

The Americans with Disabilities Act  
Self-Evaluation Report for the  
**City of Chowchilla**



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# I. PROJECT OVERVIEW

## A. Acknowledgments

Sally Swanson Architects, Inc., (SSA), would like to thank all of the Departmental Survey Respondents, and especially Anthony Vinton, Project Manager and Administrative Analyst, for their time and thoughtfulness throughout this Self-Evaluation process. Without Mr. Vinton's coordination and Departmental contribution, this project would not have been possible.

## B. Introduction

Located in the heart of California, the City of Chowchilla was incorporated in 1923, and serves nearly 14,000 constituents. The Americans with Disabilities Act (ADA) Title II mandates that covered entities, such as the City of Chowchilla, conduct a Self-Evaluation, create a Transition Plan, appoint an ADA Coordinator, and develop a Grievance Procedure and an ADA Notice of Compliance. To meet this obligation, and to create a path forward toward total accessibility, the City has contracted with Sally Swanson Architects, Inc. (SSA) to assist with meeting (ADA) Title II mandates.

This document presents only the ADA Self-Evaluation. This evaluation provides a comprehensive report outlining a review of the City's programs, services and activities. Results of the survey and analysis identify programmatic and administrative barriers to programs and are contained herein.

## C. Background Information Regarding the Americans with Disabilities Act and California State Law

### 1. Purpose of the Americans with Disabilities Act

Passed in 1990, the Americans with Disabilities Act (ADA) is one of the most comprehensive civil rights laws in the nation. It provides protection to an estimated 57 million Americans in: employment (Title I); receipt of programs, services and activities from State and local government (Title II); the receipt of goods and services from private businesses (Title III); and telecommunications (Title IV). In 2008, the Americans with Disabilities Amendment Act (ADAAA) was passed. The ADAAA gives guidance to the courts regarding who has standing under ADA. The result has been an increasing number of people who are now able to bring ADA claims in Federal Court.

### 2. Overview of Disability Civil Rights Laws Impacting the City

The City of Chowchilla is covered by the ADA Title II, ADAAA of 2008, the Rehabilitation Act of 1973, and California Government Codes 11135 and 12926. All contractual activities are also covered by California Government Code 4450. Employment programs are covered by the ADA (Title I), the ADAAA and California Government Code 12926. Construction activities are covered by California Code 4450. When comparing State and Federal law 28 CFR 35.103, it is mandated that the most stringent law be applied to create the maximum amount of access for people with disabilities. Thus, the most stringent standards were applied to the evaluation reported in this document.

### 3. ADA Self-Evaluation Requirements

Required by 28 CFR 35.105, the ADA Self-Evaluation is a complete examination of all programs, services and activities provided by the City, to ensure that, when viewed in their entirety, they are readily accessible to qualified people with disabilities. The purpose of the ADA Self-Evaluation is to identify areas where changes are needed to ensure access is in place for people with disabilities.

### 4. Who is a Qualified Person with a Disability?

To be qualified as a person with disabilities for the purposes of this Self-Evaluation, an individual must have a disability as defined below and must be qualified to participate in the programs, services or activities of the City.

Under California Government Code 11135, the ADA was incorporated into State law and therefore the ADA issues raised in this Report are both State and Federal issues. In California Government Code 12926, the definition of mental and physical disability was broadened beyond the ADAAA. Summarized as follows:

1. A person having a physical or mental disability that limits a major life activity. This person is considered as having unmitigated status (i.e., how the individual in question would function without the use of medication or devices that may mitigate the impact of the disability). If there is a limitation to a major life activity in this statute, coverage is established;
2. A person with a history of a disability as described above;
3. A person is regarded as having a disability, such as described.

California State law also provides protection to cancer survivors, people who have a genetic predisposition to illnesses or disabilities or people who have received services within a special education program.

## D. Scope of the Self-Evaluation

The Self-Evaluation is intended as a review of the programs, services and activities provided by the City. The US Department of Justice (DOJ) within the ADA Title II, Technical Assistance Manual (TAM) (Section II-8.2000) recommends a scope of review for Self-Evaluations, which contains thirteen program areas which were considered for use in the development of this report. Areas considered include:

- The Transition Plan (physical access to certain City facilities),
- Policies that may limit or exclude the participation of people with disabilities;
- Communication systems used by the City;
- Provision of auxiliary aids and services to people who are engaged in the City's programs, services or activities;
- Access to emergency management for people with disabilities;
- Disability awareness among City staff;
- Policies addressing policy modification requests and the determination of fundamental alteration of programs;
- Access to public meetings;
- Human Resources programs and policies;
- Construction policies;
- City staff training and support;
- ADA-related drug policies.

## E. Self-Evaluation Method of Review

The ADA mandates that a Self-Evaluation review all programs, services and activities of the covered entity. The Self-Evaluation of the City's programs, services, and activities required involved the participation of every City Department. In conjunction with the City's Administrative Analyst, SSA developed targeted accessibility surveys. Each Department was assigned relevant surveys based on their programs, services and activities. Departments were instructed to complete a survey for different divisions if

they were sufficiently separate and unique. Copies of the surveys are included in the Appendix to this report, and survey responses and corresponding attachments are available upon request.

## F. ADA Transition Plan Requirements

The ADA Transition Plan is required by 28 CFR 35.150 (d). An ADA Transition Plan must include the following components:

1. A list of all physical barriers in sites at which the City provides programs, services or activities;
2. A statement regarding the method to be used to mitigate the barriers;
3. A schedule for barrier mitigation;
4. The name of the official who is responsible for the ADA Transition Plan administration.

The ADA Transition Plan will be contained in a separate report.

## G. How This Report is Organized & To Be Utilized

The City of Chowchilla is committed not only to compliance with federal and state laws regarding disability and access, but strives to be a model of accessibility and reasonable accommodations best practices. Accordingly, this Report is organized into two sections: (1) findings and recommendations for City-wide implementation; and (2) findings and recommendations on a Department by Department basis. Depending on survey responses, not all Department-specific sections will include recommendations.

This Report is intended to be a summary – not full recitation – of survey results. Each section begins with an overview of recommendations indicated with square-shaped box bullet points, and segues into a breakdown of survey summaries providing



the basis for those recommendations. Any recommendations provided by survey respondents will also be indicated with arrow bullet points, as well as lists of available accessibility resources.

By organizing the Report this way, the City can easily access the information it needs and use this Report to sharpen its focus on providing the best possible service to its constituents with disabilities, and become a model of best practices.

## II. SURVEY RESPONSES AND RECOMMENDATIONS



### Printed Communications

#### **Recommendations**

Based on a review of the survey responses, it is recommended that the City adopt the following City-wide standards:

- ☐ Notification of availability of materials in alternative formats; and uniform policy on font type and size.
- ☐ City-wide policies to: ensure that portrayals of persons with disabilities are positive, and implementing regular training regarding print material accessibility including person-first language.

Additionally, it is recommended that Departments:

- ☐ Review locations of publicly available printed materials for accessibility (e.g. clear floor space, reach ranges) and make adjustments to achieve maximum compliance;
- ☐ Where printed materials are outside of compliant reach ranges, ensure that staff is nearby and available to immediately assist.

### **Survey Responses & Findings**

Based on survey responses, City Departments do not have consistent practices in place to ensure that their printed materials are accessible, available in alternative formats, and portray people with disabilities positively. Additionally, no Departments report that they review materials to ensure there are no negative portrayals of persons with disabilities, and none offer training that includes information regarding person-first language usage in all publications that may refer to persons with disabilities.

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## **Communication with People who are Deaf or Hard of Hearing**

### **Recommendations**

Based on a review of the survey responses, the following recommendations are made:

- ☐ Add “711 the California Relay” to business cards and printed materials (<https://ddtp.cpuc.ca.gov/relay.aspx>).
- ☐ Test phone lines for accessibility and perform annual testing to ensure this functionality.
- ☐ Create and distribute City-wide policy requiring that all videos used by City Departments, internally or for the public, (including streaming videos) are captioned.
- ☐ Create and distribute a City-wide policy regarding the availability of American Sign Language (ASL), and identify an ASL resource for future needs.

- ☐ Create and distribute City-wide policy regarding the availability of Video Remote Interpreting Services (VRI), and identify a VRI resource for future needs.
- ☐ Review City PA systems to determine how information communicated through those may be made available to persons who are Deaf or Hard of Hearing.

### **Survey Responses & Findings**

Based on survey responses, City Departments would benefit from City-wide policies and practices when it comes to communications for persons who are Deaf or Hard of Hearing. Every Department indicated that “711 the California Relay” is not noted on Departmental business cards. Most Departments indicated that their phone lines are either not accessible or that they are not sure if the phone lines are accessible. With regard to video captioning, all Departments either indicated that videos are not captioned, or that they do not use videos. Additionally, Departments do not, generally, have a policy in place for VRI.

With regard to Departments that utilize a Public Information Officer (PIO), survey respondents indicated that the City does not have a PIO. Finally, Departments utilizing public address (PA) systems do not consistently report information broadcast via these systems as available to persons who are Deaf or Hard of Hearing.

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## **Software and Digital Communication**

Based on a review of the survey responses, the following recommendations are made:

### **Recommendations**

- ☐ Ensure that City contract with IT provider includes accessibility expectations, i.e. compliance with most recent WCAG, AA.<sup>1</sup>
- ☐ All public and internal-facing forms (existing and in the future) should meet and be tested to current WCAG standards.
- ☐ Require that all third-party software be vetted against current WCAG prior to purchase and implementation.
- ☐ Require that all contracts for software and/or digital services with third-party vendors include language regarding current accessibility guidelines.
- ☐ Any automation initiatives (i.e. efforts to automate any interaction or process either internally or externally, in a digital format including mobile applications) should implement and be tested to meet current web accessibility guidelines.
- ☐ Create and distribute City-wide policy regarding accessibility of digital communications, and offer training and resources that empower City employees to be able to meet this requirement.

### **Survey Responses & Findings**

Based on survey responses, the City's digital accessibility practices only require some minor improvements, and City Departments would benefit from policy and training regarding accessible communications (e.g. Word documents, PDFs, photos.) Additionally, while only a few Departments currently use third-party technology, none of these Departments were aware of whether that technology met current WCAG standards or not.

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### **Records**

Based on a review of the survey responses, the following recommendations are made:

### **Recommendations**

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<sup>1</sup> At the time of this report, the City's website contains a link that outlines the City's commitment to meeting WCAG 2.0 AA standards. A quick check in an online accessible checker indicated that the City's website currently meets these standards.

- ☐ Develop and offer City-wide guidance on how to ensure that newly created digital records are fully accessible (e.g. Word documents, PDFs, photos).
- ☐ Continue to offer reasonable accommodations and assistance on an as-needed basis, including alternative formats, accessible records viewing areas, assistive listening devices, etc.

### **Survey Responses & Findings**

Of survey responses, most Departments indicated that current records are managed digitally, and that they are unsure of the accessibility of these records. Survey respondents however indicated that, in most instances, alternative formats were available, and reasonable accommodations could be made for persons with disabilities, i.e. a lower viewing counter or a room with an assistive listening system.

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## **Staff & Employees**

### **Hiring-Related Recommendations**

- ☐ Affirm with CalOpps that all job listings and the online application process are fully accessible and in compliance with current WCAG, and that printed job listings (if any) are available in alternative formats.
- ☐ Ensure that the City's non-discrimination statement features prominently on job listings.
- ☐ In the hiring process, ensure that any requests for accommodation are directed to a City employee who is not connected in any way to the hiring and selection process, e.g. a City Disability or Reasonable Accommodations Manager.
- ☐ Develop, distribute and implement interview panel best practices training on how to interview or interact with candidates who have a disability.
- ☐ Review the hiring process to ensure standardization of the self-identification process and opportunity.

### **Survey Responses: Hiring Generally**

#### **Accessible Job Listings**

The City's online job listings are managed by a third party vendor, CalOpps, but the City's website contains the following notification, "The City Clerk's Office will make reasonable accommodations in the examination process for disabled applicants. If you have special needs, please indicate such on your application. Verification of the disability may be required prior to accommodation." Applicants are encouraged to apply online, but applications can also be emailed as PDFs, mailed, faxed, or hand-delivered. While one Department indicated that job listings contain a statement of non-discrimination, it wasn't clear where this statement exists in digital or printed form.

#### Interview Panel Training

With regard to training interview panels on disability awareness and appropriate interactions with people with disabilities, all survey respondents indicated that there is no such training.

#### Candidate Selection and Essential Functions

All Departments indicated that candidates are selected based on their ability to perform the essential functions of a role, with or without accommodations, and that essential functions are determined based on a review of duties that the City needs performed.

#### Opportunity to Self-ID as a Person with a Disability

Responses to the question of whether Departments offered staff and employees the opportunity to self-identify as a person with a disability were varied. Responses ranged from "no" to "it's up to the employee" to deferring to Human Resources.

#### **Employment Practices Recommendations**

- ☐ Develop a City-wide reasonable accommodations process. Provide a clear roadmap on how to request a reasonable accommodation, and what to expect in

the process. Additionally, create and distribute clear guidance to management on how to receive and respond to any such request.

- ☐ Create a City-wide information campaign for City people managers regarding the interactive process, including instructions on how to conduct a search for a different role as a form of reasonable accommodation. Make sure that this addresses any Disability Manager's role in the process.
- ☐ Create and distribute City-wide guidelines on how to ensure that all training and opportunities for advancement (whether online or in person) are fully accessible to persons with disabilities.
- ☐ Research and utilize publicly available reasonable accommodation resources such as the Job Accommodations Network (JAN).
- ☐ Draft and distribute clear guidance on how to review, approve and implement requests for modifications in order to ensure access. Ensure that these modifications, however approved, are reported to and tracked by a Disability Manager.
- ☐ Develop or adapt a checklist and policy to ensure that all employee (and public) events are accessible. Include training for security, where applicable, on best practices for interacting with persons with disabilities.
- ☐ Develop a uniform, City-wide policy regarding complaints and grievances for employees not covered by other grievance procedures. Include information regarding how complaints can be made, process expectations, and secondary levels of review. Ask the City Attorney to review to ensure compliance with State laws, including any applicable statute of limitations.
- ☐ Make sure that this complaint and grievance system is publicly posted and available, and includes the name and contact information for an ADA coordinator.
- ☐ Develop and offer a brief training regarding receipt of complaints from the public regarding inaccessibility and / or failure to reasonably accommodate, including a standardized process for receiving and tracking complaints. Post this process on the City's website.

## **Survey Responses: Employment Practices**

### **Employee (and Public) Event Accessibility**

Surveys contained a range of responses regarding event accessibility. Two Departments referred this question to Human Resources. One Department indicated that if accommodation was needed it would be done, and another Department indicated that employee events are accessible. Responses indicated that public events are



generally held in accessible buildings and along public transportation routes. While service animals are welcome, there is no specific announcement or notification stating this. Additionally, most survey respondents indicated that pre-event announcements such as emergency exits and service animal relief areas are not typically made. Finally, American Sign Language interpreters (ASL) are not typically utilized at public meetings.

#### Reasonable Accommodation Process

Survey respondents indicated that no formal reasonable accommodation process exists, and/or generally referred this question to Human Resources.

#### Reassignment as a Reasonable Accommodation

Survey respondents indicated that no formal process exists for reassignment as a form of reasonable accommodation, and/or generally referred this question to Human Resources.

#### Reasonable Modifications to Create Access

One survey respondent indicated that the process of implementing reasonable modifications is achieved collaboratively between the employee and manager. Remaining survey responses ranged from “N/A” to generally referring this question to the City Clerk, Administration, or Human Resources.

#### Grievance System (for the public and for employees)

The surveys asked Departments to provide information regarding the grievance system for bringing complaints of alleged disability discrimination and/or harassment. In response, Departments either generally referred to the City Clerk, Administration, or Human Resources; or noted that such grievances are currently handled by Human Resources, possibly in conjunction with the City Attorney. All survey responses

indicated that disability related complaints had not been received (for some, in recent memory).

### **Notification & Policy-Related Recommendations**

- ☐ Ensure that all Departments post a Notice of ADA Compliance in accessible employee common spaces and, if applicable, in public areas such as lobbies or bulletin boards. Additionally, review City websites and webpages to ensure Department posting of Notices of ADA Compliance.
- ☐ Update and distribute anti-harassment policy; ensure that all people managers receive this training in compliance with California law. In trainings, include a section dedicated to education and discussion around anti-harassment specific to people with disabilities.
- ☐ Develop and distribute a comprehensive, City-wide policy regarding service and emotional support animals applicable to the public and employees.
- ☐ Amend and distribute existing non-discrimination policies to include the prohibition on discrimination against persons who formerly used illegal drugs or have been through rehabilitation.

### **Survey Responses: Notifications & Policies**

#### **Notice of ADA Compliance and Anti-Disability Harassment**

Most survey respondents indicated that notice of ADA Compliance is given via posters that include employee legal rights and labor protections, and that these posters are purchased and posted concurrent with any updates to those laws. Additionally, the City Clerk indicated that all meeting notifications contain language with information on how to request assistance for a disability.

#### **Policy for Service and Emotional Support Animals (Public and Employees)**

Only one Department, the Police Department, indicated that it has a policy for service and emotional support animals.

#### **Policy Prohibiting Discrimination Against Former Drug Users**

Survey respondents indicated that the City currently does not have a policy in place that prohibits discrimination against former drug users.

### **Facilities & Maintenance-Related Recommendations**

- ☐ For facilities access, conduct regular self-audits to ensure that accessible features in the built environment are properly maintained and updated as required. Additionally, train building managers on maintaining basic accessibility, e.g. placement of waste receptacles, tables, desks, etc. so as to maintain full access within City buildings and built environments for the public as well as City employees.
- ☐ Offer regular training to Maintenance staff about the importance of and how-to maintain accessibility in City facilities, e.g. placement of waste receptacles, setting up accessible meeting spaces, temporary signage directing to accessible entrances and paths of travel, etc.

### **Survey Findings: Facilities**

#### **Accessible Offices and Facilities**

Survey responses indicated that either offices and facilities are currently accessible, are in the process of becoming accessible through this Transition Plan, are made accessible as needed, and/or are not currently accessible. Additionally, one Department, Public Works, indicated that it supervises Maintenance employees, and that they do not receive training on maintaining an accessible work environment.

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## **Purchasing, Contracts & Vendors**

Based on a review of the survey responses, the following recommendations are made:

### **Recommendations**

- ☐ Offer bidding and procurement materials in alternative formats, and ensure that digital formats are accessible.

- ☐ Create and implement a City-wide policy requiring an accessibility review of all outside vendor products and services.
- ☐ Add language to City contracts requiring that any third party vendor products or services are accessible.
- ☐ For purchases of physical products (e.g. furniture), ensure that installation of purchased products complies with applicable floor clearances, reach ranges, clear space, etc.
- ☐ Develop and offer training to Maintenance staff on how to maintain adequate clearances and maintain accessible features of the City's built environments.

### **Survey Responses & Findings**

\_\_\_\_\_ Only one Department indicated that third-party products and services are vetted for accessibility. Additionally, all Departments noted that bidding and procurement notices and application materials are not currently accessible and/or available in alternative formats. Most survey respondents noted that City contracts contain language setting forth the City's expectations of contractor and vendor adherence to applicable civil rights laws, but responses also indicated a lack of clarity as to how alleged violations of those laws might be addressed. Based on a few survey responses, however, it appears that complaints regarding alleged contractor or vendor civil rights violations would be addressed to the City Clerk.

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### **Department-Specific Accessibility Survey Responses**

The following section addresses survey responses, not already addressed, on a Department-by-Department basis.

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## Information Technology

### **Recommendations**

No additional recommendations at this time.

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## City Attorney

### **Recommendations**

- ☐ Request development and roll-out of reasonable accommodations training.
- ☐ See above recommendations regarding development and implementation of uniform policies, and reasonable accommodations and grievance procedures.

The City Attorney is a contractor who has not, to date, provided training on reasonable accommodation, nor assisted in the drafting of any disability or accessibility related policies or procedures.

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## City Administrator

### **Recommendations**

- ☐ Ensure that all contracts with outside contractors or vendors include language requiring accessibility of products and services.
- ☐ Ensure that all contracts contain language regarding discrimination and harassment, including the contractor/vendor agreement to abide by all applicable laws, and the process for complaints received against that contractor and/or outside vendor.
- ☐ Ensure that all purchases are considered through the lens of accessibility, e.g. knee clearances, table/counter heights.
- ☐ Ensure that digital records meet accessibility requirements, e.g. accessible PDFs, Word documents, and photos.

With regard to purchasing and third-party products, the City Administrator indicated that the accessibility of these products is determined by the third party. Additionally, the Administrator indicated that if an employee or member of the public felt discriminated against by a contractor or vendor, they would be able to take this complaint to the City Clerk.

With regard to construction, the Administrator indicated that construction complies with current building requirements, are CASp inspected, and are reviewed by key stakeholders during the planning stages.

With regard to general purchases, the City Administrator indicated that purchases are done according to “City standards”, and that considerations such as adequate knee clearance (e.g. for a table or desk) are based on best judgment.

With regard to public meetings, the City Administrator indicated that City events comply with all Federal, State and City guidelines and regulations, and that persons are notified that accommodations are available as needed and/or upon request. The Administrator also indicated that security personnel have been trained on best practices for interacting with persons with disabilities.

Finally, the City Administrator indicated that all records are maintained digitally, in compliance with applicable regulations, and that persons could also view hard copies as needed.

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City Clerk

**Recommendations**

☐ No additional recommendations at this time.

The City Clerk's Office noted that it maintains records both digitally and as hard copies and, though it doesn't have a policy or practice regarding records accessibility, it would assist as required depending on a person's particular need (e.g. an accessible counter top for viewing records or assistive listening device).

The Clerk also noted that it provides transportation services, and utilizes a service, Dial-a-Ride, that uses regularly inspected ADA-accessible vehicles.

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## Police Department

### **Recommendations**

- ☐ Develop and mandate training on disability-related civil rights laws as well as best practices on how to interact with persons with disabilities.
- ☐ Consider implementing a policy that allows a person in custody to be (safely) permitted continuous access to a disability-related mobility device (e.g. a wheelchair).
- ☐ Develop and implement a policy regarding the handling and protection of a service animal while their handler is in custody.
- ☐ Develop and implement a process to notify persons receiving warnings, citations and / or other penalty of alternative formats for those materials (including digital).

In its survey responses, the Police Department indicated that: first responders have received no disability-related civil rights training; holding areas have not been reviewed since the 2010 ADA Standards for Accessible Design were put into effect; first responders have received no training in interacting with persons with disabilities; there is currently no service animal policy in place for persons in custody; medical devices (e.g. prosthetics) are allowed to remain with the person in custody unless they present a danger to themselves or others; and wheelchairs are held in safekeeping during custody. Additionally, the Police Department notes that it issues warnings, penalties and/or citations, and that these are currently not available in accessible formats.

