3340  
TTY: 510-577-3343  
[kornelas@sanleandro.org](mailto:kornelas@sanleandro.org)

or

Steve Hernandez  
Section 504 Coordinator  
City of San Leandro  
835 East 14<sup>th</sup> Street  
San Leandro, CA 94577  
Phone: 510-577-6005  
Fax: 510-577-6007  
TTY: 510-577-3343  
[shernandez@sanleandro.org](mailto:shernandez@sanleandro.org)

The City's ADA Accommodation and Grievance Policy and complaint form can be found on the City's website at:

<http://www.sanleandro.org/civica/filebank/blobdload.asp?BlobID=3737>.

Within 15 calendar days after receipt of the grievance, the ADA or 504 Coordinator or his/her designee will schedule a meeting with the complainant to discuss the grievance and possible resolutions. After an investigation and review, the ADA or 504 Coordinator will respond in writing, and where appropriate in a format accessible to the complainant. The response will explain his/her position on the issue and offer options for substantive resolution of the complaint.

If the response by the ADA or 504 Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision in writing to the City Manager within 15 calendar days after receipt of the response.

After receiving the appeal, the City Manager or his designee will review the appeal and the ADA Coordinator's findings. Within a reasonable period, after a review, the City Manager or his designee will respond in writing, and where appropriate in a format that is accessible to the complainant, with a final resolution to the grievance.

Grievances may also be filed with the State of California and/or the United States Department of Justice at the addresses listed below:

State of California  
Dept. of Fair Employment & Housing  
Oakland District Office  
1515 Clay Street, Suite 701  
Oakland, CA 94612  
510-622-2841 (voice)  
800-700-2320 (TTY)

U.S. Department of Justice  
Civil Rights Division  
950 Pennsylvania Ave., NW  
Disability Rights Section - NYAV  
Washington, DC 20530  
800-514-0301 (voice)  
800-514-0383 (TTY)  
<http://www.ada.gov>



## **6.0 ADA Resources List**

### **Federal Accessibility Standards and Regulations**

#### U.S. Department of Justice

The U.S. Department of Justice provides many free ADA materials including the Americans with Disability Act (ADA) text. Printed materials may be ordered by calling the ADA Information Line: (800) 514-0301 (Voice) or (800) 514-0383 (TDD). 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 at: <http://www.ada.gov>.

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

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

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

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

## **U.S. Access Board**

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

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

### **Guidelines and Standards for Facilities**

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

[http://www.dsa.dgs.ca.gov/Access/ud\\_accessmanual.htm](http://www.dsa.dgs.ca.gov/Access/ud_accessmanual.htm)

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

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

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

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

### **Guidance Material and Advisory Reports for Facilities**

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

**Using ADAAG Technical Bulletin:** This bulletin was developed to serve the specific needs of architects and other design professionals who must apply the ADAAG to new construction and alterations projects covered by Titles II and III of the ADA. It is also intended to clarify accessibility regulations generally, including those that apply to existing facilities covered by the ADA.

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

**Text Telephones Technical Bulletin:** Text telephones are machinery or equipment that employs interactive graphic (i.e., typed) communications through the transmission of coded signals across the standard telephone network. Text telephones can include, for example, devices known as TDDs (telecommunications display devices or telecommunications devices for deaf persons) or computers. This bulletin was developed to provide more

technical information about the types of text telephones available and how and where their use is required.

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

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

**Detectable Warnings Update (March 2003):** Currently, the Access Board is in the process of developing guidelines on public rights-of-ways that, once finalized, will supplement the new ADAAG. While ADAAG covers various features common to public streets and sidewalks, such as curb ramps and crosswalks, further guidance is necessary to address conditions unique to public rights-of-way. Constraints posed by space limitations at sidewalks, roadway design practices, slope, and terrain raise valid questions on how and to what extent access can be achieved. Guidance on providing access for blind pedestrians at street crossings is also considered essential. This bulletin outlines the requirements of detectable warnings, a distinctive surface pattern of domes detectable by cane or underfoot, which are used to alert people with vision impairments of their approach to streets and hazardous drop-offs. The ADA Accessibility Guidelines (ADAAG) require these warnings on the surface of curb ramps, which remove a tactile cue otherwise provided by curb faces, and at other areas where pedestrian ways blend with vehicular ways. They are also required along the edges of boarding platforms in transit facilities and the perimeter of reflecting pools.