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## Fire Department

### **Recommendations**

- ☐ In this era of increasing wildfires and unpredictable climate, persons with disabilities are demonstrably more vulnerable. Develop and implement a strategy for best practices evacuating persons with disabilities in emergency situations.

The City's Fire Department indicated that it does not have a procedure in place for the evacuation of persons with disabilities, does not transport civilians in its vehicles, and does not partner with any other entity in the setup and administration of evacuation shelters.

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## Finance

### **Recommendation**

- ☐ Develop and implement a process to notify persons receiving warnings, citations and / or other penalty in alternative formats for those materials (including digital).
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## Public Works

### **Recommendations**

- ☐ Develop and implement a checklist and processes for ensuring accessibility for public right-of-way (PRoW) under the City's jurisdiction.
- ☐ Develop and implement a (basic) checklist for evaluating accessibility in built environments.

The Department of Public Works indicated that it is responsible for ensuring the accessibility of certain public right-of-way (PRoW) but did not indicate how it did so. For planning and construction projects, the Department leans on City Engineers to evaluate accessibility requirements. The Department currently does not have anyone on staff who evaluates accessibility in built environments.



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## Requested Trainings

Survey respondents indicated that they would find the following trainings useful:

- Best practices for communicating with people who are deaf or hard of hearing.
  - Any and all areas regarding the ADA, because there is currently no training on this available.
  - Anything related to development of Human Resources policies.
  - Best practices on how to make public-facing information accessible.
  - Accessibility and reasonable accommodations at public meetings.
  - Making publications and printed material accessible.
-

## **Vetting of Self-Evaluation Results**

The City of Chowchilla is committed to the vetting of these results with stakeholders as required by law and developing an implementation plan designed to implement necessary changes and track good-faith compliance efforts.

### **Vetting Activity**

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### **Report Concerning the Self-Evaluation Vetting**

- Date(s) and location(s) of vetting
- List of attendees

### **Input Received During Vetting**

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### **Response to Input during Vetting:**

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### **Persons Involved in Vetting:**

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### **Use of This Self-Evaluation as a Living Document**

The ADA requires that a Self-Evaluation be conducted once. Many entities, including the City of Chowchilla, recognize the value of using this document on an ongoing basis. As such, it's available to incorporate new policies as needed in response to emerging issues in case law, new regulations or the development of, and/or modification of the City's programs. Thus, an addendum to this report can be added as needed to document the City's good-faith effort to make the changes necessary to ensure appropriate access for the public, employees and visitors to the City of Chowchilla.

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### **Staff Who Contributed to this ADA Self-Evaluation**

Anthony Vinton, Project Manager, Administrative Services

Jason Rogers, Director of Public Works

David Riviere, Chief of Police

Harry Turner, Fire Chief

Rod Pruett, Director of Finance

Marty Piepenbrok, Director of Recreation and Community Engagement

Joann McClendon, City Clerk

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### **Work Plan for the Self-Evaluation Implementation**

The following is the City of Chowchilla's ADA Self-Evaluation work plan. It is contained in a spreadsheet designed to be modified as progress is made. It may also be modified when work is necessary that is not identified within the body of this Report. Such instances may occur pursuant to new regulations or case law developments.

The first column will contain a series of recommendations that come from interaction with the City of Chowchilla officials. These are entitled "General Recommendations". The second column is "Action Taken by the City". This column is designed to record whether the City has accepted the recommendation, modified or rejected it. If the recommendation is rejected or modified it would be advisable to record the rationale for this action in the "notes" section, which is the seventh column to the right. Columns

titled "Staff Assigned," "Due Dates," "Reviewed by," and "Date" are designed to record progress in the implementation of the ADA Self-Evaluation.

Many of the recommendations are clustered by subject and can be addressed with one staff assignment. Occasionally, there will be one recommended action that addresses a number of issues noted within the report. For example, disability awareness training benefits the City's operation in a number of areas which are noted by findings. The provision of the training, therefore, addresses a wide variety of issues.

It is very important that the date on the work plan be updated each time an entry is made.

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# APPENDICES

## Appendix A

### **28 CFR 35.105 Self-Evaluation.**

- (a) A public entity shall, within one year of the effective date of this part, evaluate its current services, policies, and practices, and the effects thereof, that do not or may not meet the requirements of this part and, to the extent modification of any such services, policies, and practices is required, the public entity shall proceed to make the necessary modifications.
- (b) A public entity shall provide an opportunity to interested persons, including individuals with disabilities or organizations representing individuals with disabilities, to participate in the Self-Evaluation process by submitting comments.
- (c) A public entity that employs 50 or more persons shall, for at least three years following completion of the Self-Evaluation, maintain on file and make available for public inspection:
  - (1) A list of the interested persons consulted;
  - (2) A description of areas examined and any problems identified;  
and
  - (3) A description of any modifications made.
- (d) If a public entity has already complied with the Self-Evaluation requirement of a regulation implementing section 504 of the Rehabilitation Act of 1973, then the requirements of this section shall apply only to those policies and practices that were not included in the previous Self-Evaluation.

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## Appendix B

### California Government code section 11135

11135. (a) No person in the State of California shall, on the basis of race, national origin, ethnic group identification, religion, age, sex, sexual orientation, color, genetic information, or disability, be unlawfully denied full and equal access to the benefits of, or be unlawfully subjected to discrimination under, any program or activity that is conducted, operated, or administered by the state or by any state agency, is funded directly by the state, or receives any financial assistance from the state. Notwithstanding Section 11000, this section applies to the California State University.

(b) With respect to discrimination on the basis of disability, programs and activities subject to subdivision (a) shall meet the protections and prohibitions contained in Section 202 of the federal Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12132), and the federal rules and regulations adopted in implementation thereof, except that if the laws of this state prescribe stronger protections and prohibitions, the programs and activities subject to subdivision (a) shall be subject to the stronger protections and prohibitions.

(c) (1) As used in this section, "disability" means any mental or physical disability, as defined in Section 12926.

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## Appendix C

### California Government Code Section 12926

*Cal Gov Code § 12926 (2010)*

#### **§ 12926. Definitions regarding unlawful practices**

As used in this part in connection with unlawful practices, unless a different meaning clearly appears from the context:

**(a)** "Affirmative relief" or "prospective relief" includes the authority to order reinstatement of an employee, awards of backpay, reimbursement of out-of-pocket expenses, hiring, transfers, reassignments, grants of tenure, promotions, cease and desist orders, posting of notices, training of personnel, testing, expunging of records, reporting of records, and any other similar relief that is intended to correct unlawful practices under this part.

**(b)** "Age" refers to the chronological age of any individual who has reached his or her 40th birthday.

**(c)** "Employee" does not include any individual employed by his or her parents, spouse, or child, or any individual employed under a special license in a nonprofit sheltered workshop or rehabilitation facility.

**(d)** "Employer" includes any person regularly employing five or more persons, or any person acting as an agent of an employer, directly or indirectly, the state or any political or civil subdivision of the state, and cities, except as follows:

"Employer" does not include a religious association or corporation not organized for private profit.

**(e)** "Employment agency" includes any person undertaking for compensation to procure employees or opportunities to work.

**(f)** "Essential functions" means the fundamental job duties of the employment position the individual with a disability holds or desires. "Essential functions" does not include the marginal functions of the position.

**(1)** A job function may be considered essential for any of several reasons, including, but not limited to, any one or more of the following:

**(A)** The function may be essential because the reason the position exists is to perform that function.

**(B)** The function may be essential because of the limited number of employees available among whom the performance of that job function can be distributed.

**(C)** The function may be highly specialized, so that the incumbent in the position is hired for his or her expertise or ability to perform the particular function.

**(2)** Evidence of whether a particular function is essential includes, but is not limited to, the following:

**(A)** The employer's judgment as to which functions are essential.

**(B)** Written job descriptions prepared before advertising or interviewing applicants for the job.

**(C)** The amount of time spent on the job performing the function.

**(D)** The consequences of not requiring the incumbent to perform the function.

**(E)** The terms of a collective bargaining agreement.

**(F)** The work experiences of past incumbents in the job.

**(G)** The current work experience of incumbents in similar jobs.

**(g)** "Labor organization" includes any organization that exists and is constituted for the purpose, in whole or in part, of collective bargaining or of dealing with employers concerning grievances, terms or conditions of employment, or of other mutual aid or protection.

**(h)** "Medical condition" means either of the following:

**(1)** Any health impairment related to or associated with a diagnosis of cancer or a record or history of cancer.

**(2)** Genetic characteristics. For purposes of this section, "genetic characteristics" means either of the following:

**(A)** Any scientifically or medically identifiable gene or chromosome, or combination or alteration thereof, that is known to be a cause of a disease or disorder in a person or his or her offspring, or that is determined to be associated with a statistically increased risk of development of a disease or disorder, and that is presently not associated with any symptoms of any disease or disorder.



**(B)** Inherited characteristics that may derive from the individual or family member, that are known to be a cause of a disease or disorder in a person or his or her offspring, or that are determined to be associated with a statistically increased risk of development of a disease or disorder, and that are presently not associated with any symptoms of any disease or disorder.

**(i)** "Mental disability" includes, but is not limited to, all of the following:

**(1)** Having any mental or psychological disorder or condition, such as mental retardation, organic brain syndrome, emotional or mental illness, or specific learning disabilities, that limits a major life activity. For purposes of this section:

**(A)** "Limits" shall be determined without regard to mitigating measures, such as medications, assistive devices, or reasonable accommodations, unless the mitigating measure itself limits a major life activity.

**(B)** A mental or psychological disorder or condition limits a major life activity if it makes the achievement of the major life activity difficult.

**(C)** "Major life activities" shall be broadly construed and shall include physical, mental, and social activities and working.

**(2)** Any other mental or psychological disorder or condition not described in paragraph (1) that requires special education or related services.

**(3)** Having a record or history of a mental or psychological disorder or condition described in paragraph (1) or (2), which is known to the employer or other entity covered by this part.

**(4)** Being regarded or treated by the employer or other entity covered by this part as having, or having had, any mental condition that makes achievement of a major life activity difficult.

**(5)** Being regarded or treated by the employer or other entity covered by this part as having, or having had, a mental or psychological disorder or condition that has no present disabling effect, but that may become a mental disability as described in paragraph (1) or (2).

"Mental disability" does not include sexual behavior disorders, compulsive gambling, kleptomania, pyromania, or psychoactive substance use disorders resulting from the current unlawful use of controlled substances or other drugs.

**(j)** "On the bases enumerated in this part" means or refers to discrimination on the basis of one or more of the following: race, religious creed, color, national origin,

ancestry, physical disability, mental disability, medical condition, marital status, sex, age, or sexual orientation.

**(k)** "Physical disability" includes, but is not limited to, all of the following:

**(1)** Having any physiological disease, disorder, condition, cosmetic disfigurement, or anatomical loss that does both of the following:

**(A)** Affects one or more of the following body systems: neurological, immunological, musculoskeletal, special sense organs, respiratory, including speech organs, cardiovascular, reproductive, digestive, genitourinary, hemic and lymphatic, skin, and endocrine.

**(B)** Limits a major life activity. For purposes of this section:

**(i)** "Limits" shall be determined without regard to mitigating measures such as medications, assistive devices, prosthetics, or reasonable accommodations, unless the mitigating measure itself limits a major life activity.

**(ii)** A physiological disease, disorder, condition, cosmetic disfigurement, or anatomical loss limits a major life activity if it makes the achievement of the major life activity difficult.

**(iii)** "Major life activities" shall be broadly construed and includes physical, mental, and social activities and working.

**(2)** Any other health impairment not described in paragraph (1) that requires special education or related services.

**(3)** Having a record or history of a disease, disorder, condition, cosmetic disfigurement, anatomical loss, or health impairment described in paragraph (1) or (2), which is known to the employer or other entity covered by this part.

**(4)** Being regarded or treated by the employer or other entity covered by this part as having, or having had, any physical condition that makes achievement of a major life activity difficult.

**(5)** Being regarded or treated by the employer or other entity covered by this part as having, or having had, a disease, disorder, condition, cosmetic disfigurement, anatomical loss, or health impairment that has no present disabling effect but may become a physical disability as described in paragraph (1) or (2).

**(6)** "Physical disability" does not include sexual behavior disorders, compulsive gambling, kleptomania, pyromania, or psychoactive substance use

disorders resulting from the current unlawful use of controlled substances or other drugs.

**(l)** Notwithstanding subdivisions (i) and (k), if the definition of "disability" used in the Americans with Disabilities Act of 1990 (Public Law 101-336) would result in broader protection of the civil rights of individuals with a mental disability or physical disability, as defined in subdivision (i) or (k), or would include any medical condition not included within those definitions, then that broader protection or coverage shall be deemed incorporated by reference into, and shall prevail over conflicting provisions of, the definitions in subdivisions (i) and (k).

**(m)** "Race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, or sexual orientation" includes a perception that the person has any of those characteristics or that the person is associated with a person who has, or is perceived to have, any of those characteristics.

**(n)** "Reasonable accommodation" may include either of the following:

**(1)** Making existing facilities used by employees readily accessible to, and usable by, individuals with disabilities.

**(2)** Job restructuring, part-time or modified work schedules, reassignment to a vacant position, acquisition or modification of equipment or devices, adjustment or modifications of examinations, training materials or policies, the provision of qualified readers or interpreters, and other similar accommodations for individuals with disabilities.

**(o)** "Religious creed," "religion," "religious observance," "religious belief," and "creed" include all aspects of religious belief, observance, and practice.

**(p)** "Sex" includes, but is not limited to, pregnancy, childbirth, or medical conditions related to pregnancy or childbirth. "Sex" also includes, but is not limited to, a person's gender, as defined in *Section 422.56 of the Penal Code*.

**(q)** "Sexual orientation" means heterosexuality, homosexuality, and bisexuality.

**(r)** "Supervisor" means any individual having the authority, in the interest of the employer, to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward, or discipline other employees, or the responsibility to direct them, or to adjust their grievances, or effectively to recommend that action, if, in connection with the foregoing, the exercise of that authority is not of a merely routine or clerical nature, but requires the use of independent judgment.

**(s)** "Undue hardship" means an action requiring significant difficulty or expense, when considered in light of the following factors:

**(1)** The nature and cost of the accommodation needed.

**(2)** The overall financial resources of the facilities involved in the provision of the reasonable accommodations, the number of persons employed at the facility, and the effect on expenses and resources or the impact otherwise of these accommodations upon the operation of the facility.

**(3)** The overall financial resources of the covered entity, the overall size of the business of a covered entity with respect to the number of employees, and the number, type, and location of its facilities.

**(4)** The type of operations, including the composition, structure, and functions of the workforce of the entity.

**(5)** The geographic separateness, administrative, or fiscal relationship of the facility or facilities.

## **HISTORY:**

Added Stats 1980 ch 992 § 4. Amended Stats 1985 ch 1151 § 1; Stats 1990 ch 15 § 1 (SB 1027); Stats 1992 ch 911 § 3 (AB 311), ch 912 § 3 (AB 1286), ch 913 § 21.3 (AB 1077); Stats 1993 ch 1214 § 5 (AB 551); Stats 1998 ch 99 § 1 (SB 654); Stats 1999 ch 311 § 2 (SB 1185), ch 591 § 5.1 (AB 1670), ch 592 § 3.7 (AB 1001); Stats 2000 ch 1049 § 5 (AB 2222); Stats 2003 ch 164 § 1 (AB 196); Stats 2004 ch 700 § 4 (SB 1234).

## **Amendments:**

### **1985 Amendment:**

Added **(1)** "or her" after "employed by his" in subd (b); and **(2)** subd (i).

### **1990 Amendment:**

Added subd (j).

### **1992 Amendment:**

**(1)** Added subd (a); **(2)** redesignated former subds (a)-(d) to be subds (b)-(e); **(3)** amended the introductory clause of subd (d) by **(a)** deleting ", except as hereinafter provided," before "includes"; and **(b)** substituting ", except as follows:" for a period; **(4)** added subdivision designation (d)(1); **(5)** added subd (d)(2); **(6)** added subd (f); **(7)** redesignated former subdivisions (e) and (f) to be subds (g) and (h); **(8)** substituted "includes, but is not limited to," for "means" in subd (h); **(9)** added subd (i); **(10)**

redesignated former subd (g) to be subd (j); **(11)** substituted "disability, mental disability" for "handicap" in subd (j); **(12)** substituted subd (k) for former subd (h) which read: "(h) 'Physical handicap' includes impairment of sight, hearing, or speech, or impairment of physical ability because of amputation or loss of function or coordination, or any other health impairment which requires special education or related services."; **(13)** added subds (l) and (m); **(14)** redesignated former subds (i) and (j) to be subds (n) and (o); and **(15)** added subd (p) and the last paragraph. (As amended 1992 ch 913, compared to the section as it read prior to 1992. This section was also amended by two earlier chapters, ch 911, ch 912. See Gov C § 9605.)

### **1993 Amendment:**

**(1)** Substituted "functions" for "duties" after "Essential" both times it appears in subd (f); **(2)** deleted ", but is not limited to," after "includes" in subd (h); **(3)** deleted former subd (l) which read: "(l) 'Reasonable accommodation' may include either of the following:

"(1) Making existing facilities used by employees readily accessible to, and usable by, individuals with disabilities.

"(2) Job restructuring, part-time or modified work schedules, reassignment to a vacant position, acquisition or modification of equipment or devices, adjustment or modifications of examinations, training materials or policies, the provision of qualified readers or interpreters, and other similar accommodations for individuals with disabilities. It is the intent of the Legislature that the definition of 'physical disability' in this subdivision shall have the same meaning as the term 'physical handicap' formerly defined by this subdivision and construed in *American National Ins. Co. v. Fair Employment & Housing Com.*, 32 Cal. 3d 603. However, 'physical disability' does not include conditions excluded from the federal definition of 'disability' pursuant to Section 511 of the Americans with Disabilities Act of 1990 (42 U.S.C., § 12211). Additionally, for purposes of this part, the unlawful use of controlled substances or other drugs shall not be deemed, in and of itself, to constitute a physical disability."; **(4)** designated the former last paragraph in the section to be subd (l); and **(5)** substituted "of" for "or" after "size of the business" in subd (p)(3).

### **1998 Amendment:**

**(1)** Amended subd (d) by **(a)** substituting the comma after "indirectly" for the semicolon; and **(b)** adding the comma after "thereof"; **(2)** substituted "that" for "which" after "organization" in subd (g); **(3)** amended subd (h) by adding **(a)** "(1) genetic characteristics, or (2)" after "include" in the first sentence; and **(b)** the second sentence; and **(4)** added "and" before "(5) the geographic" in subd (p).

### **1999 Amendment:**

(1) Amended subd (d) by (a) substituting "of the state" for "thereof" in the introductory clause; (b) deleting subdivision designation (d)(1) at the beginning of the second paragraph; and (c) deleting former subd (d)(2) which read: "(2) 'Employer,' for purposes of provisions defining unlawful employment practices related to mental disability, means any person regularly employing 15 or more persons, or any person directly or indirectly acting as an agent of such an employer, and also includes the state and municipalities and political subdivisions of the state."; (2) substituted subd (h) for former subd (h) which read: "(h) 'Medical condition' includes (1) genetic characteristics, or (2) any health impairment related to or associated with a diagnosis of cancer, for which a person has been rehabilitated or cured, based on competent medical evidence. For purposes of this section, 'genetic characteristics' means any scientifically or medically identifiable gene or chromosome, or combination or alteration thereof, that is known to be a cause of a disease or disorder in a person or his or her offspring, or is determined to be associated with a statistically increased risk of development of a disease or disorder, or inherited characteristics that may derive from the individual or family member, that is presently not associated with any symptoms of any disease or order."; (3) substituted "or age" at the end of subd (j); (4) added subd (m); (5) redesignated former subds (m)-(o) to be subds (n)-(p); (6) added subds (q) and (r); and (7) redesignated former subd (p) to be subd (s). (As amended Stats 1999 ch 592, compared to the section as it read prior to 1999. This section was also amended by two earlier chapters, ch 311 and ch 591. See *Gov C § 9605*.)

### **2000 Amendment:**

(1) Amended subd (h) by (a) adding "means" in the introductory clause; and (b) substituting "cancer or a record or history of cancer" for ", for which a person has been rehabilitated or cured, based on competent medical evidence" in subd (h)(1); (2) substituted subd (i) for former subd (i) which read: "(i) 'Mental disability' includes any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities. However, 'mental disability' does not include conditions excluded from the federal definition of 'disability' pursuant to Section 511 of the Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12211). Additionally, for purposes of this part, the unlawful use of controlled substances or other drugs shall not be deemed, in and of itself, to constitute a mental disability."; and (3) substituted subd (k) for former subd (k) which read: "(k) 'Physical disability' includes, but is not limited to, all of the following:

"(1) Having any physiological disease, disorder, condition, cosmetic disfigurement, or anatomical loss that does both of the following:

"(A) Affects one or more of the following body systems: neurological, immunological, musculoskeletal, special sense organs, respiratory, including speech organs, cardiovascular, reproductive, digestive, genitourinary, hemic and lymphatic, skin, and endocrine.

"(B) Limits an individual's ability to participate in major life activities.

"(2) Any other healthy impairment not described in paragraph (1) that requires special education or related services.

"(3) Being regarded as having or having had a disease, disorder, condition, cosmetic disfigurement, anatomical loss, or health impairment described in paragraph (1) and (2).

"(4) Being regarded as having, or having had, a disease, disorder, condition, cosmetic disfigurement, anatomical loss, or health impairment that has no present disabling effect but may become a physical disability as described in paragraph (1) or (2).

"It is the intent of the Legislature that the definition of 'physical disability' in this subdivision shall have the same meaning as the term 'physical handicap' formerly defined by this subdivision and construed in *American National Ins. Co. v. Fair Employment & Housing Com.* (1982) 32 Cal. 3d 603. However, 'physical disability' does not include conditions excluded from the federal definition of 'disability' pursuant to Section 511 of the Americans with Disabilities Act of 1990 (42 U.S.C., Sec 12211). Additionally, for purposes of this part, the unlawful use of controlled substances or other drugs shall not be deemed, in and of itself, to constitute a physical disability."

### **2003 Amendment:**

(1) Added the second sentence of subd (p); and (2) amended subd (s) by substituting (a) "The" for "the" at the beginning of subds (s)(1)-(s)(5); and (b) the period for the comma at the end of subds (s)(1)-(s)(3) and the period for ", and" at the end of subd (s)(4).

### **2004 Amendment:**

Substituted "Section 422.56 of the Penal Code" for "Section 422.76 of the Penal Code, except that, for purposes of this part, the reference in that definition to the "victim" shall mean the employee or applicant and the reference in that definition to the

"defendant" shall mean the employer or other covered entity or person subject to applicable prohibitions under this part" in subd (p).