**Assistive Listening Systems Technical Bulletins:** Assistive listening systems (ALS) are devices designed to help people with hearing loss improve their auditory access in difficult and large-area listening situations. Typically, these devices are used in such venues as movie houses, theaters, auditoriums, convention centers, and stadiums, where they are piggybacked

on a public address system. They may also be used in smaller listening locations like courtrooms, museums, classrooms, and community centers. This bulletin provides information about the types of systems that are currently available and tips on choosing the appropriate systems for different types of applications.

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

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

**Accessibility Guidelines for Outdoor Developed Areas:** The Regulatory Negotiation Committee on Accessibility Guidelines for Outdoor Developed Areas was established in June 1997. The accessibility guidelines proposed by the Committee include consideration of the latest information, design, and construction practices in existence. Proposed section 16 of ADAAG requires all areas of newly designed or newly constructed and altered portions of existing trails connecting to designated trailheads or accessible trails to comply with this section. This proposed section also provides design guidelines for all newly constructed and altered camping facilities, picnic areas, and beach access routes. It is recognized that compliance with this section will not always result in facilities that will be accessible to all persons with disabilities. These guidelines recognize that often the natural environment will prevent full compliance with certain technical provisions, which are outlined in this publication.

## **Guidelines for Transportation**

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

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

### **Guidance Material for Transportation**

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

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

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

### **Guidelines and Standards for Communication**

**Standards for Electronic and Information Technology:** The Access Board is issuing final accessibility standards for electronic and information technology covered by section 508 of the Rehabilitation Act Amendments of 1998. Section 508 requires the Access Board to publish standards setting forth a definition of electronic and information technology and the technical and functional performance criteria necessary for such technology to comply with

section 508. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

### **Guidance Material for Communication**

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

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

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

## **State of California Accessibility Standards and Regulations**

### **Title 24, California Building Code**

The State of California has also adopted a set of design guidelines for accessible facilities, which can be found in the California Code of Regulations, Title 24, Part II, California Building Code (CBC). CBC contains general building design and construction requirements relating to fire and life safety, structural safety, and access compliance. CBC provisions provide minimum standards to safeguard life or limb, health, property, and public welfare by regulating and controlling the design, construction, quality of materials, use and occupancy, location, and maintenance of all buildings and

structures and certain equipment. Although California has adopted most of the ADAAG requirements, there are some differences. In general, the more restrictive requirement (whether federal or state) should be applied when designing accessible facilities. The complete Title 24 or any of its parts is available for purchase from the International Code Council (ICC), 5360 South Workman Mill Road, Whittier, CA 90601, (800) 423-6587: <http://www.iccsafe.org>, or at various bookstores that carry technical books.

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

### **Division of State Architect**

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

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.

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

### **Resources for Providing Accessible Programs and Facilities**

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

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

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

Beneficial Design: Beneficial Designs works toward universal access through research, design, and education. Beneficial Designs develops assistive and adaptive technology, performs rehabilitation research, contract design, legal



consultation, standards development, and serves as a rehabilitation information resource. Contact Beneficial Designs, Inc. at 2240 Meridian Blvd, Suite C, Minden, NV 89423-8628, (775) 783-8822, <http://www.beneficialdesigns.com/>.

Smithsonian Institution: The Accessibility Program has developed the Smithsonian Guidelines for Accessible Exhibition Design (1996), which are available for downloading from their website:

<http://accessible.si.edu/gfude.htm>.

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

National Center on Accessibility: The Center is a cooperative project between the National Park Service and Indiana University to provide information and technical assistance, primarily on recreation access. An example of the research activities of the NCA is the National Trails Surface Study. This study is primarily the result of questions that NCA has, for many years and continues to receive from organizations, agencies and individuals who desire to make their trails accessible; are interested in an unobtrusive surface that blends and is friendly to the environment; and provides a quality trail experience for people with and without disabilities. NCA also publishes 'What is an Accessible Trail?', which summarizes the federal guidelines for outdoor developed areas and is available for downloading from its website. The NCA website also has information on campground accessibility, accessible picnic tables, access to beaches, and inclusion of people with disabilities in aquatic venues: <http://www.ncaonline.org>.

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

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

[http://www.parks.ca.gov/pages/21944/files/ca\\_stateparksaccessguiderev\\_titlepagewithdisclaimer.pdf](http://www.parks.ca.gov/pages/21944/files/ca_stateparksaccessguiderev_titlepagewithdisclaimer.pdf)

## **Resources for Assistive Technologies (General)**

Additional disability-related resources are available through the Internet.