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## Appendix D

### The City of Chowchilla

#### Notice of Compliance Under ADA & California State Law

In accordance with the requirements of Title II of the Americans with Disabilities Act (ADA) of 1990, the Americans with Disabilities Amendments Act of 2008, the Fair Employment & Housing Act (FEHA), California Government Code Section 11135 and other applicable codes, the City of Chowchilla does not discriminate against individuals on the basis of disability in its services, programs or activities.

**Employment:** the City of Chowchilla does not discriminate on the basis of disability in its hiring or employment practices and will comply with the Fair Employment and Housing Act, as well as Title I of the ADA, including the regulations promulgated by the U.S. Equal Employment Opportunity Commission (EEOC), including the requirement to provide reasonable accommodations.

**Effective Communication:** the City of Chowchilla will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities, including sign language interpreters, documents in Braille and other alternate formats to ensure information and communication is accessible to people who have speech, hearing, vision, or cognitive impairments so they can participate equally in the programs, services and activities.

**Modification to Policies and Procedures:** the City of Chowchilla will make reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to participate in all of its programs, services and activities. *For example, individuals with service animals behaving within applicable standards are welcome in offices and City facilities, even when pets are generally prohibited.*

Anyone who requires auxiliary aids and services for effective communication, or a modification of policies or procedures to participate in a program, service or activity in the City of Chowchilla should communicate with the Disability Manager contact as soon as possible, but no later than **72 hours** before the scheduled event.

Neither the ADA, nor state law requires the City of Chowchilla to take action that would

fundamentally alter the nature of its programs, activities or services or impose an undue financial or administrative burden. Complaints that a program, activity or service of the City of Chowchilla is not accessible should be directed to the City Clerk.

The City of Chowchilla will not place a surcharge on a particular individual with a disability or a group of individuals with disabilities to cover the cost of providing auxiliary aids and services or making a reasonable modification to a policy to create access.

## Appendix E

### The City of Chowchilla

#### ADA Notice Dissemination Plan

Title II of the ADA, 28 CFR 35.106<sup>2</sup> requires that the City of Chowchilla produce and disseminate a notice of their ADA compliance.

The notice should be written clearly without undue complication. It should discuss what ADA requirements the entity is held to, the name of the ADA Coordinator, and provide current contact information enabling an individual to contact the ADA Coordinator. The notice should cover areas regarding:

- Employment;
- Effective Communication;
- Making reasonable modification to policies and programs;
- An explanation of the non-surcharge requirement concerning the provision of auxiliary aids and services; and
- Information regarding the grievance process.

In considering how to disseminate this document, the City should identify the impacted parties who would have an interest in the notice. The notice dissemination plan, should address the frequency of notice dissemination. Methods of dissemination may include:

- The City's website;
- Local Newspaper(s);
- City Publications;
- Posters on City facilities;
- Inclusion of notice for special activities;
- Within transportation systems provided by the City;
- Within City Programs and Services meetings and materials; and
- Other forms in which impacted stakeholders might be present.

Not all of the above notice dissemination methodologies may be necessary to effectively disseminate the notice.

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<sup>2</sup>28 CFR 35.106 Notice: A public entity shall make available to applicants, participants, beneficiaries, and other interested persons information regarding the provisions of this part and its applicability to the services, programs, or activities of the public entity, and make such information available to them in such manner as the head of the entity finds necessary to apprise such persons of the protections against discrimination assured them by the Act and this part.

## Appendix F

### **Grievance Procedure under ADA or California State Disability Civil Rights Laws**

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (“ADA”), the Americans with Disabilities Amendments Act (ADAAA) and California State law. It may be used by anyone wishing to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs or benefits by the City of Chowchilla. The City’s Disability Discrimination Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of the complainant and location, date and a description of the problem(s). The City’s Grievance Procedure form is available online at (**WHERE TO FIND**). Alternative means of filing a complaint, such as personal interviews or a tape recording of the complaint, are available to persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible, but no later than 60 calendar days after the alleged violation to:

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## Appendix G

ADA Grievance Form

The City of Chowchilla

**ADD GRIEVANCE FORM HERE**

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## Appendix H

Contact Information for the City of Chowchilla Risk Management/Disability Manager:

**ADD INFORMATION HERE**

## Appendix I

### City Clerk

#### Printed Communications

1. Do all of your Department's printed publications and notices inform readers that the publications are available in alternative formats, if needed, for persons with disabilities?
  - a. If yes, is this mandated by the City or specific to your Department?
  - b. If yes, is the notification language standard to the City or created by your Department?
  - c. If yes, please provide a copy of the text offering alternative formats.
2. Do all of your Department's printed publications and notices use a certain font type and size for City published documents?
  - a. If yes, what font type and size is used?
  - b. If yes, is this mandated by the City or specific to your Department?
3. Has your Department reviewed all publications and notices to determine whether they portray persons with disabilities in a demeaning or offensive manner?
  - a. If yes, when was this review last performed?
  - b. If yes, how regularly is this review performed?
4. Has your Department trained its staff to ensure that all publications and correspondence use "person first language"?
  - a. If yes, is this training provided by the City or the Department?
  - b. If yes, how often are staff provided this training, and how is this training tracked and recorded?

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#### Communication With People Who are Deaf or Hard of Hearing (DHH)

1. Does your Department list "711 the California Relay" on business cards and letterheads?
2. Are your Department's telephone lines accessible to persons who are DHH?
  - a. If yes, please describe how the Department ensures this accessibility.
  - b. If yes, how often are your Department's telephone lines tested to ensure accessibility?

3. Has your Department identified local resources that can provide auxiliary aids for communication as needed?
    - a. If yes, please describe.
    - b. If yes, please describe how the public is informed of these resources, and how they are informed on how to request them.
  4. If your Department uses video for any reason or in any forum (e.g. internal employee training, public outreach via the web on social media, YouTube, etc.) is that video captioned?
    - a. If yes, please describe how the Department ensures that video is captioned, including any processes or vendors utilized to caption videos.
    - b. If yes, are videos captioned before use, or at some later date after they have been released?
  5. Does your Department have a policy in place for securing video remote interpreting services (VRI)?
    - a. If yes, please attach a copy of the policy and/or describe in detail.
  6. If your Department has a Public Information Officer that communicates with the press and releases critical information, is an American Sign Language interpreter visible and within the screenshot if television cameras are in use or is a captioning service used?
  7. Does the Department play videos in public spaces, e.g. waiting rooms or lobbies, for the public?
    - a. If so, are these videos captioned?
  8. Does the Department use any public address systems?
    - a. If so, how does the Department ensure that information broadcast by these systems is available to people who may be DHH?
- 

#### Software & Digital Communication

1. Does the Department ensure that its webpage is accessible to persons with disabilities by applying Web Content Accessibility Guidelines (WCAG)?<sup>3</sup>
  - a. If yes, is this mandated by the City?

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<sup>3</sup> See, e.g. <https://www.w3.org/WAI/standards-guidelines/wcag/>



- b. If yes, how does the Department make sure its webpage meets the WCAG?
    - c. If yes, how does the Department ensure that any updates meet the WCAG?
    - d. If yes, what version of the WCAG does the Department apply to its webpage access requirements?
  - 2. Does the Department use any web-based forms for use internally or by the public?
    - a. If yes, how does the Department ensure that these meet WCAG?
  - 3. Does the Department use any internally-developed software, including mobile applications and payment systems, either internally or externally?
    - a. If yes, how does the Department ensure that these meet WCAG?
  - 4. Does the Department use any third party software, including mobile applications and payment systems, either internally or externally?
    - a. If yes, how does the Department ensure that these meet WCAG?
  - 5. Does the Department use any touch screen information systems for public interaction?
    - a. If yes, is there an independent operating system for persons with visual impairments?
  - 6. Does the Department offer any type of computer or digital device for use by the public?
    - a. If yes, are they equipped with software that makes them accessible to persons with visual impairments?
    - b. If yes, how does the Department ensure that these devices and the software on them is accessible?
  - 7. In email communications (both internal and external), does the Department ensure that all communications – including attachments – comply with WCAG?
    - a. Are PDFs checked for accessibility?
    - b. Are PDFs also sent out as Word documents?
    - c. Are all photos captioned with descriptive text?
-

## Staff & Employees

1. Does the Department affirmatively recruit persons with disabilities for available positions?
  - a. If yes, please describe these efforts and outreach.
2. Does the Department ensure that all of its job listings are accessible to persons with disabilities?
  - a. If yes, please describe, and attach any pertinent documents.
3. Do Department job listings contain a statement of non-discrimination against persons with disabilities?
  - a. If yes, please provide a copy (or text) of this statement.
4. Does the Department offer candidates for employment the opportunity to request reasonable accommodation?
  - a. If yes, please describe, and attach any pertinent documents.
5. Are interview panel members trained regarding disability awareness and appropriate interactions with people with disabilities?
  - a. If yes, please describe the training, including how often it is offered, and how attendance is tracked and recorded.
  - b. If yes, please attach copies of any pertinent documents.
6. When your department conducts employment interviews, is the decision to hire based upon which candidate is best qualified to perform the essential functions of the job with or without reasonable accommodations?
7. How are the essential functions of a position determined?
8. Does the Department offer Staff and Employees an opportunity to self-identify as a person with a disability?
9. How does the Department ensure that all employee events (e.g. holiday parties), are fully accessible?
10. Does the Department offer training on accessibility best practices and/or the ADA to staff, employees and/or volunteers?
  - a. If so, how often is this training offered?
  - b. If so, is this training optional or mandatory?
  - c. If so, how is attendance tracked and recorded?

- d. Please provide a copy of all training(s).
11. Does the Department ensure that all opportunities for advancement and education are available and accessible to Staff and Employees who may have a disability? This includes, but is not limited to certifications, workshops, trainings, conferences, meetings, etc.
12. Does the Department have a process for its staff and/or employees to request a reasonable accommodation?
- a. Please describe and/or attach copies of any pertinent policies or procedures.
  - b. Please also fully describe the interactive process, as well as how documentation regarding these processes are maintained.
13. Does the Department's reasonable accommodation process include a search for transfer into a vacant, funded role as an accommodation of last resort?
- a. If yes, please provide all Departmental documentation and guidance regarding this process.
  - b. If yes, please describe in detail how this process is implemented, including how long a search is conducted, and what criteria are utilized to determine whether a transfer is appropriate and can be achieved.
  - c. If yes, does the Department require persons seeking this reasonable accommodation to compete for the vacant role?
14. If reasonable modifications are used to create access, are they approved before they are put in place?
- a. If yes, by whom? Please include name, position and contact information
15. When reasonable modifications are put in place, are they documented to ensure staff implements them appropriately?
- a. If yes, how is the reasonable modification(s) documented? What information is included in the documentation?
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20. Does your Department supervise any maintenance staff?
- a. If yes, do maintenance staff receive training regarding maintaining an accessible built environment?
21. Does the Department have a policy regarding service and/or support animals for its employees?
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#### Records

1. In what format does your Department maintain records that are available to the public? (e.g. hard copy, digital).
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#### Purchasing, Contracts, Vendors

1. When the purchase of new equipment is made, (purchases including, but not limited to, communication and transportation equipment) is it reviewed to ensure the equipment is accessible to users with disabilities?
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  - b. Please describe how you ensure that purchased and installed items are *maintained* so as to ensure current building standards (e.g. waste baskets are not kept in required maneuvering clearances; subsequently installed items do not obstruct clear spaces and reach ranges, etc.)
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Facilities and Real Estate Management

1. Does your Department ensure accessibility of the public rights of way (PRoW)?
  - a. If yes, please describe how your Department achieves this, including accessibility requirements of sidewalks, parking lots, paths of travel to and from Department facilities.
  - b. If yes, please provide a copy of any policies and/or Department procedures, and include information on when these were last updated.
  - c. If yes, please describe how the Department monitors PRoW for accessibility issues, including but not limited to broken sidewalks, PRoW obstructions (including temporary obstructions), and overhangs into the PRoW that interfere with clear head space.
  - d. If yes, does your Department receive complaints from the public regarding inaccessible PRoW? How does the Department ensure that methods for receiving these complaints (e.g. via telephone, web-based forms, email) are accessible to people with disabilities?
2. Does your Department have an accessibility construction inspection checklist for use by building code officials/building inspectors as a reference guide to assist with on-site inspection of accessibility features and construction elements affecting accessibility compliance to your facilities?
  - a. If yes, when was it last updated? Please attach a copy of the checklist.

3. Is there a policy and/or procedure in place ensuring proper maintenance of accessible features?
    - a. If yes, when was this last updated?
    - b. If yes, how are the relevant staff made aware of these policies and procedures?
    - c. If yes, how are these policies and/or procedures enforced?
    - d. Please attach a copy of the policy and procedure.
- 

Planning, Construction, Buildings

1. When examining plans, does the Department evaluate accessibility requirements?
  - a. If so, please describe how the Department does this, and please attach any relevant Departmental documentation (e.g. guidelines, checklists, procedures).
2. During construction, does the Department evaluate construction sites for accessible paths of travel along public rights of way for persons with disabilities?
  - a. If so, please describe how the Department does this, and please attach any relevant Departmental documentation (e.g. guidelines, checklists, procedures).
3. Does the Department receive public complaints regarding building accessibility for persons with disabilities?
  - a. If so, please describe how these are submitted to the Department by the public.
  - b. If so, please provide examples of complaints, including how those were resolved.
  - c. If so, please provide any relevant Departmental documentation, including intake forms, internal processes, etc.)
4. Does the Department have any staff or employees who evaluate accessibility of built environments for persons with disabilities?
  - a. If so, please provide supplemental information, e.g. # of FTEs, certifications required, job description(s).



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### Public Meetings

1. Does the Department hold or sponsor events that are available to the public?
  - a. If yes, please continue with the questions in this section.
  - b. If no, please skip this section.
2. Does the Department have an event planning accessibility checklist to ensure that all public meetings and events are fully accessible?
  - a. If yes, please provide a copy of this checklist.
  - b. If yes, is this checklist maintained by the Department or the County?
3. If security checks are required to attend any public function, are security personnel trained in best practices for conducting security checks for persons with disabilities?
  - a. If yes, please describe or provide a copy of this training, including how often it is updated and offered, and how attendance is tracked and recorded.
4. Do all meeting notices contain an announcement that reasonable accommodations are available for persons with disabilities as needed and/or upon request?
  - a. If so, please provide a copy of the text that is included in all notices of public meetings.
5. Are all persons who administer public meetings trained in how to respond to requests for reasonable accommodations by members of the public?
  - a. If so, please describe what training is provided, including how often it is provided and how attendance is tracked and recorded.
6. Does the Department take steps to ensure that all meetings are held in buildings and rooms that are fully accessible?
  - a. If so, please describe how the physical accessibility of public meeting spaces (including: paths of travel; entrances; circulation routes; registration counters or tables; building amenities such as water fountains, restrooms and public telephones; and seating) is evaluated and

- implemented. Is staff trained to set up meeting rooms to provide maneuvering space for persons who use wheelchairs or service animals?
7. Are the indoor or outdoor surfaces where persons with disabilities will travel smooth, stable and slip resistant?
  8. Are public meetings held on sites that are accessible by public transportation?
    - a. If no, please explain why not.
  9. Do public meeting notices contain language indicating that service animals are welcome?
    - a. If so, please provide the text of this notification.
  10. Are service animal relief areas identified before every public meeting?
  11. Are emergency exits identified before every public meeting?
  12. Are stages, speaking platforms, microphones and other items to be used by persons with disabilities accessible?
    - a. Note: When considering microphone access please take into account podium elevations, touch screen control systems, gooseneck microphone attached to the center of tables without knee clearance for wheelchair users, and persons who will not be able to hand hold any equipment.
  13. Do all public meetings have reserved seating for people who use wheelchairs?
    - a. Does this reserved seating also include integrated companion seating?
  14. Are all presenters at public meetings trained on best practices for presenting content to persons with disabilities, eg. reading powerpoints aloud?
    - a. If yes, how and how often are these trainings offered, and how is attendance tracked and recorded?
  15. Are FM Loop systems (Assistive Listening Devices) available for persons who are hard of hearing?
    - a. If FM Loop systems are being used, do meeting hosts ensure that all comments made during the meeting go through the PA system?
    - b. If FM Loop systems are used, are all meeting hosts trained on how to operate these? How often, and how is this training tracked and recorded?
  16. Are sign language interpreters and/or real-time captioners available for all public meetings?

- a. If yes, please indicate how these resources are made known and available to the public.
  - b. If yes, is there reserved seating at the front of the room for persons needing these accommodations?
  - c. If yes, are sign language interpreters positioned beneath adequate lighting, and close to the speaker?
  - d. If yes, are two sign language interpreters retained for meetings or events lasting more than two hours?
  - e. If yes, are sign language interpreters and real time captioners provided information before the meeting/event regarding any unusual terms or difficult to spell names that will be part of the program?
17. What processes are in place to ensure that people with disabilities are able to participate in public speaking at all events, e.g. public comment?
- a. Please describe in detail, and answer the additional questions, below.
  - b. If speaker cards are used, is staff available to assist persons with disabilities, as needed, in completing the cards?
  - c. Are podiums or dais' used for public speaking or public comment accessible (e.g. lowered podiums, adjustable microphones, etc.)
  - d. If public comment time is limited, is the time increased for persons who have speech impairments?
18. Do any public events utilize security measures (e.g. magnetometers, wands, bag checks)?
- a. If yes, are Security personnel trained in best practices for conducting security checks of persons with disabilities?
  - b. If training is provided, please describe or provide a copy of that training, including how and how often it is offered, and how attendance is tracked and recorded.
19. What processes are in place to ensure that exhibits, displays, and other materials offered to the public are fully accessible?
- a. If events include displays, are the displays accessible and on an accessible route?

- b. If parts of an exhibit are inaccessible due to technical infeasibility, is video with captioning used to display the exhibit?
- c. Are all brochure racks, holders and literature displays accessible to people with disabilities, including, e.g. all materials on an accessible route, with appropriate reach ranges and clear floor space?

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Other

1. Does your Department have an ADA Notice of Compliance posted?
  - a. If yes, please describe where this notice is posted.
2. Does your Department have any policies regarding service and/or emotional support animals for its employees and/or the public?
  - a. If yes, please describe and provide a copy of any pertinent documentation.
3. If your Department offers public services on site, e.g. intake and counseling, please describe how your Department ensures that these services are fully accessible.
4. Does your Department offer transportation services?
  - a. If yes, please describe how the Department ensures that these services are fully accessible to persons with disabilities.
5. Does your Department have electronic informational kiosks?
  - a. If yes, are they accessible to people with disabilities?
6. Does your Department offer printed informational brochures to the public?
  - a. If yes, are these offered in large print formats?
  - b. If yes, are these brochures offered in accessible locations (e.g. with adequate clear floor space and within reach ranges for persons who use mobility devices)?
7. Does your Department issue any warnings, penalties and/or citations?

- a. If yes, how do you ensure that people with disabilities are able to access the information included on these documents (e.g. persons who may be blind or visually impaired)?
- 8. Does your Department offer or host any trainings, meetings, or other events available to the public?
  - a. If yes, does your Department have a checklist to ensure accessibility? Please attach.
  - b. If yes, are these events in accessible facilities?
  - c. If yes, are these event facilities on public transportation routes?
- 9. Is your Department is involved in automation initiatives (e.g. web and mobile applications) that interface with the public?
  - a. If yes, how do you ensure that these are fully accessible to persons with disabilities?
- 10. How does your Department receive complaints of lack of accessibility or requests for reasonable accommodation from the public?
  - a. Please attach any pertinent policies and/or procedures.
- 11. Has your Department received any complaints regarding a failure to reasonably accommodate or lack of accessibility?
  - a. If yes, please describe how these were resolved.
- 12. Does your Department have a policy in place that prohibits discrimination against people who formerly used drugs illegally and have been through a rehabilitation program?
  - a. If yes, when was it last updated?
  - b. Please attach a copy of the policy.
- 13. Based on all of the above, are there areas where you feel training of Department staff would be beneficial?
  - a. If yes, please list the areas of training you think may be useful.

## Finance Department

### Printed Communications

1. Do all of your Department's printed publications and notices inform readers that the publications are available in alternative formats, if needed, for persons with disabilities?
  - a. If yes, is this mandated by the City or specific to your Department?
  - b. If yes, is the notification language standard to the City or created by your Department?
  - c. If yes, please provide a copy of the text offering alternative formats.
2. Do all of your Department's printed publications and notices use a certain font type and size for City published documents?
  - a. If yes, what font type and size is used?
  - b. If yes, is this mandated by the City or specific to your Department?
3. Has your Department reviewed all publications and notices to determine whether they portray persons with disabilities in a demeaning or offensive manner?
  - a. If yes, when was this review last performed?
  - b. If yes, how regularly is this review performed?
4. Has your Department trained its staff to ensure that all publications and correspondence use "person first language"?
  - a. If yes, is this training provided by the City or the Department?
  - b. If yes, how often are staff provided this training, and how is this training tracked and recorded?

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### Communication With People Who are Deaf or Hard of Hearing (DHH)

1. Does your Department list "711 the California Relay" on business cards and letterheads?
2. Are your Department's telephone lines accessible to persons who are DHH?
  - a. If yes, please describe how the Department ensures this accessibility.
  - b. If yes, how often are your Department's telephone lines tested to ensure accessibility?

3. Has your Department identified local resources that can provide auxiliary aids for communication as needed?
  - a. If yes, please describe.
  - b. If yes, please describe how the public is informed of these resources, and how they are informed on how to request them.
4. If your Department uses video for any reason or in any forum (e.g. internal employee training, public outreach via the web on social media, YouTube, etc.) is that video captioned?
  - a. If yes, please describe how the Department ensures that video is captioned, including any processes or vendors utilized to caption videos.
  - b. If yes, are videos captioned before use, or at some later date after they have been released?
5. Does your Department have a policy in place for securing video remote interpreting services (VRI)?
  - a. If yes, please attach a copy of the policy and/or describe in detail.
6. If your Department has a Public Information Officer that communicates with the press and releases critical information, is an American Sign Language interpreter visible and within the screenshot if television cameras are in use or is a captioning service used?
7. Does the Department play videos in public spaces, e.g. waiting rooms or lobbies, for the public?
  - a. If so, are these videos captioned?
8. Does the Department use any public address systems?
  - a. If so, how does the Department ensure that information broadcast by these systems is available to people who may be DHH?

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#### Software & Digital Communication

1. Does the Department ensure that its webpage is accessible to persons with disabilities by applying Web Content Accessibility Guidelines (WCAG)?<sup>4</sup>
  - a. If yes, is this mandated by the City?