### ABLEDATA

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

### CALIFORNIA ASSISTIVE TECHNOLOGY SYSTEM (CATS)

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

- On-site and remote real-time captioning services
- American Sign Language (ASL) Interpreters
- Ergonomic office equipment vendors
- Augmentative and assistive communications manufacturers and vendors
- Organizations that provide low-cost and donated computers for organizations that provide services to people with disabilities
- Assistive technology vendors and service providers for:
  - Hard of Hearing/Deaf
  - Learning Disabled
  - Mobility/Physical/Orthopedic
  - Speech/Language
  - Visually impaired/Blind

### ALTERNATIVE FORMAT COMMUNICATIONS

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

American Council of the Blind: ACB: <http://www.acb.org> is a national organization advocating on behalf of persons who are blind or have low vision. ACB also publishes "A Guide to Making Documents Accessible to People Who Are Blind or Visually Impaired", which is available online, in regular print, large print, Braille, or on cassette tape. ACB is located at 1155

15th St. NW, Suite 1004, Washington, DC 20005, (800) 424-8666 or by email at: [info@acb.org](mailto:info@acb.org).

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

National Center for Accessible Media: NCAM is a research and development facility dedicated to the issues of media and information technology for people with disabilities in their homes, schools, workplaces, and communities. Developers of Web- and CD-ROM-based multimedia need an authoring tool for making their materials accessible to persons with disabilities. NCAM has developed two such tools, version 1.0 and 2.01 of the Media Access Generator (MAGpie), for creating captions and audio descriptions for rich media. MMAGpie is available for downloading from NCAM's website: <http://ncam.wgbh.org>.

### **American Sign Language Interpreters and Assistive Listening Systems and Devices**

As part of the City's Reasonable Accommodation Policy, the City will provide interpreters or assistive listening devices upon request. The City contracts on a yearly basis with an interpreting service.

As requested, the City will obtain access to optical readers or services that provide closed captioning for films or video tapes that are used for programs, and equipment that can translate printed information into an audio format.

Every department has access to the California Relay Service: [http://www.ddtp.org/california\\_relay\\_service](http://www.ddtp.org/california_relay_service) in order to communicate with individuals who are deaf, hard-of-hearing, or speech disabled. City departments routinely receive communications through the California Relay Service, which is a free service provided by the State of California.

All City departments have access to copy machines capable of enlarging printed materials.

### **Transportation**

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

## **Assistive Technology Equipment Resources**

A number of agencies and services are available to the community as resources for assistive technology equipment. They include:

Accessibility Connections Community Map: A Directory of Bay Area Assistive Technology Services is an on-line service available at:

[http://www.cforat.org/main\\_page/cdip.htm](http://www.cforat.org/main_page/cdip.htm)

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

American Foundation for the Blind: The American Foundation for the Blind is committed to improving accessibility in all aspects of life—from cell phones to ATMs, on web sites and in workplaces. Services include assistance in making products and services accessible to people with visual impairments. AFB offers expert consulting services and accessible media production. AFB provides objective product evaluations of adaptive technologies through its assistive technology product database at: <http://www.afb.org>. Local assistance is available through the American Foundation for the Blind-West, 44 Montgomery Street, Suite 1305, San Francisco, CA 94104, (415) 392-4845 or by email at: [sanfran@afb.net](mailto:sanfran@afb.net).

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

The Arc of Alameda County: 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. The Alameda County Chapter can be reached at: <http://www.tiw-alameda.com/index.html>.

Bay Area Outreach and Recreation Program: BORP was founded in 1976 by people with disabilities to create access to the outdoors, to fitness, to sports, and to recreation for a population who'd been left out. BORP offers a number of competitive sports programs, as well as outdoor adventures, family outings, and integrated cycling. BORP staff has extensive experience in providing recreation services to people with disabilities, including involving

disabled immigrants and minorities in recreation programs. BORP: <http://www.borp.org> is located at 830 Bancroft Way, Suite 205, Berkeley, CA 94710 (510) 849-4663 or by email at: [info@borp.org](mailto:info@borp.org).

Community Resources for Independent Living (CRIL): CRIL is a peer-based disability organization that advocates and provides resources for people with disabilities to improve lives and make communities fully accessible. They are located at 439 A Street, Hayward, CA, 94541, or can be reached at (510) 881-5743 (voice), 510-881-2018 (TTY) or: <http://www.cril-online.org>.