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<sup>4</sup> See, e.g. <https://www.w3.org/WAI/standards-guidelines/wcag/>

- b. If yes, how does the Department make sure its webpage meets the WCAG?
    - c. If yes, how does the Department ensure that any updates meet the WCAG?
    - d. If yes, what version of the WCAG does the Department apply to its webpage access requirements?
  - 2. Does the Department use any web-based forms for use internally or by the public?
    - a. If yes, how does the Department ensure that these meet WCAG?
  - 3. Does the Department use any internally-developed software, including mobile applications and payment systems, either internally or externally?
    - a. If yes, how does the Department ensure that these meet WCAG?
  - 4. Does the Department use any third party software, including mobile applications and payment systems, either internally or externally?
    - a. If yes, how does the Department ensure that these meet WCAG?
  - 5. Does the Department use any touch screen information systems for public interaction?
    - a. If yes, is there an independent operating system for persons with visual impairments?
  - 6. Does the Department offer any type of computer or digital device for use by the public?
    - a. If yes, are they equipped with software that makes them accessible to persons with visual impairments?
    - b. If yes, how does the Department ensure that these devices and the software on them is accessible?
  - 7. In email communications (both internal and external), does the Department ensure that all communications – including attachments – comply with WCAG?
    - a. Are PDFs checked for accessibility?
    - b. Are PDFs also sent out as Word documents?
    - c. Are all photos captioned with descriptive text?
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## Staff & Employees

1. Does the Department affirmatively recruit persons with disabilities for available positions?
  - a. If yes, please describe these efforts and outreach.
2. Does the Department ensure that all of its job listings are accessible to persons with disabilities?
  - a. If yes, please describe, and attach any pertinent documents.
3. Do Department job listings contain a statement of non-discrimination against persons with disabilities?
  - a. If yes, please provide a copy (or text) of this statement.
4. Does the Department offer candidates for employment the opportunity to request reasonable accommodation?
  - a. If yes, please describe, and attach any pertinent documents.
5. Are interview panel members trained regarding disability awareness and appropriate interactions with people with disabilities?
  - a. If yes, please describe the training, including how often it is offered, and how attendance is tracked and recorded.
  - b. If yes, please attach copies of any pertinent documents.
6. When your department conducts employment interviews, is the decision to hire based upon which candidate is best qualified to perform the essential functions of the job with or without reasonable accommodations?
7. How are the essential functions of a position determined?
8. Does the Department offer Staff and Employees an opportunity to self-identify as a person with a disability?
9. How does the Department ensure that all employee events (e.g. holiday parties), are fully accessible?
10. Does the Department offer training on accessibility best practices and/or the ADA to staff, employees and/or volunteers?
  - a. If so, how often is this training offered?
  - b. If so, is this training optional or mandatory?
  - c. If so, how is attendance tracked and recorded?

- d. Please provide a copy of all training(s).
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Facilities and Real Estate Management

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  - b. If yes, please provide a copy of any policies and/or Department procedures, and include information on when these were last updated.
  - c. If yes, please describe how the Department monitors PRoW for accessibility issues, including but not limited to broken sidewalks, PRoW obstructions (including temporary obstructions), and overhangs into the PRoW that interfere with clear head space.
  - d. If yes, does your Department receive complaints from the public regarding inaccessible PRoW? How does the Department ensure that methods for receiving these complaints (e.g. via telephone, web-based forms, email) are accessible to people with disabilities?
2. Does your Department have an accessibility construction inspection checklist for use by building code officials/building inspectors as a reference guide to assist with on-site inspection of accessibility features and construction elements affecting accessibility compliance to your facilities?
  - a. If yes, when was it last updated? Please attach a copy of the checklist.

3. Is there a policy and/or procedure in place ensuring proper maintenance of accessible features?
    - a. If yes, when was this last updated?
    - b. If yes, how are the relevant staff made aware of these policies and procedures?
    - c. If yes, how are these policies and/or procedures enforced?
    - d. Please attach a copy of the policy and procedure.
- 

#### Planning, Construction, Buildings

1. When examining plans, does the Department evaluate accessibility requirements?
  - a. If so, please describe how the Department does this, and please attach any relevant Departmental documentation (e.g. guidelines, checklists, procedures).
2. During construction, does the Department evaluate construction sites for accessible paths of travel along public rights of way for persons with disabilities?
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3. Does the Department receive public complaints regarding building accessibility for persons with disabilities?
  - a. If so, please describe how these are submitted to the Department by the public.
  - b. If so, please provide examples of complaints, including how those were resolved.
  - c. If so, please provide any relevant Departmental documentation, including intake forms, internal processes, etc.)
4. Does the Department have any staff or employees who evaluate accessibility of built environments for persons with disabilities?
  - a. If so, please provide supplemental information, e.g. # of FTEs, certifications required, job description(s).

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### Public Meetings

1. Does the Department hold or sponsor events that are available to the public?
  - a. If yes, please continue with the questions in this section.
  - b. If no, please skip this section.
2. Does the Department have an event planning accessibility checklist to ensure that all public meetings and events are fully accessible?
  - a. If yes, please provide a copy of this checklist.
  - b. If yes, is this checklist maintained by the Department or the County?
3. If security checks are required to attend any public function, are security personnel trained in best practices for conducting security checks for persons with disabilities?
  - a. If yes, please describe or provide a copy of this training, including how often it is updated and offered, and how attendance is tracked and recorded.
4. Do all meeting notices contain an announcement that reasonable accommodations are available for persons with disabilities as needed and/or upon request?
  - a. If so, please provide a copy of the text that is included in all notices of public meetings.
5. Are all persons who administer public meetings trained in how to respond to requests for reasonable accommodations by members of the public?
  - a. If so, please describe what training is provided, including how often it is provided and how attendance is tracked and recorded.
6. Does the Department take steps to ensure that all meetings are held in buildings and rooms that are fully accessible?
  - a. If so, please describe how the physical accessibility of public meeting spaces (including: paths of travel; entrances; circulation routes; registration counters or tables; building amenities such as water fountains, restrooms and public telephones; and seating) is evaluated and



- implemented. Is staff trained to set up meeting rooms to provide maneuvering space for persons who use wheelchairs or service animals?
7. Are the indoor or outdoor surfaces where persons with disabilities will travel smooth, stable and slip resistant?
  8. Are public meetings held on sites that are accessible by public transportation?
    - a. If no, please explain why not.
  9. Do public meeting notices contain language indicating that service animals are welcome?
    - a. If so, please provide the text of this notification.
  10. Are service animal relief areas identified before every public meeting?
  11. Are emergency exits identified before every public meeting?
  12. Are stages, speaking platforms, microphones and other items to be used by persons with disabilities accessible?
    - a. Note: When considering microphone access please take into account podium elevations, touch screen control systems, gooseneck microphone attached to the center of tables without knee clearance for wheelchair users, and persons who will not be able to hand hold any equipment.
  13. Do all public meetings have reserved seating for people who use wheelchairs?
    - a. Does this reserved seating also include integrated companion seating?
  14. Are all presenters at public meetings trained on best practices for presenting content to persons with disabilities, eg. reading powerpoints aloud?
    - a. If yes, how and how often are these trainings offered, and how is attendance tracked and recorded?
  15. Are FM Loop systems (Assistive Listening Devices) available for persons who are hard of hearing?
    - a. If FM Loop systems are being used, do meeting hosts ensure that all comments made during the meeting go through the PA system?
    - b. If FM Loop systems are used, are all meeting hosts trained on how to operate these? How often, and how is this training tracked and recorded?
  16. Are sign language interpreters and/or real-time captioners available for all public meetings?

- a. If yes, please indicate how these resources are made known and available to the public.
  - b. If yes, is there reserved seating at the front of the room for persons needing these accommodations?
  - c. If yes, are sign language interpreters positioned beneath adequate lighting, and close to the speaker?
  - d. If yes, are two sign language interpreters retained for meetings or events lasting more than two hours?
  - e. If yes, are sign language interpreters and real time captioners provided information before the meeting/event regarding any unusual terms or difficult to spell names that will be part of the program?
17. What processes are in place to ensure that people with disabilities are able to participate in public speaking at all events, e.g. public comment?
- a. Please describe in detail, and answer the additional questions, below.
  - b. If speaker cards are used, is staff available to assist persons with disabilities, as needed, in completing the cards?
  - c. Are podiums or dais' used for public speaking or public comment accessible (e.g. lowered podiums, adjustable microphones, etc.)
  - d. If public comment time is limited, is the time increased for persons who have speech impairments?
18. Do any public events utilize security measures (e.g. magnetometers, wands, bag checks)?
- a. If yes, are Security personnel trained in best practices for conducting security checks of persons with disabilities?
  - b. If training is provided, please describe or provide a copy of that training, including how and how often it is offered, and how attendance is tracked and recorded.
19. What processes are in place to ensure that exhibits, displays, and other materials offered to the public are fully accessible?
- a. If events include displays, are the displays accessible and on an accessible route?

- b. If parts of an exhibit are inaccessible due to technical infeasibility, is video with captioning used to display the exhibit?
- c. Are all brochure racks, holders and literature displays accessible to people with disabilities, including, e.g. all materials on an accessible route, with appropriate reach ranges and clear floor space?

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Other

1. Does your Department have an ADA Notice of Compliance posted?
  - a. If yes, please describe where this notice is posted.
2. Does your Department have any policies regarding service and/or emotional support animals for its employees and/or the public?
  - a. If yes, please describe and provide a copy of any pertinent documentation.
3. If your Department offers public services on site, e.g. intake and counseling, please describe how your Department ensures that these services are fully accessible.
4. Does your Department offer transportation services?
  - a. If yes, please describe how the Department ensures that these services are fully accessible to persons with disabilities.
5. Does your Department have electronic informational kiosks?
  - a. If yes, are they accessible to people with disabilities?
6. Does your Department offer printed informational brochures to the public?
  - a. If yes, are these offered in large print formats?
  - b. If yes, are these brochures offered in accessible locations (e.g. with adequate clear floor space and within reach ranges for persons who use mobility devices)?
7. Does your Department issue any warnings, penalties and/or citations?

- a. If yes, how do you ensure that people with disabilities are able to access the information included on these documents (e.g. persons who may be blind or visually impaired)?
- 8. Does your Department offer or host any trainings, meetings, or other events available to the public?
  - a. If yes, does your Department have a checklist to ensure accessibility?  
Please attach.
  - b. If yes, are these events in accessible facilities?
  - c. If yes, are these event facilities on public transportation routes?
- 9. Is your Department is involved in automation initiatives (e.g. web and mobile applications) that interface with the public?
  - a. If yes, how do you ensure that these are fully accessible to persons with disabilities?
- 10. How does your Department receive complaints of lack of accessibility or requests for reasonable accommodation from the public?
  - a. Please attach any pertinent policies and/or procedures.
- 11. Has your Department received any complaints regarding a failure to reasonably accommodate or lack of accessibility?
  - a. If yes, please describe how these were resolved.
- 12. Does your Department have a policy in place that prohibits discrimination against people who formerly used drugs illegally and have been through a rehabilitation program?
  - a. If yes, when was it last updated?
  - b. Please attach a copy of the policy.
- 13. Based on all of the above, are there areas where you feel training of Department staff would be beneficial?
  - a. If yes, please list the areas of training you think may be useful.

## Fire Department

### Printed Communications

1. Do all of your Department's printed publications and notices inform readers that the publications are available in alternative formats, if needed, for persons with disabilities?
  - a. If yes, is this mandated by the City or specific to your Department?
  - b. If yes, is the notification language standard to the City or created by your Department?
  - c. If yes, please provide a copy of the text offering alternative formats.
2. Do all of your Department's printed publications and notices use a certain font type and size for City published documents?
  - a. If yes, what font type and size is used?
  - b. If yes, is this mandated by the City or specific to your Department?
3. Has your Department reviewed all publications and notices to determine whether they portray persons with disabilities in a demeaning or offensive manner?
  - a. If yes, when was this review last performed?
  - b. If yes, how regularly is this review performed?
4. Has your Department trained its staff to ensure that all publications and correspondence use "person first language"?
  - a. If yes, is this training provided by the City or the Department?
  - b. If yes, how often are staff provided this training, and how is this training tracked and recorded?

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### Communication With People Who are Deaf or Hard of Hearing (DHH)

1. Does your Department list "711 the California Relay" on business cards and letterheads?
2. Are your Department's telephone lines (including emergency phone lines) accessible to persons who are DHH?
  - a. If yes, please describe how the Department ensures this accessibility.
  - b. If yes, how often are your Department's telephone lines tested to ensure accessibility?

3. Has your Department identified local resources that can provide auxiliary aids for communication as needed?
  - a. If yes, please describe.
  - b. If yes, please describe how the public is informed of these resources, and how they are informed on how to request them.
4. If your Department uses video for any reason or in any forum (e.g. internal employee training, public outreach via the web on social media, YouTube, etc.) is that video captioned?
  - a. If yes, please describe how the Department ensures that video is captioned, including any processes or vendors utilized to caption videos.
  - b. If yes, are videos captioned before use, or at some later date after they have been released?
5. Does your Department have a policy in place for securing video remote interpreting services (VRI)?
  - a. If yes, please attach a copy of the policy and/or describe in detail.
6. If your Department has a Public Information Officer that communicates with the press and releases critical information, is an American Sign Language interpreter visible and within the screenshot if television cameras are in use or is a captioning service used?
7. Does the Department play videos in public spaces, e.g. waiting rooms or lobbies, for the public?
  - a. If so, are these videos captioned?
8. Does the Department use any public address systems?
  - a. If so, how does the Department ensure that information broadcast by these systems is available to people who may be DHH?

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#### Software & Digital Communication

1. Does the Department ensure that its webpage is accessible to persons with disabilities by applying Web Content Accessibility Guidelines (WCAG)?<sup>5</sup>

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<sup>5</sup> See, e.g. <https://www.w3.org/WAI/standards-guidelines/wcag/>

- a. If yes, is this mandated by the City?
  - b. If yes, how does the Department make sure its webpage meets the WCAG?
  - c. If yes, how does the Department ensure that any updates meet the WCAG?
  - d. If yes, what version of the WCAG does the Department apply to its webpage access requirements?
2. Does the Department use any web-based forms for use internally or by the public?
  - a. If yes, how does the Department ensure that these meet WCAG?
3. Does the Department use any internally-developed software, including mobile applications, either internally or externally?
  - a. If yes, how does the Department ensure that these meet WCAG?
4. Does the Department use any third party software, including mobile applications, either internally or externally?
  - a. If yes, how does the Department ensure that these meet WCAG?
5. Does the Department use any touch screen information systems for public interaction?
  - a. If yes, is there an independent operating system for persons with visual impairments?
6. Does the Department offer any type of computer or digital device for use by the public?
  - a. If yes, are they equipped with software that makes them accessible to persons with visual impairments?
  - b. If yes, how does the Department ensure that these devices and the software on them is accessible?
7. In email communications (both internal and external), does the Department ensure that all communications – including attachments – comply with WCAG?
  - a. Are PDFs checked for accessibility?
  - b. Are PDFs also sent out as Word documents?
  - c. Are all photos captioned with descriptive text?

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### Staff & Employees

1. Does the Department affirmatively recruit persons with disabilities for available positions?
  - a. If yes, please describe these efforts and outreach.
2. Does the Department ensure that all of its job listings are accessible to persons with disabilities?
  - a. If yes, please describe, and attach any pertinent documents.
3. Do Department job listings contain a statement of non-discrimination against persons with disabilities?
  - a. If yes, please provide a copy (or text) of this statement.
4. Does the Department offer candidates for employment the opportunity to request reasonable accommodation?
  - a. If yes, please describe, and attach any pertinent documents.
5. Are interview panel members trained regarding disability awareness and appropriate interactions with people with disabilities?
  - a. If yes, please describe the training, including how often it is offered, and how attendance is tracked and recorded.
  - b. If yes, please attach copies of any pertinent documents.
6. When your department conducts employment interviews, is the decision to hire based upon which candidate is best qualified to perform the essential functions of the job with or without reasonable accommodations?
7. How are the essential functions of a position determined?
8. Does the Department offer Staff and Employees an opportunity to self-identify as a person with a disability?
9. How does the Department ensure that all employee events (e.g. holiday parties), are fully accessible?
10. Does the Department offer training on accessibility best practices and/or the ADA to staff, employees and/or volunteers?
  - a. If so, how often is this training offered?



- b. If so, is this training optional or mandatory?
  - c. If so, how is attendance tracked and recorded?
  - d. Please provide a copy of all training(s).
- 11. Does the Department ensure that all opportunities for advancement and education are available and accessible to Staff and Employees who may have a disability? This includes, but is not limited to certifications, workshops, trainings, conferences, meetings, etc.
- 12. Does the Department have a process for its staff and/or employees to request a reasonable accommodation?
  - a. Please describe and/or attach copies of any pertinent policies or procedures.
  - b. Please also fully describe the interactive process, as well as how documentation regarding these processes are maintained.
- 13. Does the Department's reasonable accommodation process include a search for transfer into a vacant, funded role as an accommodation of last resort?
  - a. If yes, please provide all Departmental documentation and guidance regarding this process.
  - b. If yes, please describe in detail how this process is implemented, including how long a search is conducted, and what criteria are utilized to determine whether a transfer is appropriate and can be achieved.
  - c. If yes, does the Department require persons seeking this reasonable accommodation to compete for the vacant role?
- 14. If reasonable modifications are used to create access, are they approved before they are put in place?
  - a. If yes, by whom? Please include name, position and contact information
- 15. When reasonable modifications are put in place, are they documented to ensure staff implements them appropriately?
  - a. If yes, how is the reasonable modification(s) documented? What information is included in the documentation?
- 16. Does the Department ensure that it's facilities and offices are fully accessible? Please describe.

17. Is there an anti-disability harassment policy? If yes, when was it last updated?

Please attach the policy.

- a. Is it based upon zero tolerance or the legal definition of disability harassment?
- b. How often is it disseminated to all staff?

18. Does your Department's grievance system:

- a. Offer assistance to people with disabilities who, due to their disability, are not able to independently complete the grievance?
- b. Provide timelines when a complainant can expect a result?
- c. Have a second level of review? If yes, please state the position responsible.
- d. Contain a notice regarding availability of the grievance system in alternative formats: braille, large print, audio?
- e. Contain the name and contact information of the ADA Coordinator?

19. Has your Department received any complaints or grievances regarding failure to reasonably accommodate and/or lack of accessibility by candidates, employees, or visitors to any of your offices?

- a. If yes, please describe these including how they were resolved.

20. Does your Department supervise any maintenance staff?

- a. If yes, do maintenance staff receive training regarding maintaining an accessible built environment?

21. Does the Department have a policy regarding service and/or support animals for its employees?

- a. If yes, please provide a copy of the relevant policies.

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#### Purchasing, Contracts, Vendors

1. When the purchase of new equipment is made, (purchases including, but not limited to, communication and transportation equipment) is it reviewed to ensure the equipment is accessible to users with disabilities?

- a. If yes, please describe how accessibility reviews of new equipment are performed.

2. Are all public documents related to bidding and contracting available to persons with disabilities in alternative format if needed?
3. Are meetings related to bidding and contracting held in accessible locations?
4. Do all City contracts have language in place holding contractors and vendors to applicable State and Federal disability civil rights mandates?
  - a. If yes, how is this enforced?
5. How does the Department ensure that all products and services offered by third parties and vendors are fully accessible?
6. Is an accessibility plan check done when vendors are conducting tenant improvements in public service areas?
7. Is guidance in place for staff and vendors regarding clear space and furniture placement?
  - a. If yes, when was it last updated? Please attach the guidance.
8. If an employee or member of the public with a disability believes they have been discriminated against by a City vendor or contractor, what steps are available to them to remedy their concerns?

#### Construction and Remodels

1. Do all design contracts hold design professionals to designs that use, at minimum, the most stringent access standards in effect at the time of the project?
2. Do design contracts encourage design professionals to exceed the maximum access standards when possible to ensure that construction tolerances are built into the project?
3. Is a policy in place that mandates CASp inspections at key points of construction and at completion, before final payment is made?
4. Are major public projects reviewed by stakeholders with disabilities during the planning stage?

#### General Purchases

1. When purchasing items for installation, what checks are in place to ensure installation will be compliant with current building standards? (e.g. toilet paper dispensers must be located below the grab bar; items may not protrude more than

4" from the wall in a path of travel if they are placed at an elevation above 27" or below 80"; clear space available for a wheelchair user to approach the item for use; an item must not require a person to reach higher than 48" or lower than 15" to operate unless the user must reach over other items to operate, etc.)

- a. Please describe how you ensure that purchased and installed items are compliant with current building standards.
  - b. Please describe how you ensure that purchased and installed items are *maintained* so as to ensure current building standards (e.g. waste baskets are not kept in required maneuvering clearances; subsequently installed items do not obstruct clear spaces and reach ranges, etc.)
2. When purchasing an item that contains an operational part, do you consider accessibility requirements, e.g. ability to operate with one hand; maximum 5lbs operational pressure; no grasping, pinching, and twisting; etc.)?
  - a. If yes, please describe how these considerations are made and implemented.
  - b. If yes, how does the Department ensure that any operable part is *maintained* to remain accessible (e.g. parts do not get rusty, stuck, or otherwise outside operable part accessibility requirements)?
3. When furniture is purchased, does the Department consider accessibility factors such as is knee clearance for tables and clear space within a room?
  - a. If yes, please describe how these considerations are made and implemented.
  - b. If yes, please describe how these features are maintained (e.g. items are not placed beneath tables which may obstruct knee clearances, or additional furniture is added to a room which may obstruct clear space).

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#### Facilities and Real Estate Management

1. Does your Department ensure accessibility of any public rights of way (PRoW)?

- a. If yes, please describe how your Department achieves this, including accessibility requirements of sidewalks, parking lots, paths of travel to and from Department facilities.
  - b. If yes, please provide a copy of any policies and/or Department procedures, and include information on when these were last updated.
  - c. If yes, please describe how the Department monitors PRow for accessibility issues, including but not limited to broken sidewalks, PRow obstructions (including temporary obstructions), and overhangs into the PRow that interfere with clear head space.
  - d. If yes, does your Department receive complaints from the public regarding inaccessible PRow? How does the Department ensure that methods for receiving these complaints (e.g. via telephone, web-based forms, email) are accessible to people with disabilities?
2. Does your Department have an accessibility construction inspection checklist for use by building code officials/building inspectors as a reference guide to assist with on-site inspection of accessibility features and construction elements affecting accessibility compliance to your facilities?
- a. If yes, when was it last updated? Please attach a copy of the checklist.
3. Is there a policy and/or procedure in place ensuring proper maintenance of accessible features?
- a. If yes, when was this last updated?
  - b. If yes, how are the relevant staff made aware of these policies and procedures?
  - c. If yes, how are these policies and/or procedures enforced?
  - d. Please attach a copy of the policy and procedure.

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#### Planning, Construction, Buildings

1. When examining plans, does the Department evaluate accessibility requirements?

- a. If so, please describe how the Department does this, and please attach any relevant Departmental documentation (e.g. guidelines, checklists, procedures).
  2. During construction, does the Department evaluate construction sites for accessible paths of travel along public rights of way for persons with disabilities?
    - a. If so, please describe how the Department does this, and please attach any relevant Departmental documentation (e.g. guidelines, checklists, procedures).
  3. Does the Department receive public complaints regarding building accessibility for persons with disabilities?
    - a. If so, please describe how these are submitted to the Department by the public.
    - b. If so, please provide examples of complaints, including how those were resolved.
    - c. If so, please provide any relevant Departmental documentation, including intake forms, internal processes, etc.)
  4. Does the Department have any staff or employees who evaluate accessibility of built environments for persons with disabilities?
    - a. If so, please provide supplemental information, e.g. # of FTEs, certifications required, job description(s).
- 

#### Fleet Services

1. Does your Department utilize vehicles for transportation?
  - a. If yes, please continue with this section.
  - b. If no, please skip this section.
2. When procuring and maintaining vehicles for transportation uses, what procedures and/or guidelines does your Department follow or implement to ensure that these vehicles are accessible to persons with disabilities?

3. Does your Department offer training to transportation providers regarding disability awareness and how to ensure access and safety to riders with disabilities (including the use of tie-downs)?
    - a. If yes, please describe the training and attach any pertinent documents.
    - b. If yes, please describe how often this training is offered, tracked and recorded.
    - c. If no, is there another Department within the City that offers this training?
  4. Are service animals allowed on transportation systems?
  5. Have there been any complaints regarding inaccessible transportation services?
    - a. If yes, how were those resolved?
- 

#### Public Meetings

1. Does the Department hold or sponsor events that are available to the public?
  - a. If yes, please continue with the questions in this section.
  - b. If no, please skip this section.
2. Does the Department have an event planning accessibility checklist to ensure that all public meetings and events are fully accessible?
  - a. If yes, please provide a copy of this checklist.
  - b. If yes, is this checklist maintained by the Department or the County?
3. If security checks are required to attend any public function, are security personnel trained in best practices for conducting security checks for persons with disabilities?
  - a. If yes, please describe or provide a copy of this training, including how often it is updated and offered, and how attendance is tracked and recorded.
4. Do all meeting notices contain an announcement that reasonable accommodations are available for persons with disabilities as needed and/or upon request?
  - a. If so, please provide a copy of the text that is included in all notices of public meetings.

5. Are all persons who administer public meetings trained in how to respond to requests for reasonable accommodations by members of the public?
  - a. If so, please describe what training is provided, including how often it is provided and how attendance is tracked and recorded.
6. Does the Department take steps to ensure that all meetings are held in buildings and rooms that are fully accessible?
  - a. If so, please describe how the physical accessibility of public meeting spaces (including: paths of travel; entrances; circulation routes; registration counters or tables; building amenities such as water fountains, restrooms and public telephones; and seating) is evaluated and implemented. Is staff trained to set up meeting rooms to provide maneuvering space for persons who use wheelchairs or service animals?
7. Are the indoor or outdoor surfaces where persons with disabilities will travel smooth, stable and slip resistant?
8. Are public meetings held on sites that are accessible by public transportation?
  - a. If no, please explain why not.
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  - a. If so, please provide the text of this notification.
10. Are service animal relief areas identified before every public meeting?
11. Are emergency exits identified before every public meeting?
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  - a. Note: When considering microphone access please take into account podium elevations, touch screen control systems, gooseneck microphone attached to the center of tables without knee clearance for wheelchair users, and persons who will not be able to hand hold any equipment.
13. Do all public meetings have reserved seating for people who use wheelchairs?
  - a. Does this reserved seating also include integrated companion seating?
14. Are all presenters at public meetings trained on best practices for presenting content to persons with disabilities, eg. reading powerpoints aloud?



- a. If yes, how and how often are these trainings offered, and how is attendance tracked and recorded?
- 15. Are FM Loop systems (Assistive Listening Devices) available for persons who are hard of hearing?
  - a. If FM Loop systems are being used, do meeting hosts ensure that all comments made during the meeting go through the PA system?
  - b. If FM Loop systems are used, are all meeting hosts trained on how to operate these? How often, and how is this training tracked and recorded?
- 16. Are sign language interpreters and/or real-time captioners available for all public meetings?
  - a. If yes, please indicate how these resources are made known and available to the public.
  - b. If yes, is there reserved seating at the front of the room for persons needing these accommodations?
  - c. If yes, are sign language interpreters positioned beneath adequate lighting, and close to the speaker?
  - d. If yes, are two sign language interpreters retained for meetings or events lasting more than two hours?
  - e. If yes, are sign language interpreters and real time captioners provided information before the meeting/event regarding any unusual terms or difficult to spell names that will be part of the program?
- 17. What processes are in place to ensure that people with disabilities are able to participate in public speaking at all events, e.g. public comment?
  - a. Please describe in detail, and answer the additional questions, below.
  - b. If speaker cards are used, is staff available to assist persons with disabilities, as needed, in completing the cards?
  - c. Are podiums or dais' used for public speaking or public comment accessible (e.g. lowered podiums, adjustable microphones, etc.)
  - d. If public comment time is limited, is the time increased for persons who have speech impairments?

18. Do any public events utilize security measures (e.g. magnometers, wands, bag checks)?
- If yes, are Security personnel trained in best practices for conducting security checks of persons with disabilities?
  - If training is provided, please describe or provide a copy of that training, including how and how often it is offered, and how attendance is tracked and recorded.
19. What processes are in place to ensure that exhibits, displays, and other materials offered to the public are fully accessible?
- If events include displays, are the displays accessible and on an accessible route?
  - If parts of an exhibit are inaccessible due to technical infeasibility, is video with captioning used to display the exhibit?
  - Are all brochure racks, holders and literature displays accessible to people with disabilities, including, e.g. all materials on an accessible route, with appropriate reach ranges and clear floor space?

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#### Emergency Procedures

- Does your Department have procedures in place regarding the evacuation of persons with disabilities?
  - If yes, please describe and/or provide a copy of those procedures.
  - If yes, how often are relevant Department staff trained on those procedures, and how is this training tracked and recorded?
  - If staff are trained on these procedures, how often is this training updated and/or reviewed?
- Does your Department utilize Department vehicles for transporting civilians in any instance, including emergency evacuation incidents?
  - If yes, are transport vehicles equipped to transport persons with disabilities? (Please describe in detail, if applicable).
  - If yes, are relevant Department staff trained in how to transport persons with disabilities? (Please describe in detail, if applicable).

3. Does your Department work in partnership with other entities regarding the set up and administration of evacuation shelters or centers?
    - a. If yes, please describe the Department's role in this partnership.
    - b. If yes, does the Department have a checklist regarding accessibility at evacuation shelters or centers? (Please provide a copy of that checklist, if applicable).
- 

Other

1. Does your Department have an ADA Notice of Compliance posted?
  - a. If yes, please describe where this notice is posted.
2. Does your Department have any policies regarding service and/or emotional support animals for its employees and/or the public?
  - a. If yes, please describe and provide a copy of any pertinent documentation.
3. If your Department offers public services on site, e.g. intake and counseling, please describe how your Department ensures that these services are fully accessible.
4. Does your Department offer transportation services?
  - a. If yes, please describe how the Department ensures that these services are fully accessible to persons with disabilities.
5. Does your Department have electronic informational kiosks?
  - a. If yes, are they accessible to people with disabilities?
6. Does your Department offer printed informational brochures to the public?
  - a. If yes, are these offered in large print formats?
  - b. If yes, are these brochures offered in accessible locations (e.g. with adequate clear floor space and within reach ranges for persons who use mobility devices)?
7. Does your Department issue any warnings, penalties and/or citations?

- a. If yes, how do you ensure that people with disabilities are able to access the information included on these documents (e.g. persons who may be blind or visually impaired)?
- 8. Does your Department offer or host any trainings, meetings, or other events available to the public?
  - a. If yes, does your Department have a checklist to ensure accessibility? Please attach.
  - b. If yes, are these events in accessible facilities?
  - c. If yes, are these event facilities on public transportation routes?
- 9. Is your Department is involved in automation initiatives (e.g. web and mobile applications) that interface with the public?
  - a. If yes, how do you ensure that these are fully accessible to persons with disabilities?
- 10. How does your Department receive complaints of lack of accessibility or requests for reasonable accommodation from the public?
  - a. Please attach any pertinent policies and/or procedures.
- 11. Has your Department received any complaints regarding a failure to reasonably accommodate or lack of accessibility?
  - a. If yes, please describe how these were resolved.
- 12. Does your Department have a policy in place that prohibits discrimination against people who formerly used drugs illegally and have been through a rehabilitation program?
  - a. If yes, when was it last updated?
  - b. Please attach a copy of the policy.
- 13. Based on all of the above, are there areas where you feel training of Department staff would be beneficial?
  - a. If yes, please list the areas of training you think may be useful.

## Police Department

### Printed Communications

1. Do all of your Department's printed publications and notices inform readers that the publications are available in alternative formats, if needed, for persons with disabilities?
  - a. If yes, is this mandated by the City or specific to your Department?
  - b. If yes, is the notification language standard to the City or created by your Department?
  - c. If yes, please provide a copy of the text offering alternative formats.
2. Do all of your Department's printed publications and notices use a certain font type and size for City published documents?
  - a. If yes, what font type and size is used?
  - b. If yes, is this mandated by the City or specific to your Department?
3. Has your Department reviewed all publications and notices to determine whether they portray persons with disabilities in a demeaning or offensive manner?
  - a. If yes, when was this review last performed?
  - b. If yes, how regularly is this review performed?
4. Has your Department trained its staff to ensure that all publications and correspondence use "person first language"?
  - a. If yes, is this training provided by the City or the Department?
  - b. If yes, how often are staff provided this training, and how is this training tracked and recorded?

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### Communication With People Who are Deaf or Hard of Hearing (DHH)

1. Does your Department list "711 the California Relay" on business cards and letterheads?
2. Are your Department's telephone lines accessible to persons who are DHH?
  - a. If yes, please describe how the Department ensures this accessibility.
  - b. If yes, how often are your Department's telephone lines tested to ensure accessibility?

3. Has your Department identified local resources that can provide auxiliary aids for communication as needed?
  - a. If yes, please describe.
  - b. If yes, please describe how the public is informed of these resources, and how they are informed on how to request them.
4. If your Department uses video for any reason or in any forum (e.g. internal employee training, public outreach via the web on social media, YouTube, etc.) is that video captioned?
  - a. If yes, please describe how the Department ensures that video is captioned, including any processes or vendors utilized to caption videos.
  - b. If yes, are videos captioned before use, or at some later date after they have been released?
5. Does your Department have a policy in place for securing video remote interpreting services (VRI)?
  - a. If yes, please attach a copy of the policy and/or describe in detail.
6. If your Department has a Public Information Officer that communicates with the press and releases critical information, is an American Sign Language interpreter visible and within the screenshot if television cameras are in use or is a captioning service used?
7. Does the Department play videos in public spaces, e.g. waiting rooms or lobbies, for the public?
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8. Does the Department use any public address systems?
  - a. If so, how does the Department ensure that information broadcast by these systems is available to people who may be DHH?

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#### Software & Digital Communication

1. Does the Department ensure that its webpage is accessible to persons with disabilities by applying Web Content Accessibility Guidelines (WCAG)?<sup>6</sup>

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<sup>6</sup> See, e.g. <https://www.w3.org/WAI/standards-guidelines/wcag/>

- a. If yes, is this mandated by the City?
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  - a. Are PDFs checked for accessibility?
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### Staff & Employees

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4. Does the Department offer candidates for employment the opportunity to request reasonable accommodation?
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5. Are interview panel members trained regarding disability awareness and appropriate interactions with people with disabilities?
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  - b. If yes, please attach copies of any pertinent documents.
6. When your department conducts employment interviews, is the decision to hire based upon which candidate is best qualified to perform the essential functions of the job with or without reasonable accommodations?
7. How are the essential functions of a position determined?
8. Does the Department offer Staff and Employees an opportunity to self-identify as a person with a disability?
9. How does the Department ensure that all employee events (e.g. holiday parties), are fully accessible?
10. Does the Department offer training on accessibility best practices and/or the ADA to staff, employees and/or volunteers?
  - a. If so, how often is this training offered?



- b. If so, is this training optional or mandatory?
  - c. If so, how is attendance tracked and recorded?
  - d. Please provide a copy of all training(s).
- 11. Does the Department ensure that all opportunities for advancement and education are available and accessible to Staff and Employees who may have a disability? This includes, but is not limited to certifications, workshops, trainings, conferences, meetings, etc.
- 12. Does the Department have a process for its staff and/or employees to request a reasonable accommodation?
  - a. Please describe and/or attach copies of any pertinent policies or procedures.
  - b. Please also fully describe the interactive process, as well as how documentation regarding these processes are maintained.
- 13. Does the Department's reasonable accommodation process include a search for transfer into a vacant, funded role as an accommodation of last resort?
  - a. If yes, please provide all Departmental documentation and guidance regarding this process.
  - b. If yes, please describe in detail how this process is implemented, including how long a search is conducted, and what criteria are utilized to determine whether a transfer is appropriate and can be achieved.
  - c. If yes, does the Department require persons seeking this reasonable accommodation to compete for the vacant role?
- 14. If reasonable modifications are used to create access, are they approved before they are put in place?
  - a. If yes, by whom? Please include name, position and contact information
- 15. When reasonable modifications are put in place, are they documented to ensure staff implements them appropriately?
  - a. If yes, how is the reasonable modification(s) documented? What information is included in the documentation?
- 16. Does the Department ensure that it's facilities and offices are fully accessible? Please describe.

17. Is there an anti-disability harassment policy? If yes, when was it last updated?

Please attach the policy.

- a. Is it based upon zero tolerance or the legal definition of disability harassment?
- b. How often is it disseminated to all staff?

18. Does your Department's grievance system:

- a. Offer assistance to people with disabilities who, due to their disability, are not able to independently complete the grievance?
- b. Provide timelines when a complainant can expect a result?
- c. Have a second level of review? If yes, please state the position responsible.
- d. Contain a notice regarding availability of the grievance system in alternative formats: braille, large print, audio?
- e. Contain the name and contact information of the ADA Coordinator?

19. Has your Department received any complaints or grievances regarding failure to reasonably accommodate and/or lack of accessibility by candidates, employees, or visitors to any of your offices?

- a. If yes, please describe these including how they were resolved.

20. Does your Department supervise any maintenance staff?

- a. If yes, do maintenance staff receive training regarding maintaining an accessible built environment?

21. Does the Department have a policy regarding service and/or support animals for its employees?

- a. If yes, please provide a copy of the relevant policies.

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#### Purchasing, Contracts, Vendors

1. When the purchase of new equipment is made, (purchases including, but not limited to, communication and transportation equipment) is it reviewed to ensure the equipment is accessible to users with disabilities?

- a. If yes, please describe how accessibility reviews of new equipment are performed.
2. Are all public documents related to bidding and contracting available to persons with disabilities in alternative format if needed?
3. Are meetings related to bidding and contracting held in accessible locations?
4. Do all City contracts have language in place holding contractors and vendors to applicable State and Federal disability civil rights mandates?
  - a. If yes, how is this enforced?
5. How does the Department ensure that all products and services offered by third parties and vendors are fully accessible?
6. Is an accessibility plan check done when vendors are conducting tenant improvements in public service areas?
7. Is guidance in place for staff and vendors regarding clear space and furniture placement?
  - a. If yes, when was it last updated? Please attach the guidance.
8. If an employee or member of the public with a disability believes they have been discriminated against by a City vendor or contractor, what steps are available to them to remedy their concerns?

#### Construction and Remodels

1. Do all design contracts hold design professionals to designs that use, at minimum, the most stringent access standards in effect at the time of the project?
2. Do design contracts encourage design professionals to exceed the maximum access standards when possible to ensure that construction tolerances are built into the project?
3. Is a policy in place that mandates CASp inspections at key points of construction and at completion, before final payment is made?
4. Are major public projects reviewed by stakeholders with disabilities during the planning stage?

#### General Purchases

1. When purchasing items for installation, what checks are in place to ensure installation will be compliant with current building standards? (e.g. toilet paper dispensers must be located below the grab bar; items may not protrude more than 4" from the wall in a path of travel if they are placed at an elevation above 27" or below 80"; clear space available for a wheelchair user to approach the item for use; an item must not require a person to reach higher than 48" or lower than 15" to operate unless the user must reach over other items to operate, etc.)
    - a. Please describe how you ensure that purchased and installed items are compliant with current building standards.
    - b. Please describe how you ensure that purchased and installed items are *maintained* so as to ensure current building standards (e.g. waste baskets are not kept in required maneuvering clearances; subsequently installed items do not obstruct clear spaces and reach ranges, etc.)
  2. When purchasing an item that contains an operational part, do you consider accessibility requirements, e.g. ability to operate with one hand; maximum 5lbs operational pressure; no grasping, pinching, and twisting; etc.)?
    - a. If yes, please describe how these considerations are made and implemented.
    - b. If yes, how does the Department ensure that any operable part is *maintained* to remain accessible (e.g. parts do not get rusty, stuck, or otherwise outside operable part accessibility requirements)?
  3. When furniture is purchased, does the Department consider accessibility factors such as is knee clearance for tables and clear space within a room?
    - a. If yes, please describe how these considerations are made and implemented.
    - b. If yes, please describe how these features are maintained (e.g. items are not placed beneath tables which may obstruct knee clearances, or additional furniture is added to a room which may obstruct clear space).
-

## Facilities and Real Estate Management

1. Does your Department ensure accessibility of any public rights of way (PRoW)?
  - a. If yes, please describe how your Department achieves this, including accessibility requirements of sidewalks, parking lots, paths of travel to and from Department facilities.
  - b. If yes, please provide a copy of any policies and/or Department procedures, and include information on when these were last updated.
  - c. If yes, please describe how the Department monitors PRoW for accessibility issues, including but not limited to broken sidewalks, PRoW obstructions (including temporary obstructions), and overhangs into the PRoW that interfere with clear head space.
  - d. If yes, does your Department receive complaints from the public regarding inaccessible PRoW? How does the Department ensure that methods for receiving these complaints (e.g. via telephone, web-based forms, email) are accessible to people with disabilities?
2. Does your Department have an accessibility construction inspection checklist for use by building code officials/building inspectors as a reference guide to assist with on-site inspection of accessibility features and construction elements affecting accessibility compliance to your facilities?
  - a. If yes, when was it last updated? Please attach a copy of the checklist.
3. Is there a policy and/or procedure in place ensuring proper maintenance of accessible features?
  - a. If yes, when was this last updated?
  - b. If yes, how are the relevant staff made aware of these policies and procedures?
  - c. If yes, how are these policies and/or procedures enforced?
  - d. Please attach a copy of the policy and procedure.

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## Fleet Services

1. Does your Department utilize vehicles for transportation?

- a. If yes, please continue with this section.
    - b. If no, please skip this section.
  2. When procuring and maintaining vehicles for transportation uses, what procedures and/or guidelines does your Department follow or implement to ensure that these vehicles are accessible to persons with disabilities?
  3. Does your Department offer training to transportation providers regarding disability awareness and how to ensure access and safety to riders with disabilities (including the use of tie-downs)?
    - a. If yes, please describe the training and attach any pertinent documents.
    - b. If yes, please describe how often this training is offered, tracked and recorded.
    - c. If no, is there another Department within the City that offers this training?
  4. Are service animals allowed on transportation systems?
  5. Have there been any complaints regarding inaccessible transportation services?
    - a. If yes, how were those resolved?
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#### Public Meetings

1. Does the Department hold or sponsor events that are available to the public?
  - a. If yes, please continue with the questions in this section.
  - b. If no, please skip this section.
2. Does the Department have an event planning accessibility checklist to ensure that all public meetings and events are fully accessible?
  - a. If yes, please provide a copy of this checklist.
  - b. If yes, is this checklist maintained by the Department or the County?
3. If security checks are required to attend any public function, are security personnel trained in best practices for conducting security checks for persons with disabilities?
  - a. If yes, please describe or provide a copy of this training, including how often it is updated and offered, and how attendance is tracked and recorded.

4. Do all meeting notices contain an announcement that reasonable accommodations are available for persons with disabilities as needed and/or upon request?
  - a. If so, please provide a copy of the text that is included in all notices of public meetings.
5. Are all persons who administer public meetings trained in how to respond to requests for reasonable accommodations by members of the public?
  - a. If so, please describe what training is provided, including how often it is provided and how attendance is tracked and recorded.
6. Does the Department take steps to ensure that all meetings are held in buildings and rooms that are fully accessible?
  - a. If so, please describe how the physical accessibility of public meeting spaces (including: paths of travel; entrances; circulation routes; registration counters or tables; building amenities such as water fountains, restrooms and public telephones; and seating) is evaluated and implemented. Is staff trained to set up meeting rooms to provide maneuvering space for persons who use wheelchairs or service animals?
7. Are the indoor or outdoor surfaces where persons with disabilities will travel smooth, stable and slip resistant?
8. Are public meetings held on sites that are accessible by public transportation?
  - a. If no, please explain why not.
9. Do public meeting notices contain language indicating that service animals are welcome?
  - a. If so, please provide the text of this notification.
10. Are service animal relief areas identified before every public meeting?
11. Are emergency exits identified before every public meeting?
12. Are stages, speaking platforms, microphones and other items to be used by persons with disabilities accessible?
  - a. Note: When considering microphone access please take into account podium elevations, touch screen control systems, gooseneck microphone

attached to the center of tables without knee clearance for wheelchair users, and persons who will not be able to hand hold any equipment.

13. Do all public meetings have reserved seating for people who use wheelchairs?

a. Does this reserved seating also include integrated companion seating?

14. Are all presenters at public meetings trained on best practices for presenting content to persons with disabilities, eg. reading powerpoints aloud?

a. If yes, how and how often are these trainings offered, and how is attendance tracked and recorded?

15. Are FM Loop systems (Assistive Listening Devices) available for persons who are hard of hearing?

a. If FM Loop systems are being used, do meeting hosts ensure that all comments made during the meeting go through the PA system?

b. If FM Loop systems are used, are all meeting hosts trained on how to operate these? How often, and how is this training tracked and recorded?

16. Are sign language interpreters and/or real-time captioners available for all public meetings?

a. If yes, please indicate how these resources are made known and available to the public.

b. If yes, is there reserved seating at the front of the room for persons needing these accommodations?

c. If yes, are sign language interpreters positioned beneath adequate lighting, and close to the speaker?

d. If yes, are two sign language interpreters retained for meetings or events lasting more than two hours?

e. If yes, are sign language interpreters and real time captioners provided information before the meeting/event regarding any unusual terms or difficult to spell names that will be part of the program?

17. What processes are in place to ensure that people with disabilities are able to participate in public speaking at all events, e.g. public comment?

a. Please describe in detail, and answer the additional questions, below.