Deaf Counseling, Advocacy and Referral Agency (DCARA): DCARA, located at 14895 East 14<sup>th</sup> Street, San Leandro, CA 94578; (510) 483-0753 (voice); (510) 483-6914 (TTY/TDD): [www.dcara.org](http://www.dcara.org). is the oldest deaf-controlled agency in the nation and serves as a role model for other deaf service agencies. DCARA provides its clients and communities with the resources, access and counseling services they need to make independent decisions in a variety of situations. In addition, DCARA provides the hearing community with information about the Deaf community and working and living with persons who are Deaf, Deaf-blind, Deafened and hard of hearing, as well as collaborating with other agencies to ensure that their services are more accessible to population that DCARA serves.

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

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

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

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

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

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

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

State Office for Deaf Access, California Department of Social Services: 744 P Street, MS 6-91, Sacramento, CA 95814 (916) 653-8320.  
Website: <http://www.cdss.ca.gov/cdssweb/pg145.htm>

State Office of Services to the Blind, California Department of Social Services: 744 P Street, MS 6-94, Sacramento, CA 95814 (916) 657-3327.  
Website: <http://www.rehab.cahwnet.gov/ssd/blindser.htm>

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

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

World Institute on Disability: WID is an international public policy center dedicated to carrying out research on disability issues and overcoming

obstacles to independent living. WID maintains an on-line information and resource directory on technology, research, universal design, and the ADA <http://www.wid.org/resources>.

### **Additional Community Resources**

Additional local resources can be found in the City's Diversity Resource Directory at:

<http://www.sanleandro.org/civica/filebank/blobdload.asp?BlobID=4790>

### **Funding Guide for Projects**

Caltrans published a transportation funding guidebook in August 2008 titled "State and Federal Funds Available for Local Agency Projects". 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: <http://www.dot.ca.gov/hq/LocalPrograms/lam/lagb.htm>.

## **Local Disability Resources**

### **Disability Services**

#### Community Resources for Independent Living (CRIL)

Assistance for disabled, including peer counseling, independent living skills, attendant referral and advocacy.

439 A Street

Hayward, CA 94541

(510) 881-5743

[info@cril-online.org](mailto:info@cril-online.org)

[www.cril-online.org](http://www.cril-online.org)

#### Deaf Counseling Advocacy and Referral Agency (DCARA)

Services for the hearing-impaired, including counseling, transitional housing, referrals to interpreting services, legal services, classes, workshops and support groups.

1550 San Leandro Blvd.

San Leandro, CA 94577

(510) 483-0720

(510) 483-6914 (TTY/TDD)

[dcara.hq@dcara.org](mailto:dcara.hq@dcara.org)

[www.dcara.org](http://www.dcara.org)

### Stepping Stones Growth Center

Socialization and independent living skills for developmentally disabled children and adolescents. Vocational training and employment services for developmentally disabled.

311 Macarthur Blvd.  
San Leandro, CA 94577  
(510) 568-3331

[www.steppingstonesgrowth.org](http://www.steppingstonesgrowth.org)

### Paratransit Services

The City of San Leandro and East Bay Paratransit provide paratransit services to seniors and people with disabilities.

Paratransit Services Links:

<http://www.sanleandro.org/depts/rec/paratransit.asp>

Access Alameda (Accessible Transit Services in Alameda County) -  
[www.accessalameda.com](http://www.accessalameda.com)

East Bay Paratransit - <http://www.actransit.org/rider-info/rider-guides/paratransit/>

Network of Care - [www.localcommunities.org/lc/alamedacountyparatransit](http://www.localcommunities.org/lc/alamedacountyparatransit)  
Alameda County Transportation Improvement Authority (ACTIA) - [www.actia2022.com](http://www.actia2022.com)

## **Information and Referral**

### 2-1-1

2-1-1 is a nationwide program to provide free 24-hour access to a wide range of human service needs. It is managed by Eden Information and Referral.

### Alameda County Social Services Agency

Adult & Aging Services, Children & Family Services, Workforce and Benefit Administration

CalWORKs

Food Stamps

General Assistance

(510) 670-6000

## **Paratransit Services**

The City of San Leandro and East Bay Paratransit provide paratransit services to seniors and people with disabilities.

Paratransit Service Links:

<http://www.sanleandro.org/depts/rec/paratransit.asp#flexsvc>

Access Alameda (Accessible Transit Services in Alameda County) -



[www.accessalameda.com](http://www.accessalameda.com)

East Bay Paratransit - <http://www.eastbayparatransit.org/>

Network of Care - [www.localcommunities.org/lc/alamedacountyparatransit](http://www.localcommunities.org/lc/alamedacountyparatransit)

Alameda County Transportation Improvement Authority (ACTIA) - [www.actia2022.com](http://www.actia2022.com)

## **Appendices**

### Appendix A: Facility Reports