- b. If speaker cards are used, is staff available to assist persons with disabilities, as needed, in completing the cards?
  - c. Are podiums or dais' used for public speaking or public comment accessible (e.g. lowered podiums, adjustable microphones, etc.)
  - d. If public comment time is limited, is the time increased for persons who have speech impairments?
18. Do any public events utilize security measures (e.g. magnetometers, wands, bag checks)?
- a. If yes, are Security personnel trained in best practices for conducting security checks of persons with disabilities?
  - b. If training is provided, please describe or provide a copy of that training, including how and how often it is offered, and how attendance is tracked and recorded.
19. What processes are in place to ensure that exhibits, displays, and other materials offered to the public are fully accessible?
- a. If events include displays, are the displays accessible and on an accessible route?
  - b. If parts of an exhibit are inaccessible due to technical infeasibility, is video with captioning used to display the exhibit?
  - c. Are all brochure racks, holders and literature displays accessible to people with disabilities, including, e.g. all materials on an accessible route, with appropriate reach ranges and clear floor space?

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#### Emergency Procedures

1. Does your Department have procedures in place regarding the evacuation of persons with disabilities?
  - a. If yes, please describe and/or provide a copy of those procedures.
  - b. If yes, how often are relevant Department staff trained on those procedures, and how is this training tracked and recorded?
  - c. If staff are trained on these procedures, how often is this training updated and/or reviewed?

2. Does your Department utilize Department vehicles for transporting civilians in any instance, including emergency evacuation incidents?
  - a. If yes, are transport vehicles equipped to transport persons with disabilities? (Please describe in detail, if applicable).
  - b. If yes, are relevant Department staff trained in how to transport persons with disabilities? (Please describe in detail, if applicable).
3. Does your Department work in partnership with other entities regarding the set up and administration of evacuation shelters or centers?
  - a. If yes, please describe the Department's role in this partnership.
  - b. If yes, does the Department have a checklist regarding accessibility at evacuation shelters or centers? (Please provide a copy of that checklist, if applicable).

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#### Custody

1. Have the Department's first responders been trained regarding the disability civil rights mandates that the County is held to under State and Federal laws?
2. Have holding and booking areas been reviewed for access since the 2010 ADA Standards for Accessible Design became effective?
  - a. If visitor areas are offered, are they accessible?
3. If inmate phone systems are provided, is there a phone system for inmates who are deaf or hard of hearing?
4. When arrests are made:
  - a. How are service animals dealt with?
  - b. How are medical appliances (canes, walkers, hearing aids, oxygen tanks, etc.) addressed?
  - c. How are power wheelchairs, scooters and other large mobility devices transported after an arrest?
  - d. How are medication needs handled?

5. When an officer is giving information (direction or Miranda Rights) to a person with a communication related limitation, how is it determined that the person understands the information being communicated?
6. How do officers communicate with persons who are deaf?
7. Does the 911 system have TTY? If yes, how often does training occur regarding its use?
8. Is there a procedure in place for officers to obtain a sign language interpreter when one is needed on an emergency basis?
9. Have officers been trained regarding the best techniques for communication with persons with disabilities and officer safety? If yes, were the following disabilities covered?
  - a. Vision Impairments
  - b. Deaf, Hard of hearing and Speech Impairments
  - c. Developmental Disabilities
  - d. Traumatic Brain Injury
  - e. Post-Traumatic Stress Disorder
  - f. Learning Disabilities
  - g. Mobility Impairments
  - h. Multiple Chemical Sensitivities
  - i. Mental Disorders
  - j. Competing Disabilities (i.e. someone is on the bus with a service dog and another person on the bus has a phobic response to the dog and wants it removed as an accommodation. Both have rights to be considered. The passengers are in conflict)
10. Are there other issues you feel should be addressed in dealing with disability civil rights and your role within Chowchilla's Police Department? If yes, please explain.

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Other

1. Does your Department have an ADA Notice of Compliance posted?

- a. If yes, please describe where this notice is posted.
2. Does your Department have any policies regarding service and/or emotional support animals for its employees and/or the public?
  - a. If yes, please describe and provide a copy of any pertinent documentation.
3. If your Department offers public services on site, e.g. intake and counseling, please describe how your Department ensures that these services are fully accessible.
4. Does your Department offer transportation services?
  - a. If yes, please describe how the Department ensures that these services are fully accessible to persons with disabilities.
5. Does your Department have electronic informational kiosks?
  - a. If yes, are they accessible to people with disabilities?
6. Does your Department offer printed informational brochures to the public?
  - a. If yes, are these offered in large print formats?
  - b. If yes, are these brochures offered in accessible locations (e.g. with adequate clear floor space and within reach ranges for persons who use mobility devices)?
7. Does your Department issue any warnings, penalties and/or citations?
  - a. If yes, how do you ensure that people with disabilities are able to access the information included on these documents (e.g. persons who may be blind or visually impaired)?
8. Does your Department offer or host any trainings, meetings, or other events available to the public?
  - a. If yes, does your Department have a checklist to ensure accessibility? Please attach.
  - b. If yes, are these events in accessible facilities?
  - c. If yes, are these event facilities on public transportation routes?

9. Is your Department is involved in automation initiatives (e.g. web and mobile applications) that interface with the public?
  - a. If yes, how do you ensure that these are fully accessible to persons with disabilities?
10. How does your Department receive complaints of lack of accessibility or requests for reasonable accommodation from the public?
  - a. Please attach any pertinent policies and/or procedures.
11. Has your Department received any complaints regarding a failure to reasonably accommodate or lack of accessibility?
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12. Does your Department have a policy in place that prohibits discrimination against people who formerly used drugs illegally and have been through a rehabilitation program?
  - a. If yes, when was it last updated?
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13. Based on all of the above, are there areas where you feel training of Department staff would be beneficial?
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## City Administrator

### Printed Communications

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6. When your department conducts employment interviews, is the decision to hire based upon which candidate is best qualified to perform the essential functions of the job with or without reasonable accommodations?
7. How are the essential functions of a position determined?
8. How does the Department handle assignment to another role as a form of reasonable accommodation? Please describe in detail.
9. Does the Department offer Staff and Employees an opportunity to self-identify as a person with a disability?
10. How does the Department ensure that all employee events (e.g. holiday parties), are fully accessible?

11. Does the Department offer training on accessibility best practices and/or the ADA to staff, employees and/or volunteers?
  - a. If so, how often is this training offered?
  - b. If so, is this training optional or mandatory?
  - c. If so, how is attendance tracked and recorded?
  - d. Please provide a copy of all training(s).
12. Does the Department ensure that all opportunities for advancement and education are available and accessible to Staff and Employees who may have a disability? This includes, but is not limited to certifications, workshops, trainings, conferences, meetings, etc.
13. Does the Department have a process for its staff and/or employees to request a reasonable accommodation?
  - a. Please describe and/or attach copies of any pertinent policies or procedures.
  - b. Please also fully describe the interactive process, as well as how documentation regarding these processes are maintained.
14. Does the Department's reasonable accommodation process include a search for transfer into a vacant, funded role as an accommodation of last resort?
  - a. If yes, please provide all Departmental documentation and guidance regarding this process.
  - b. If yes, please describe in detail how this process is implemented, including how long a search is conducted, and what criteria are utilized to determine whether a transfer is appropriate and can be achieved.
  - c. If yes, does the Department require persons seeking this reasonable accommodation to compete for the vacant role?
15. If reasonable modifications are used to create access, are they approved before they are put in place?
  - a. If yes, by whom? Please include name, position and contact information
16. When reasonable modifications are put in place, are they documented to ensure staff implements them appropriately?

- a. If yes, how is the reasonable modification(s) documented? What information is included in the documentation?
17. Does the Department ensure that its facilities and offices are fully accessible? Please describe.
18. Is there an anti-disability harassment policy? If yes, when was it last updated? Please attach the policy.
- a. Is it based upon zero tolerance or the legal definition of disability harassment?
  - b. How often is it disseminated to all staff?
19. Does your Department's grievance system:
- a. Offer assistance to people with disabilities who, due to their disability, are not able to independently complete the grievance?
  - b. Provide timelines when a complainant can expect a result?
  - c. Have a second level of review? If yes, please state the position responsible.
  - d. Contain a notice regarding availability of the grievance system in alternative formats: braille, large print, audio?
  - e. Contain the name and contact information of the ADA Coordinator?
20. Has your Department received any complaints or grievances regarding failure to reasonably accommodate and/or lack of accessibility by candidates, employees, or visitors to any of your offices?
- a. If yes, please describe these including how they were resolved.
21. Does your Department supervise any maintenance staff?
- a. If yes, do maintenance staff receive training regarding maintaining an accessible built environment?
22. Does the Department have a policy regarding service and/or support animals for its employees?
- a. If yes, please provide a copy of the relevant policies.

1. How does your contract IT ensure that all Information & Communication Technology services within its purview are fully accessible?
2. How does your contract IT ensure that all mobile applications developed on your behalf are fully accessible?
3. What version of the Web Content Accessibility Guidelines (WCAG) does your contract IT apply in software development?
4. Have you ever received any complaints regarding a lack of digital / web accessibility by any of your employees, volunteers, users?
  - a. If yes, please describe, and include how these complaints were resolved.
5. How and how often does your contract IT conduct accessibility checks, and how encompassing are these checks?
6. Does your IT contractor offer and/or receive regular training regarding digital and web accessibility?
  - a. If yes, please describe the training, provide copies of any relevant documents, and describe how training is tracked and recorded.

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City Attorney (contractor)

**Please do not include any information that may be protected under Attorney-Client, Work Product or any other applicable privilege.**

1. Does your contract City Attorney provide training to any Department or Office on the American's with Disabilities Act?
  - a. If yes, please describe the training, how often it is given, whether it is mandatory or optional, and how attendance is tracked and recorded.
  - b. If yes, how often is this training updated?
2. Does your contract City Attorney draft policies regarding implementation of the Americans with Disabilities Act or accessibility requirements in built and/or digital environments?
  - a. If yes, please provide copies of pertinent policies created by your Department.

3. Does your contract City Attorney advise the City on complaints of failure to accommodate or lack of accessibility?
4. Does your contract City Attorney litigate complaints of failure to reasonably accommodate or lack of accessibility?

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#### Purchasing, Contracts, Vendors

1. When the purchase of new equipment is made, (purchases including, but not limited to, communication and transportation equipment) is it reviewed to ensure the equipment is accessible to users with disabilities?
  - a. If yes, please describe how accessibility reviews of new equipment are performed.
2. Are all public documents related to bidding and contracting available to persons with disabilities in alternative format if needed?
3. Are meetings related to bidding and contracting held in accessible locations?
4. Do all City contracts have language in place holding contractors and vendors to applicable State and Federal disability civil rights mandates?
  - a. If yes, how is this enforced?
5. How does the Department ensure that all products and services offered by third parties and vendors are fully accessible?
6. Is an accessibility plan check done when vendors are conducting tenant improvements in public service areas?
7. Is guidance in place for staff and vendors regarding clear space and furniture placement?
  - a. If yes, when was it last updated? Please attach the guidance.
8. If an employee or member of the public with a disability believes they have been discriminated against by a City vendor or contractor, what steps are available to them to remedy their concerns?

#### Construction and Remodels

1. Do all design contracts hold design professionals to designs that use, at minimum, the most stringent access standards in effect at the time of the project?

2. Do design contracts encourage design professionals to exceed the maximum access standards when possible to ensure that construction tolerances are built into the project?
3. Is a policy in place that mandates CASp inspections at key points of construction and at completion, before final payment is made?
4. Are major public projects reviewed by stakeholders with disabilities during the planning stage?

#### General Purchases

1. When purchasing items for installation, what checks are in place to ensure installation will be compliant with current building standards? (e.g. toilet paper dispensers must be located below the grab bar; items may not protrude more than 4" from the wall in a path of travel if they are placed at an elevation above 27" or below 80"; clear space available for a wheelchair user to approach the item for use; an item must not require a person to reach higher than 48" or lower than 15" to operate unless the user must reach over other items to operate, etc.)
  - a. Please describe how you ensure that purchased and installed items are compliant with current building standards.
  - b. Please describe how you ensure that purchased and installed items are *maintained* so as to ensure current building standards (e.g. waste baskets are not kept in required maneuvering clearances; subsequently installed items do not obstruct clear spaces and reach ranges, etc.)
2. When purchasing an item that contains an operational part, do you consider accessibility requirements, e.g. ability to operate with one hand; maximum 5lbs operational pressure; no grasping, pinching, and twisting; etc.)?
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  - b. If yes, how does the Department ensure that any operable part is *maintained* to remain accessible (e.g. parts do not get rusty, stuck, or otherwise outside operable part accessibility requirements)?

3. When furniture is purchased, does the Department consider accessibility factors such as is knee clearance for tables and clear space within a room?
  - a. If yes, please describe how these considerations are made and implemented.
  - b. If yes, please describe how these features are maintained (e.g. items are not placed beneath tables which may obstruct knee clearances, or additional furniture is added to a room which may obstruct clear space).

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Facilities and Real Estate Management

1. Does your Department ensure accessibility of any public rights of way (PRoW)?
  - a. If yes, please describe how your Department achieves this, including accessibility requirements of sidewalks, parking lots, paths of travel to and from Department facilities.
  - b. If yes, please provide a copy of any policies and/or Department procedures, and include information on when these were last updated.
  - c. If yes, please describe how the Department monitors PRoW for accessibility issues, including but not limited to broken sidewalks, PRoW obstructions (including temporary obstructions), and overhangs into the PRoW that interfere with clear head space.
  - d. If yes, does your Department receive complaints from the public regarding inaccessible PRoW? How does the Department ensure that methods for receiving these complaints (e.g. via telephone, web-based forms, email) are accessible to people with disabilities?
2. Does your Department have an accessibility construction inspection checklist for use by building code officials/building inspectors as a reference guide to assist with on-site inspection of accessibility features and construction elements affecting accessibility compliance to your facilities?
  - a. If yes, when was it last updated? Please attach a copy of the checklist.

3. Is there a policy and/or procedure in place ensuring proper maintenance of accessible features?
    - a. If yes, when was this last updated?
    - b. If yes, how are the relevant staff made aware of these policies and procedures?
    - c. If yes, how are these policies and/or procedures enforced?
    - d. Please attach a copy of the policy and procedure.
- 

Planning, Construction, Buildings

1. When examining plans, does the Department evaluate accessibility requirements?
  - a. If so, please describe how the Department does this, and please attach any relevant Departmental documentation (e.g. guidelines, checklists, procedures).
2. During construction, does the Department evaluate construction sites for accessible paths of travel along public rights of way for persons with disabilities?
  - a. If so, please describe how the Department does this, and please attach any relevant Departmental documentation (e.g. guidelines, checklists, procedures).
3. Does the Department receive public complaints regarding building accessibility for persons with disabilities?
  - a. If so, please describe how these are submitted to the Department by the public.
  - b. If so, please provide examples of complaints, including how those were resolved.
  - c. If so, please provide any relevant Departmental documentation, including intake forms, internal processes, etc.)
4. Does the Department have any staff or employees who evaluate accessibility of built environments for persons with disabilities?
  - a. If so, please provide supplemental information, e.g. # of FTEs, certifications required, job description(s).



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### Public Meetings

1. Does the Department hold or sponsor events that are available to the public?
  - a. If yes, please continue with the questions in this section.
  - b. If no, please skip this section.
2. Does the Department have an event planning accessibility checklist to ensure that all public meetings and events are fully accessible?
  - a. If yes, please provide a copy of this checklist.
  - b. If yes, is this checklist maintained by the Department or the County?
3. If security checks are required to attend any public function, are security personnel trained in best practices for conducting security checks for persons with disabilities?
  - a. If yes, please describe or provide a copy of this training, including how often it is updated and offered, and how attendance is tracked and recorded.
4. Do all meeting notices contain an announcement that reasonable accommodations are available for persons with disabilities as needed and/or upon request?
  - a. If so, please provide a copy of the text that is included in all notices of public meetings.
5. Are all persons who administer public meetings trained in how to respond to requests for reasonable accommodations by members of the public?
  - a. If so, please describe what training is provided, including how often it is provided and how attendance is tracked and recorded.
6. Does the Department take steps to ensure that all meetings are held in buildings and rooms that are fully accessible?
  - a. If so, please describe how the physical accessibility of public meeting spaces (including: paths of travel; entrances; circulation routes; registration counters or tables; building amenities such as water fountains, restrooms and public telephones; and seating) is evaluated and

implemented. Is staff trained to set up meeting rooms to provide maneuvering space for persons who use wheelchairs or service animals?

7. Are the indoor or outdoor surfaces where persons with disabilities will travel smooth, stable and slip resistant?
8. Are public meetings held on sites that are accessible by public transportation?
  - a. If no, please explain why not.
9. Do public meeting notices contain language indicating that service animals are welcome?
  - a. If so, please provide the text of this notification.
10. Are service animal relief areas identified before every public meeting?
11. Are emergency exits identified before every public meeting?
12. Are stages, speaking platforms, microphones and other items to be used by persons with disabilities accessible?
  - a. Note: When considering microphone access please take into account podium elevations, touch screen control systems, gooseneck microphone attached to the center of tables without knee clearance for wheelchair users, and persons who will not be able to hand hold any equipment.
13. Do all public meetings have reserved seating for people who use wheelchairs?
  - a. Does this reserved seating also include integrated companion seating?
14. Are all presenters at public meetings trained on best practices for presenting content to persons with disabilities, eg. reading powerpoints aloud?
  - a. If yes, how and how often are these trainings offered, and how is attendance tracked and recorded?
15. Are FM Loop systems (Assistive Listening Devices) available for persons who are hard of hearing?
  - a. If FM Loop systems are being used, do meeting hosts ensure that all comments made during the meeting go through the PA system?
  - b. If FM Loop systems are used, are all meeting hosts trained on how to operate these? How often, and how is this training tracked and recorded?
16. Are sign language interpreters and/or real-time captioners available for all public meetings?

- a. If yes, please indicate how these resources are made known and available to the public.
  - b. If yes, is there reserved seating at the front of the room for persons needing these accommodations?
  - c. If yes, are sign language interpreters positioned beneath adequate lighting, and close to the speaker?
  - d. If yes, are two sign language interpreters retained for meetings or events lasting more than two hours?
  - e. If yes, are sign language interpreters and real time captioners provided information before the meeting/event regarding any unusual terms or difficult to spell names that will be part of the program?
17. What processes are in place to ensure that people with disabilities are able to participate in public speaking at all events, e.g. public comment?
- a. Please describe in detail, and answer the additional questions, below.
  - b. If speaker cards are used, is staff available to assist persons with disabilities, as needed, in completing the cards?
  - c. Are podiums or dais' used for public speaking or public comment accessible (e.g. lowered podiums, adjustable microphones, etc.)
  - d. If public comment time is limited, is the time increased for persons who have speech impairments?
18. Do any public events utilize security measures (e.g. magnetometers, wands, bag checks)?
- a. If yes, are Security personnel trained in best practices for conducting security checks of persons with disabilities?
  - b. If training is provided, please describe or provide a copy of that training, including how and how often it is offered, and how attendance is tracked and recorded.
19. What processes are in place to ensure that exhibits, displays, and other materials offered to the public are fully accessible?
- a. If events include displays, are the displays accessible and on an accessible route?

- b. If parts of an exhibit are inaccessible due to technical infeasibility, is video with captioning used to display the exhibit?
- c. Are all brochure racks, holders and literature displays accessible to people with disabilities, including, e.g. all materials on an accessible route, with appropriate reach ranges and clear floor space?

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#### Records

- 1. In what format does your Department maintain records that are available to the public? (e.g. hard copy, digital).
- 2. How does your Department ensure that digital records are fully accessible to persons with disabilities?
- 3. Does your Department permit members of the public to visit your facility or facilities to physically examine hard copies (printed) records?
  - a. If so, how does your Department ensure that public records' examination areas are accessible to persons with disabilities?
- 4. Does your Department offer assistance to persons with disabilities with regard to public records services, e.g. filing, requesting documents, reviewing documents?
  - a. If so, please describe the assistance you offer, including how this assistance is publicized and how the public may make a request for assistance.

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#### Other

- 1. Does your Department have an ADA Notice of Compliance posted?
  - a. If yes, please describe where this notice is posted.
- 2. Does your Department have any policies regarding service and/or emotional support animals for its employees and/or the public?
  - a. If yes, please describe and provide a copy of any pertinent documentation.

3. If your Department offers public services on site, e.g. intake and counseling, please describe how your Department ensures that these services are fully accessible.
4. Does your Department offer transportation services?
  - a. If yes, please describe how the Department ensures that these services are fully accessible to persons with disabilities.
5. Does your Department have electronic informational kiosks?
  - a. If yes, are they accessible to people with disabilities?
6. Does your Department offer printed informational brochures to the public?
  - a. If yes, are these offered in large print formats?
  - b. If yes, are these brochures offered in accessible locations (e.g. with adequate clear floor space and within reach ranges for persons who use mobility devices)?
7. Does your Department issue any warnings, penalties and/or citations?
  - a. If yes, how do you ensure that people with disabilities are able to access the information included on these documents (e.g. persons who may be blind or visually impaired)?
8. Does your Department offer or host any trainings, meetings, or other events available to the public?
  - a. If yes, does your Department have a checklist to ensure accessibility? Please attach.
  - b. If yes, are these events in accessible facilities?
  - c. If yes, are these event facilities on public transportation routes?
9. Is your Department is involved in automation initiatives (e.g. web and mobile applications) that interface with the public?
  - a. If yes, how do you ensure that these are fully accessible to persons with disabilities?
10. How does your Department receive complaints of lack of accessibility or requests for reasonable accommodation from the public?

- a. Please attach any pertinent policies and/or procedures.
- 11. Has your Department received any complaints regarding a failure to reasonably accommodate or lack of accessibility?
  - a. If yes, please describe how these were resolved.
- 12. Does your Department have a policy in place that prohibits discrimination against people who formerly used drugs illegally and have been through a rehabilitation program?
  - a. If yes, when was it last updated?
  - b. Please attach a copy of the policy.
- 13. Based on all of the above, are there areas where you feel training of Department staff would be beneficial?
  - a. If yes, please list the areas of training you think may be useful.

## Office of Community & Economic Development

### Printed Communications

1. Do all of your Department's printed publications and notices inform readers that the publications are available in alternative formats, if needed, for persons with disabilities?
  - a. If yes, is this mandated by the City or specific to your Department?
  - b. If yes, is the notification language standard to the City or created by your Department?
  - c. If yes, please provide a copy of the text offering alternative formats.
2. Do all of your Department's printed publications and notices use a certain font type and size for City published documents?
  - a. If yes, what font type and size is used?
  - b. If yes, is this mandated by the City or specific to your Department?
3. Has your Department reviewed all publications and notices to determine whether they portray persons with disabilities in a demeaning or offensive manner?
  - a. If yes, when was this review last performed?
  - b. If yes, how regularly is this review performed?
4. Has your Department trained its staff to ensure that all publications and correspondence use "person first language"?
  - a. If yes, is this training provided by the City or the Department?
  - b. If yes, how often are staff provided this training, and how is this training tracked and recorded?

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### Communication With People Who are Deaf or Hard of Hearing (DHH)

1. Does your Department list "711 the California Relay" on business cards and letterheads?
2. Are your Department's telephone lines accessible to persons who are DHH?
  - a. If yes, please describe how the Department ensures this accessibility.
  - b. If yes, how often are your Department's telephone lines tested to ensure accessibility?

3. Has your Department identified local resources that can provide auxiliary aids for communication as needed?
  - a. If yes, please describe.
  - b. If yes, please describe how the public is informed of these resources, and how they are informed on how to request them.
4. If your Department uses video for any reason or in any forum (e.g. internal employee training, public outreach via the web on social media, YouTube, etc.) is that video captioned?
  - a. If yes, please describe how the Department ensures that video is captioned, including any processes or vendors utilized to caption videos.
  - b. If yes, are videos captioned before use, or at some later date after they have been released?
5. Does your Department have a policy in place for securing video remote interpreting services (VRI)?
  - a. If yes, please attach a copy of the policy and/or describe in detail.
6. If your Department has a Public Information Officer that communicates with the press and releases critical information, is an American Sign Language interpreter visible and within the screenshot if television cameras are in use or is a captioning service used?
7. Does the Department play videos in public spaces, e.g. waiting rooms or lobbies, for the public?
  - a. If so, are these videos captioned?
8. Does the Department use any public address systems?
  - a. If so, how does the Department ensure that information broadcast by these systems is available to people who may be DHH?

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#### Software & Digital Communication

1. Does the Department ensure that its webpage is accessible to persons with disabilities by applying Web Content Accessibility Guidelines (WCAG)?<sup>8</sup>

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<sup>8</sup> See, e.g. <https://www.w3.org/WAI/standards-guidelines/wcag/>



- a. If yes, is this mandated by the City?
  - b. If yes, how does the Department make sure its webpage meets the WCAG?
  - c. If yes, how does the Department ensure that any updates meet the WCAG?
  - d. If yes, what version of the WCAG does the Department apply to its webpage access requirements?
2. Does the Department use any web-based forms for use internally or by the public?
  - a. If yes, how does the Department ensure that these meet WCAG?
3. Does the Department use any internally-developed software, including mobile applications and payment systems, either internally or externally?
  - a. If yes, how does the Department ensure that these meet WCAG?
4. Does the Department use any third party software, including mobile applications and payment systems, either internally or externally?
  - a. If yes, how does the Department ensure that these meet WCAG?
5. Does the Department use any touch screen information systems for public interaction?
  - a. If yes, is there an independent operating system for persons with visual impairments?
6. Does the Department offer any type of computer or digital device for use by the public?
  - a. If yes, are they equipped with software that makes them accessible to persons with visual impairments?
  - b. If yes, how does the Department ensure that these devices and the software on them is accessible?
7. In email communications (both internal and external), does the Department ensure that all communications – including attachments – comply with WCAG?
  - a. Are PDFs checked for accessibility?
  - b. Are PDFs also sent out as Word documents?
  - c. Are all photos captioned with descriptive text?

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### Staff & Employees

1. Does the Department affirmatively recruit persons with disabilities for available positions?
  - a. If yes, please describe these efforts and outreach.
2. Does the Department ensure that all of its job listings are accessible to persons with disabilities?
  - a. If yes, please describe, and attach any pertinent documents.
3. Do Department job listings contain a statement of non-discrimination against persons with disabilities?
  - a. If yes, please provide a copy (or text) of this statement.
4. Does the Department offer candidates for employment the opportunity to request reasonable accommodation?
  - a. If yes, please describe, and attach any pertinent documents.
5. Are interview panel members trained regarding disability awareness and appropriate interactions with people with disabilities?
  - a. If yes, please describe the training, including how often it is offered, and how attendance is tracked and recorded.
  - b. If yes, please attach copies of any pertinent documents.
6. When your department conducts employment interviews, is the decision to hire based upon which candidate is best qualified to perform the essential functions of the job with or without reasonable accommodations?
7. How are the essential functions of a position determined?
8. How does the Department handle assignment to another role as a form of reasonable accommodation? Please describe in detail.
9. Does the Department offer Staff and Employees an opportunity to self-identify as a person with a disability?
10. How does the Department ensure that all employee events (e.g. holiday parties), are fully accessible?

11. Does the Department offer training on accessibility best practices and/or the ADA to staff, employees and/or volunteers?
  - a. If so, how often is this training offered?
  - b. If so, is this training optional or mandatory?
  - c. If so, how is attendance tracked and recorded?
  - d. Please provide a copy of all training(s).
12. Does the Department ensure that all opportunities for advancement and education are available and accessible to Staff and Employees who may have a disability? This includes, but is not limited to certifications, workshops, trainings, conferences, meetings, etc.
13. Does the Department have a process for its staff and/or employees to request a reasonable accommodation?
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Please describe.
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- 20. Has your Department received any complaints or grievances regarding failure to reasonably accommodate and/or lack of accessibility by candidates, employees, or visitors to any of your offices?
  - a. If yes, please describe these including how they were resolved.
- 21. Does your Department supervise any maintenance staff?
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  - b. Please describe how you ensure that purchased and installed items are *maintained* so as to ensure current building standards (e.g. waste baskets are not kept in required maneuvering clearances; subsequently installed items do not obstruct clear spaces and reach ranges, etc.)
2. When purchasing an item that contains an operational part, do you consider accessibility requirements, e.g. ability to operate with one hand; maximum 5lbs operational pressure; no grasping, pinching, and twisting; etc.)?
  - a. If yes, please describe how these considerations are made and implemented.
  - b. If yes, how does the Department ensure that any operable part is *maintained* to remain accessible (e.g. parts do not get rusty, stuck, or otherwise outside operable part accessibility requirements)?
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#### Facilities and Real Estate Management

1. Does your Department ensure accessibility of any public rights of way (PRoW)?
  - a. If yes, please describe how your Department achieves this, including accessibility requirements of sidewalks, parking lots, paths of travel to and from Department facilities.
  - b. If yes, please provide a copy of any policies and/or Department procedures, and include information on when these were last updated.
  - c. If yes, please describe how the Department monitors PRoW for accessibility issues, including but not limited to broken sidewalks, PRoW obstructions (including temporary obstructions), and overhangs into the PRoW that interfere with clear head space.
  - d. If yes, does your Department receive complaints from the public regarding inaccessible PRoW? How does the Department ensure that methods for receiving these complaints (e.g. via telephone, web-based forms, email) are accessible to people with disabilities?
2. Does your Department have an accessibility construction inspection checklist for use by building code officials/building inspectors as a reference guide to assist with on-site inspection of accessibility features and construction elements affecting accessibility compliance to your facilities?
  - a. If yes, when was it last updated? Please attach a copy of the checklist.
3. Is there a policy and/or procedure in place ensuring proper maintenance of accessible features?
  - a. If yes, when was this last updated?

- b. If yes, how are the relevant staff made aware of these policies and procedures?
- c. If yes, how are these policies and/or procedures enforced?
- d. Please attach a copy of the policy and procedure.

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#### Planning, Construction, Buildings

1. Does the Department receive public complaints regarding building accessibility for persons with disabilities?
  - a. If so, please describe how these are submitted to the Department by the public.
  - b. If so, please provide examples of complaints, including how those were resolved.
  - c. If so, please provide any relevant Departmental documentation, including intake forms, internal processes, etc.)
2. Does the Department have any staff or employees who evaluate accessibility of built environments for persons with disabilities?
  - a. If so, please provide supplemental information, e.g. # of FTEs, certifications required, job description(s).

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#### Public Meetings

1. Does the Department hold or sponsor events that are available to the public?
  - a. If yes, please continue with the questions in this section.
  - b. If no, please skip this section.
2. Does the Department have an event planning accessibility checklist to ensure that all public meetings and events are fully accessible?
  - a. If yes, please provide a copy of this checklist.
  - b. If yes, is this checklist maintained by the Department or the City?



3. If security checks are required to attend any public function, are security personnel trained in best practices for conducting security checks for persons with disabilities?
  - a. If yes, please describe or provide a copy of this training, including how often it is updated and offered, and how attendance is tracked and recorded.
4. Do all meeting notices contain an announcement that reasonable accommodations are available for persons with disabilities as needed and/or upon request?
  - a. If so, please provide a copy of the text that is included in all notices of public meetings.
5. Are all persons who administer public meetings trained in how to respond to requests for reasonable accommodations by members of the public?
  - a. If so, please describe what training is provided, including how often it is provided and how attendance is tracked and recorded.
6. Does the Department take steps to ensure that all meetings are held in buildings and rooms that are fully accessible?
  - a. If so, please describe how the physical accessibility of public meeting spaces (including: paths of travel; entrances; circulation routes; registration counters or tables; building amenities such as water fountains, restrooms and public telephones; and seating) is evaluated and implemented. Is staff trained to set up meeting rooms to provide maneuvering space for persons who use wheelchairs or service animals?
7. Are the indoor or outdoor surfaces where persons with disabilities will travel smooth, stable and slip resistant?
8. Are public meetings held on sites that are accessible by public transportation?
  - a. If no, please explain why not.
9. Do public meeting notices contain language indicating that service animals are welcome?
  - a. If so, please provide the text of this notification.
10. Are service animal relief areas identified before every public meeting?

11. Are emergency exits identified before every public meeting?
12. Are stages, speaking platforms, microphones and other items to be used by persons with disabilities accessible?
  - a. Note: When considering microphone access please take into account podium elevations, touch screen control systems, gooseneck microphone attached to the center of tables without knee clearance for wheelchair users, and persons who will not be able to hand hold any equipment.
13. Do all public meetings have reserved seating for people who use wheelchairs?
  - a. Does this reserved seating also include integrated companion seating?
14. Are all presenters at public meetings trained on best practices for presenting content to persons with disabilities, eg. reading powerpoints aloud?
  - a. If yes, how and how often are these trainings offered, and how is attendance tracked and recorded?
15. Are FM Loop systems (Assistive Listening Devices) available for persons who are hard of hearing?
  - a. If FM Loop systems are being used, do meeting hosts ensure that all comments made during the meeting go through the PA system?
  - b. If FM Loop systems are used, are all meeting hosts trained on how to operate these? How often, and how is this training tracked and recorded?
16. Are sign language interpreters and/or real-time captioners available for all public meetings?
  - a. If yes, please indicate how these resources are made known and available to the public.
  - b. If yes, is there reserved seating at the front of the room for persons needing these accommodations?
  - c. If yes, are sign language interpreters positioned beneath adequate lighting, and close to the speaker?
  - d. If yes, are two sign language interpreters retained for meetings or events lasting more than two hours?

- e. If yes, are sign language interpreters and real time captioners provided information before the meeting/event regarding any unusual terms or difficult to spell names that will be part of the program?
17. What processes are in place to ensure that people with disabilities are able to participate in public speaking at all events, e.g. public comment?
- a. Please describe in detail, and answer the additional questions, below.
  - b. If speaker cards are used, is staff available to assist persons with disabilities, as needed, in completing the cards?
  - c. Are podiums or dais' used for public speaking or public comment accessible (e.g. lowered podiums, adjustable microphones, etc.)
  - d. If public comment time is limited, is the time increased for persons who have speech impairments?
18. Do any public events utilize security measures (e.g. magnetometers, wands, bag checks)?
- a. If yes, are Security personnel trained in best practices for conducting security checks of persons with disabilities?
  - b. If training is provided, please describe or provide a copy of that training, including how and how often it is offered, and how attendance is tracked and recorded.
19. What processes are in place to ensure that exhibits, displays, and other materials offered to the public are fully accessible?
- a. If events include displays, are the displays accessible and on an accessible route?
  - b. If parts of an exhibit are inaccessible due to technical infeasibility, is video with captioning used to display the exhibit?
  - c. Are all brochure racks, holders and literature displays accessible to people with disabilities, including, e.g. all materials on an accessible route, with appropriate reach ranges and clear floor space?

1. In what format does your Department maintain records that are available to the public? (e.g. hard copy, digital).
  2. How does your Department ensure that digital records are fully accessible to persons with disabilities?
  3. Does your Department permit members of the public to visit your facility or facilities to physically examine hard copies (printed) records?
    - a. If so, how does your Department ensure that public records' examination areas are accessible to persons with disabilities?
  4. Does your Department offer assistance to persons with disabilities with regard to public records services, e.g. filing, requesting documents, reviewing documents?
    - a. If so, please describe the assistance you offer, including how this assistance is publicized and how the public may make a request for assistance.
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#### Other

1. Does your Department have an ADA Notice of Compliance posted?
  - a. If yes, please describe where this notice is posted.
2. Does your Department have any policies regarding service and/or emotional support animals for its employees and/or the public?
  - a. If yes, please describe and provide a copy of any pertinent documentation.
3. If your Department offers public services on site, e.g. intake and counseling, please describe how your Department ensures that these services are fully accessible.
4. Does your Department offer transportation services?
  - a. If yes, please describe how the Department ensures that these services are fully accessible to persons with disabilities.
5. Does your Department have electronic informational kiosks?
  - a. If yes, are they accessible to people with disabilities?
6. Does your Department offer printed informational brochures to the public?

- a. If yes, are these offered in large print formats?
  - b. If yes, are these brochures offered in accessible locations (e.g. with adequate clear floor space and within reach ranges for persons who use mobility devices)?
- 7. Does your Department issue any warnings, penalties and/or citations?
  - a. If yes, how do you ensure that people with disabilities are able to access the information included on these documents (e.g. persons who may be blind or visually impaired)?
- 8. Does your Department offer or host any trainings, meetings, or other events available to the public?
  - a. If yes, does your Department have a checklist to ensure accessibility? Please attach.
  - b. If yes, are these events in accessible facilities?
  - c. If yes, are these event facilities on public transportation routes?
- 9. Is your Department is involved in automation initiatives (e.g. web and mobile applications) that interface with the public?
  - a. If yes, how do you ensure that these are fully accessible to persons with disabilities?
- 10. How does your Department receive complaints of lack of accessibility or requests for reasonable accommodation from the public?
  - a. Please attach any pertinent policies and/or procedures.
- 11. Has your Department received any complaints regarding a failure to reasonably accommodate or lack of accessibility?
  - a. If yes, please describe how these were resolved.
- 12. Does your Department have a policy in place that prohibits discrimination against people who formerly used drugs illegally and have been through a rehabilitation program?
  - a. If yes, when was it last updated?
  - b. Please attach a copy of the policy.

13. Based on all of the above, are there areas where you feel training of Department staff would be beneficial?

a. If yes, please list the areas of training you think may be useful.

## Department of Public Works

### Printed Communications

1. Do all of your Department's printed publications and notices inform readers that the publications are available in alternative formats, if needed, for persons with disabilities?
  - a. If yes, is this mandated by the City or specific to your Department?
  - b. If yes, is the notification language standard to the City or created by your Department?
  - c. If yes, please provide a copy of the text offering alternative formats.
2. Do all of your Department's printed publications and notices use a certain font type and size for City published documents?
  - a. If yes, what font type and size is used?
  - b. If yes, is this mandated by the City or specific to your Department?
3. Has your Department reviewed all publications and notices to determine whether they portray persons with disabilities in a demeaning or offensive manner?
  - a. If yes, when was this review last performed?
  - b. If yes, how regularly is this review performed?
4. Has your Department trained its staff to ensure that all publications and correspondence use "person first language"?
  - a. If yes, is this training provided by the City or the Department?
  - b. If yes, how often are staff provided this training, and how is this training tracked and recorded?

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### Communication With People Who are Deaf or Hard of Hearing (DHH)

1. Does your Department list "711 the California Relay" on business cards and letterheads?
2. Are your Department's telephone lines accessible to persons who are DHH?
  - a. If yes, please describe how the Department ensures this accessibility.
  - b. If yes, how often are your Department's telephone lines tested to ensure accessibility?

3. Has your Department identified local resources that can provide auxiliary aids for communication as needed?
  - a. If yes, please describe.
  - b. If yes, please describe how the public is informed of these resources, and how they are informed on how to request them.
4. If your Department uses video for any reason or in any forum (e.g. internal employee training, public outreach via the web on social media, YouTube, etc.) is that video captioned?
  - a. If yes, please describe how the Department ensures that video is captioned, including any processes or vendors utilized to caption videos.
  - b. If yes, are videos captioned before use, or at some later date after they have been released?
5. Does your Department have a policy in place for securing video remote interpreting services (VRI)?
  - a. If yes, please attach a copy of the policy and/or describe in detail.
6. If your Department has a Public Information Officer that communicates with the press and releases critical information, is an American Sign Language interpreter visible and within the screenshot if television cameras are in use or is a captioning service used?
7. Does the Department play videos in public spaces, e.g. waiting rooms or lobbies, for the public?
  - a. If so, are these videos captioned?
8. Does the Department use any public address systems?
  - a. If so, how does the Department ensure that information broadcast by these systems is available to people who may be DHH?

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#### Software & Digital Communication

1. Does the Department ensure that its webpage is accessible to persons with disabilities by applying Web Content Accessibility Guidelines (WCAG)?<sup>9</sup>

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<sup>9</sup> See, e.g. <https://www.w3.org/WAI/standards-guidelines/wcag/>



- a. If yes, is this mandated by the City?
  - b. If yes, how does the Department make sure its webpage meets the WCAG?
  - c. If yes, how does the Department ensure that any updates meet the WCAG?
  - d. If yes, what version of the WCAG does the Department apply to its webpage access requirements?
2. Does the Department use any web-based forms for use internally or by the public?
  - a. If yes, how does the Department ensure that these meet WCAG?
3. Does the Department use any internally-developed software, including mobile applications, either internally or externally?
  - a. If yes, how does the Department ensure that these meet WCAG?
4. Does the Department use any third party software, including mobile applications, either internally or externally?
  - a. If yes, how does the Department ensure that these meet WCAG?
5. Does the Department use any touch screen information systems for public interaction?
  - a. If yes, is there an independent operating system for persons with visual impairments?
6. Does the Department offer any type of computer or digital device for use by the public?
  - a. If yes, are they equipped with software that makes them accessible to persons with visual impairments?
  - b. If yes, how does the Department ensure that these devices and the software on them is accessible?
7. In email communications (both internal and external), does the Department ensure that all communications – including attachments – comply with WCAG?
  - a. Are PDFs checked for accessibility?
  - b. Are PDFs also sent out as Word documents?
  - c. Are all photos captioned with descriptive text?

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### Staff & Employees

1. Does the Department affirmatively recruit persons with disabilities for available positions?
  - a. If yes, please describe these efforts and outreach.
2. Does the Department ensure that all of its job listings are accessible to persons with disabilities?
  - a. If yes, please describe, and attach any pertinent documents.
3. Do Department job listings contain a statement of non-discrimination against persons with disabilities?
  - a. If yes, please provide a copy (or text) of this statement.
4. Does the Department offer candidates for employment the opportunity to request reasonable accommodation?
  - a. If yes, please describe, and attach any pertinent documents.
5. Are interview panel members trained regarding disability awareness and appropriate interactions with people with disabilities?
  - a. If yes, please describe the training, including how often it is offered, and how attendance is tracked and recorded.
  - b. If yes, please attach copies of any pertinent documents.
6. When your department conducts employment interviews, is the decision to hire based upon which candidate is best qualified to perform the essential functions of the job with or without reasonable accommodations?
7. How are the essential functions of a position determined?
8. Does the Department offer Staff and Employees an opportunity to self-identify as a person with a disability?
9. How does the Department ensure that all employee events (e.g. holiday parties), are fully accessible?
10. Does the Department offer training on accessibility best practices and/or the ADA to staff, employees and/or volunteers?
  - a. If so, how often is this training offered?

- b. If so, is this training optional or mandatory?
  - c. If so, how is attendance tracked and recorded?
  - d. Please provide a copy of all training(s).
- 11. Does the Department ensure that all opportunities for advancement and education are available and accessible to Staff and Employees who may have a disability? This includes, but is not limited to certifications, workshops, trainings, conferences, meetings, etc.
- 12. Does the Department have a process for its staff and/or employees to request a reasonable accommodation?
  - a. Please describe and/or attach copies of any pertinent policies or procedures.
  - b. Please also fully describe the interactive process, as well as how documentation regarding these processes are maintained.
- 13. Does the Department's reasonable accommodation process include a search for transfer into a vacant, funded role as an accommodation of last resort?
  - a. If yes, please provide all Departmental documentation and guidance regarding this process.
  - b. If yes, please describe in detail how this process is implemented, including how long a search is conducted, and what criteria are utilized to determine whether a transfer is appropriate and can be achieved.
  - c. If yes, does the Department require persons seeking this reasonable accommodation to compete for the vacant role?
- 14. If reasonable modifications are used to create access, are they approved before they are put in place?
  - a. If yes, by whom? Please include name, position and contact information
- 15. When reasonable modifications are put in place, are they documented to ensure staff implements them appropriately?
  - a. If yes, how is the reasonable modification(s) documented? What information is included in the documentation?
- 16. Does the Department ensure that it's facilities and offices are fully accessible? Please describe.

17. Is there an anti-disability harassment policy? If yes, when was it last updated?

Please attach the policy.

- a. Is it based upon zero tolerance or the legal definition of disability harassment?
- b. How often is it disseminated to all staff?

18. Does your Department's grievance system:

- a. Offer assistance to people with disabilities who, due to their disability, are not able to independently complete the grievance?
- b. Provide timelines when a complainant can expect a result?
- c. Have a second level of review? If yes, please state the position responsible.
- d. Contain a notice regarding availability of the grievance system in alternative formats: braille, large print, audio?
- e. Contain the name and contact information of the ADA Coordinator?

19. Has your Department received any complaints or grievances regarding failure to reasonably accommodate and/or lack of accessibility by candidates, employees, or visitors to any of your offices?

- a. If yes, please describe these including how they were resolved.

20. Does your Department supervise any maintenance staff?

- a. If yes, do maintenance staff receive training regarding maintaining an accessible built environment?

21. Does the Department have a policy regarding service and/or support animals for its employees?

- a. If yes, please provide a copy of the relevant policies.

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#### Purchasing, Contracts, Vendors

1. When the purchase of new equipment is made, (purchases including, but not limited to, communication and transportation equipment) is it reviewed to ensure the equipment is accessible to users with disabilities?

- a. If yes, please describe how accessibility reviews of new equipment are performed.
2. Are all public documents related to bidding and contracting available to persons with disabilities in alternative format if needed?
3. Are meetings related to bidding and contracting held in accessible locations?
4. Do all City contracts have language in place holding contractors and vendors to applicable State and Federal disability civil rights mandates?
  - a. If yes, how is this enforced?
5. How does the Department ensure that all products and services offered by third parties and vendors are fully accessible?
6. Is an accessibility plan check done when vendors are conducting tenant improvements in public service areas?
7. Is guidance in place for staff and vendors regarding clear space and furniture placement?
  - a. If yes, when was it last updated? Please attach the guidance.
8. If an employee or member of the public with a disability believes they have been discriminated against by a City vendor or contractor, what steps are available to them to remedy their concerns?

#### Construction and Remodels

1. Do all design contracts hold design professionals to designs that use, at a minimum, the most stringent access standards in effect at the time of the project?
2. Do design contracts encourage design professionals to exceed the maximum access standards when possible to ensure that construction tolerances are built into the project?
3. Is a policy in place that mandates CASp inspections at key points of construction and at completion, before final payment is made?
4. Are major public projects reviewed by stakeholders with disabilities during the planning stage?

#### General Purchases

1. When purchasing items for installation, what checks are in place to ensure installation will be compliant with current building standards? (e.g. toilet paper dispensers must be located below the grab bar; items may not protrude more than 4" from the wall in a path of travel if they are placed at an elevation above 27" or below 80"; clear space available for a wheelchair user to approach the item for use; an item must not require a person to reach higher than 48" or lower than 15" to operate unless the user must reach over other items to operate, etc.)
  - a. Please describe how you ensure that purchased and installed items are compliant with current building standards.
  - b. Please describe how you ensure that purchased and installed items are *maintained* so as to ensure current building standards (e.g. waste baskets are not kept in required maneuvering clearances; subsequently installed items do not obstruct clear spaces and reach ranges, etc.)
2. When purchasing an item that contains an operational part, do you consider accessibility requirements, e.g. ability to operate with one hand; maximum 5lbs operational pressure; no grasping, pinching, and twisting; etc.)?
  - a. If yes, please describe how these considerations are made and implemented.
  - b. If yes, how does the Department ensure that any operable part is *maintained* to remain accessible (e.g. parts do not get rusty, stuck, or otherwise outside operable part accessibility requirements)?
3. When furniture is purchased, does the Department consider accessibility factors such as is knee clearance for tables and clear space within a room?
  - a. If yes, please describe how these considerations are made and implemented.
  - b. If yes, please describe how these features are maintained (e.g. items are not placed beneath tables which may obstruct knee clearances, or additional furniture is added to a room which may obstruct clear space).

1. Does your Department ensure accessibility of any public rights of way (PRoW)?
  - a. If yes, please describe how your Department achieves this, including accessibility requirements of sidewalks, parking lots, paths of travel to and from Department facilities.
  - b. If yes, please provide a copy of any policies and/or Department procedures, and include information on when these were last updated.
  - c. If yes, please describe how the Department monitors PRoW for accessibility issues, including but not limited to broken sidewalks, PRoW obstructions (including temporary obstructions), and overhangs into the PRoW that interfere with clear head space.
  - d. If yes, does your Department receive complaints from the public regarding inaccessible PRoW? How does the Department ensure that methods for receiving these complaints (e.g. via telephone, web-based forms, email) are accessible to people with disabilities?
2. Does your Department have an accessibility construction inspection checklist for use by building code officials/building inspectors as a reference guide to assist with on-site inspection of accessibility features and construction elements affecting accessibility compliance to your facilities?
  - a. If yes, when was it last updated? Please attach a copy of the checklist.
3. Is there a policy and/or procedure in place ensuring proper maintenance of accessible features?
  - a. If yes, when was this last updated?
  - b. If yes, how are the relevant staff made aware of these policies and procedures?
  - c. If yes, how are these policies and/or procedures enforced?
  - d. Please attach a copy of the policy and procedure.

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#### Planning, Construction, Buildings

1. When examining plans, does the Department evaluate accessibility requirements?

- a. If so, please describe how the Department does this, and please attach any relevant Departmental documentation (e.g. guidelines, checklists, procedures).
  2. During construction, does the Department evaluate construction sites for accessible paths of travel along public rights of way for persons with disabilities?
    - a. If so, please describe how the Department does this, and please attach any relevant Departmental documentation (e.g. guidelines, checklists, procedures).
  3. Does the Department receive public complaints regarding building accessibility for persons with disabilities?
    - a. If so, please describe how these are submitted to the Department by the public.
    - b. If so, please provide examples of complaints, including how those were resolved.
    - c. If so, please provide any relevant Departmental documentation, including intake forms, internal processes, etc.)
  4. Does the Department have any staff or employees who evaluate accessibility of built environments for persons with disabilities?
    - a. If so, please provide supplemental information, e.g. # of FTEs, certifications required, job description(s).
- 

#### Fleet Services

1. Does your Department utilize vehicles for transportation?
  - a. If yes, please continue with this section.
  - b. If no, please skip this section.
2. When procuring and maintaining vehicles for transportation uses, what procedures and/or guidelines does your Department follow or implement to ensure that these vehicles are accessible to persons with disabilities?



3. Does your Department offer training to transportation providers regarding disability awareness and how to ensure access and safety to riders with disabilities (including the use of tie-downs)?
    - a. If yes, please describe the training and attach any pertinent documents.
    - b. If yes, please describe how often this training is offered, tracked and recorded.
    - c. If no, is there another Department within the City that offers this training?
  4. Are service animals allowed on transportation systems?
  5. Have there been any complaints regarding inaccessible transportation services?
    - a. If yes, how were those resolved?
- 

#### Public Meetings

1. Does the Department hold or sponsor events that are available to the public?
  - a. If yes, please continue with the questions in this section.
  - b. If no, please skip this section.
2. Does the Department have an event planning accessibility checklist to ensure that all public meetings and events are fully accessible?
  - a. If yes, please provide a copy of this checklist.
  - b. If yes, is this checklist maintained by the Department or the city?
3. If security checks are required to attend any public function, are security personnel trained in best practices for conducting security checks for persons with disabilities?
  - a. If yes, please describe or provide a copy of this training, including how often it is updated and offered, and how attendance is tracked and recorded.
4. Do all meeting notices contain an announcement that reasonable accommodations are available for persons with disabilities as needed and/or upon request?
  - a. If so, please provide a copy of the text that is included in all notices of public meetings.

5. Are all persons who administer public meetings trained in how to respond to requests for reasonable accommodations by members of the public?
  - a. If so, please describe what training is provided, including how often it is provided and how attendance is tracked and recorded.
6. Does the Department take steps to ensure that all meetings are held in buildings and rooms that are fully accessible?
  - a. If so, please describe how the physical accessibility of public meeting spaces (including: paths of travel; entrances; circulation routes; registration counters or tables; building amenities such as water fountains, restrooms and public telephones; and seating) is evaluated and implemented. Is staff trained to set up meeting rooms to provide maneuvering space for persons who use wheelchairs or service animals?
7. Are the indoor or outdoor surfaces where persons with disabilities will travel smooth, stable and slip resistant?
8. Are public meetings held on sites that are accessible by public transportation?
  - a. If no, please explain why not.
9. Do public meeting notices contain language indicating that service animals are welcome?
  - a. If so, please provide the text of this notification.
10. Are service animal relief areas identified before every public meeting?
11. Are emergency exits identified before every public meeting?
12. Are stages, speaking platforms, microphones and other items to be used by persons with disabilities accessible?
  - a. Note: When considering microphone access please take into account podium elevations, touch screen control systems, gooseneck microphone attached to the center of tables without knee clearance for wheelchair users, and persons who will not be able to hand hold any equipment.
13. Do all public meetings have reserved seating for people who use wheelchairs?
  - a. Does this reserved seating also include integrated companion seating?
14. Are all presenters at public meetings trained on best practices for presenting content to persons with disabilities, eg. reading powerpoints aloud?

- a. If yes, how and how often are these trainings offered, and how is attendance tracked and recorded?
- 15. Are FM Loop systems (Assistive Listening Devices) available for persons who are hard of hearing?
  - a. If FM Loop systems are being used, do meeting hosts ensure that all comments made during the meeting go through the PA system?
  - b. If FM Loop systems are used, are all meeting hosts trained on how to operate these? How often, and how is this training tracked and recorded?
- 16. Are sign language interpreters and/or real-time captioners available for all public meetings?
  - a. If yes, please indicate how these resources are made known and available to the public.
  - b. If yes, is there reserved seating at the front of the room for persons needing these accommodations?
  - c. If yes, are sign language interpreters positioned beneath adequate lighting, and close to the speaker?
  - d. If yes, are two sign language interpreters retained for meetings or events lasting more than two hours?
  - e. If yes, are sign language interpreters and real time captioners provided information before the meeting/event regarding any unusual terms or difficult to spell names that will be part of the program?
- 17. What processes are in place to ensure that people with disabilities are able to participate in public speaking at all events, e.g. public comment?
  - a. Please describe in detail, and answer the additional questions, below.
  - b. If speaker cards are used, is staff available to assist persons with disabilities, as needed, in completing the cards?
  - c. Are podiums or dais' used for public speaking or public comment accessible (e.g. lowered podiums, adjustable microphones, etc.)
  - d. If public comment time is limited, is the time increased for persons who have speech impairments?

18. Do any public events utilize security measures (e.g. magnometers, wands, bag checks)?
- If yes, are Security personnel trained in best practices for conducting security checks of persons with disabilities?
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19. What processes are in place to ensure that exhibits, displays, and other materials offered to the public are fully accessible?
- If events include displays, are the displays accessible and on an accessible route?
  - If parts of an exhibit are inaccessible due to technical infeasibility, is video with captioning used to display the exhibit?
  - Are all brochure racks, holders and literature displays accessible to people with disabilities, including, e.g. all materials on an accessible route, with appropriate reach ranges and clear floor space?

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Other

- Does your Department have an ADA Notice of Compliance posted?
  - If yes, please describe where this notice is posted.
- Does your Department have any policies regarding service and/or emotional support animals for its employees and/or the public?
  - If yes, please describe and provide a copy of any pertinent documentation.
- If your Department offers public services on site, e.g. intake and counseling, please describe how your Department ensures that these services are fully accessible.
- Does your Department offer transportation services?

- a. If yes, please describe how the Department ensures that these services are fully accessible to persons with disabilities.
- 5. Does your Department have electronic informational kiosks?
  - a. If yes, are they accessible to people with disabilities?
- 6. Does your Department offer printed informational brochures to the public?
  - a. If yes, are these offered in large print formats?
  - b. If yes, are these brochures offered in accessible locations (e.g. with adequate clear floor space and within reach ranges for persons who use mobility devices)?
- 7. Does your Department issue any warnings, penalties and/or citations?
  - a. If yes, how do you ensure that people with disabilities are able to access the information included on these documents (e.g. persons who may be blind or visually impaired)?
- 8. Does your Department offer or host any trainings, meetings, or other events available to the public?
  - a. If yes, does your Department have a checklist to ensure accessibility? Please attach.
  - b. If yes, are these events in accessible facilities?
  - c. If yes, are these event facilities on public transportation routes?
- 9. Is your Department is involved in automation initiatives (e.g. web and mobile applications) that interface with the public?
  - a. If yes, how do you ensure that these are fully accessible to persons with disabilities?
- 10. How does your Department receive complaints of lack of accessibility or requests for reasonable accommodation from the public?
  - a. Please attach any pertinent policies and/or procedures.
- 11. Has your Department received any complaints regarding a failure to reasonably accommodate or lack of accessibility?
  - a. If yes, please describe how these were resolved.

12. Does your Department have a policy in place that prohibits discrimination against people who formerly used drugs illegally and have been through a rehabilitation program?

- a. If yes, when was it last updated?
- b. Please attach a copy of the policy.

13. Based on all of the above, are there areas where you feel training of Department staff would be beneficial?

- a. If yes, please list the areas of training you think may be useful.

## Department of Recreation & Community Engagement

### Printed Communications

1. Do all of your Department's printed publications and notices inform readers that the publications are available in alternative formats, if needed, for persons with disabilities?
  - a. If yes, is this mandated by the City or specific to your Department?
  - b. If yes, is the notification language standard to the City or created by your Department?
  - c. If yes, please provide a copy of the text offering alternative formats.
2. Do all of your Department's printed publications and notices use a certain font type and size for City published documents?
  - a. If yes, what font type and size is used?
  - b. If yes, is this mandated by the City or specific to your Department?
3. Has your Department reviewed all publications and notices to determine whether they portray persons with disabilities in a demeaning or offensive manner?
  - a. If yes, when was this review last performed?
  - b. If yes, how regularly is this review performed?
4. Has your Department trained its staff to ensure that all publications and correspondence use "person first language"?
  - a. If yes, is this training provided by the City or the Department?
  - b. If yes, how often are staff provided this training, and how is this training tracked and recorded?

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### Communication With People Who are Deaf or Hard of Hearing (DHH)

1. Does your Department list "711 the California Relay" on business cards and letterheads?
2. Are your Department's telephone lines accessible to persons who are DHH?
  - a. If yes, please describe how the Department ensures this accessibility.
  - b. If yes, how often are your Department's telephone lines tested to ensure accessibility?

3. Has your Department identified local resources that can provide auxiliary aids for communication as needed?
  - a. If yes, please describe.
  - b. If yes, please describe how the public is informed of these resources, and how they are informed on how to request them.
4. If your Department uses video for any reason or in any forum (e.g. internal employee training, public outreach via the web on social media, YouTube, etc.) is that video captioned?
  - a. If yes, please describe how the Department ensures that video is captioned, including any processes or vendors utilized to caption videos.
  - b. If yes, are videos captioned before use, or at some later date after they have been released?
5. Does your Department have a policy in place for securing video remote interpreting services (VRI)?
  - a. If yes, please attach a copy of the policy and/or describe in detail.
6. If your Department has a Public Information Officer that communicates with the press and releases critical information, is an American Sign Language interpreter visible and within the screenshot if television cameras are in use or is a captioning service used?
7. Does the Department play videos in public spaces, e.g. waiting rooms or lobbies, for the public?
  - a. If so, are these videos captioned?
8. Does the Department use any public address systems?
  - a. If so, how does the Department ensure that information broadcast by these systems is available to people who may be DHH?

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#### Software & Digital Communication

1. Does the Department ensure that its webpage is accessible to persons with disabilities by applying Web Content Accessibility Guidelines (WCAG)?<sup>10</sup>

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<sup>10</sup> See, e.g. <https://www.w3.org/WAI/standards-guidelines/wcag/>



- a. If yes, is this mandated by the City?
  - b. If yes, how does the Department make sure its webpage meets the WCAG?
  - c. If yes, how does the Department ensure that any updates meet the WCAG?
  - d. If yes, what version of the WCAG does the Department apply to its webpage access requirements?
2. Does the Department use any web-based forms for use internally or by the public?
  - a. If yes, how does the Department ensure that these meet WCAG?
3. Does the Department use any internally-developed software, including mobile applications and payment systems, either internally or externally?
  - a. If yes, how does the Department ensure that these meet WCAG?
4. Does the Department use any third party software, including mobile applications and payment systems, either internally or externally?
  - a. If yes, how does the Department ensure that these meet WCAG?
5. Does the Department use any touch screen information systems for public interaction?
  - a. If yes, is there an independent operating system for persons with visual impairments?
6. Does the Department offer any type of computer or digital device for use by the public?
  - a. If yes, are they equipped with software that makes them accessible to persons with visual impairments?
  - b. If yes, how does the Department ensure that these devices and the software on them is accessible?
7. In email communications (both internal and external), does the Department ensure that all communications – including attachments – comply with WCAG?
  - a. Are PDFs checked for accessibility?
  - b. Are PDFs also sent out as Word documents?
  - c. Are all photos captioned with descriptive text?

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### Staff & Employees

1. Does the Department affirmatively recruit persons with disabilities for available positions?
  - a. If yes, please describe these efforts and outreach.
2. Does the Department ensure that all of its job listings are accessible to persons with disabilities?
  - a. If yes, please describe, and attach any pertinent documents.
3. Do Department job listings contain a statement of non-discrimination against persons with disabilities?
  - a. If yes, please provide a copy (or text) of this statement.
4. Does the Department offer candidates for employment the opportunity to request reasonable accommodation?
  - a. If yes, please describe, and attach any pertinent documents.
5. Are interview panel members trained regarding disability awareness and appropriate interactions with people with disabilities?
  - a. If yes, please describe the training, including how often it is offered, and how attendance is tracked and recorded.
  - b. If yes, please attach copies of any pertinent documents.
6. When your department conducts employment interviews, is the decision to hire based upon which candidate is best qualified to perform the essential functions of the job with or without reasonable accommodations?
7. How are the essential functions of a position determined?
8. Does the Department offer Staff and Employees an opportunity to self-identify as a person with a disability?
9. How does the Department ensure that all employee events (e.g. holiday parties), are fully accessible?
10. Does the Department offer training on accessibility best practices and/or the ADA to staff, employees and/or volunteers?
  - a. If so, how often is this training offered?

- b. If so, is this training optional or mandatory?
  - c. If so, how is attendance tracked and recorded?
  - d. Please provide a copy of all training(s).
- 11. Does the Department ensure that all opportunities for advancement and education are available and accessible to Staff and Employees who may have a disability? This includes, but is not limited to certifications, workshops, trainings, conferences, meetings, etc.
- 12. Does the Department have a process for its staff and/or employees to request a reasonable accommodation?
  - a. Please describe and/or attach copies of any pertinent policies or procedures.
  - b. Please also fully describe the interactive process, as well as how documentation regarding these processes are maintained.
- 13. Does the Department's reasonable accommodation process include a search for transfer into a vacant, funded role as an accommodation of last resort?
  - a. If yes, please provide all Departmental documentation and guidance regarding this process.
  - b. If yes, please describe in detail how this process is implemented, including how long a search is conducted, and what criteria are utilized to determine whether a transfer is appropriate and can be achieved.
  - c. If yes, does the Department require persons seeking this reasonable accommodation to compete for the vacant role?
- 14. If reasonable modifications are used to create access, are they approved before they are put in place?
  - a. If yes, by whom? Please include name, position and contact information
- 15. When reasonable modifications are put in place, are they documented to ensure staff implements them appropriately?
  - a. If yes, how is the reasonable modification(s) documented? What information is included in the documentation?
- 16. Does the Department ensure that it's facilities and offices are fully accessible? Please describe.

17. Is there an anti-disability harassment policy? If yes, when was it last updated?

Please attach the policy.

- a. Is it based upon zero tolerance or the legal definition of disability harassment?
- b. How often is it disseminated to all staff?

18. Does your Department's grievance system:

- a. Offer assistance to people with disabilities who, due to their disability, are not able to independently complete the grievance?
- b. Provide timelines when a complainant can expect a result?
- c. Have a second level of review? If yes, please state the position responsible.
- d. Contain a notice regarding availability of the grievance system in alternative formats: braille, large print, audio?
- e. Contain the name and contact information of the ADA Coordinator?

19. Has your Department received any complaints or grievances regarding failure to reasonably accommodate and/or lack of accessibility by candidates, employees, or visitors to any of your offices?

- a. If yes, please describe these including how they were resolved.

20. Does your Department supervise any maintenance staff?

- a. If yes, do maintenance staff receive training regarding maintaining an accessible built environment?

21. Does the Department have a policy regarding service and/or support animals for its employees?

- a. If yes, please provide a copy of the relevant policies.

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#### Purchasing, Contracts, Vendors

1. When the purchase of new equipment is made, (purchases including, but not limited to, communication and transportation equipment) is it reviewed to ensure the equipment is accessible to users with disabilities?

- a. If yes, please describe how accessibility reviews of new equipment are performed.

2. Are all public documents related to bidding and contracting available to persons with disabilities in alternative format if needed?
3. Are meetings related to bidding and contracting held in accessible locations?
4. Do all City contracts have language in place holding contractors and vendors to applicable State and Federal disability civil rights mandates?
  - a. If yes, how is this enforced?
5. How does the Department ensure that all products and services offered by third parties and vendors are fully accessible?
6. Is an accessibility plan check done when vendors are conducting tenant improvements in public service areas?
7. Is guidance in place for staff and vendors regarding clear space and furniture placement?
  - a. If yes, when was it last updated? Please attach the guidance.
8. If an employee or member of the public with a disability believes they have been discriminated against by a City vendor or contractor, what steps are available to them to remedy their concerns?

#### Construction and Remodels

1. Do all design contracts hold design professionals to designs that use, at minimum, the most stringent access standards in effect at the time of the project?
  2. Do design contracts encourage design professionals to exceed the maximum access standards when possible to ensure that construction tolerances are built into the project?
- 
1. Is a policy in place that mandates CASp inspections at key points of construction and at completion, before final payment is made?
  2. Are major public projects reviewed by stakeholders with disabilities during the planning stage?

#### General Purchases

1. When purchasing items for installation, what checks are in place to ensure installation will be compliant with current building standards? (e.g. toilet paper dispensers must be located below the grab bar; items may not protrude more than 4" from the wall in a path of travel if they are placed at an elevation above 27" or below 80"; clear space available for a wheelchair user to approach the item for use; an item must not require a person to reach higher than 48" or lower than 15" to operate unless the user must reach over other items to operate, etc.)
    - a. Please describe how you ensure that purchased and installed items are compliant with current building standards.
    - b. Please describe how you ensure that purchased and installed items are *maintained* so as to ensure current building standards (e.g. waste baskets are not kept in required maneuvering clearances; subsequently installed items do not obstruct clear spaces and reach ranges, etc.)
  2. When purchasing an item that contains an operational part, do you consider accessibility requirements, e.g. ability to operate with one hand; maximum 5lbs operational pressure; no grasping, pinching, and twisting; etc.)?
    - a. If yes, please describe how these considerations are made and implemented.
    - b. If yes, how does the Department ensure that any operable part is *maintained* to remain accessible (e.g. parts do not get rusty, stuck, or otherwise outside operable part accessibility requirements)?
  3. When furniture is purchased, does the Department consider accessibility factors such as is knee clearance for tables and clear space within a room?
    - a. If yes, please describe how these considerations are made and implemented.
    - b. If yes, please describe how these features are maintained (e.g. items are not placed beneath tables which may obstruct knee clearances, or additional furniture is added to a room which may obstruct clear space).
-

## Facilities and Real Estate Management

1. Does your Department ensure accessibility of the public rights of way (PRoW)?
  - a. If yes, please describe how your Department achieves this, including accessibility requirements of sidewalks, parking lots, paths of travel to and from Department facilities.
  - b. If yes, please provide a copy of any policies and/or Department procedures, and include information on when these were last updated.
  - c. If yes, please describe how the Department monitors PRoW for accessibility issues, including but not limited to broken sidewalks, PRoW obstructions (including temporary obstructions), and overhangs into the PRoW that interfere with clear head space.
  - d. If yes, does your Department receive complaints from the public regarding inaccessible PRoW? How does the Department ensure that methods for receiving these complaints (e.g. via telephone, web-based forms, email) are accessible to people with disabilities?
2. Does your Department have an accessibility construction inspection checklist for use by building code officials/building inspectors as a reference guide to assist with on-site inspection of accessibility features and construction elements affecting accessibility compliance to your facilities?
  - a. If yes, when was it last updated? Please attach a copy of the checklist.
3. Is there a policy and/or procedure in place ensuring proper maintenance of accessible features?
  - a. If yes, when was this last updated?
  - b. If yes, how are the relevant staff made aware of these policies and procedures?
  - c. If yes, how are these policies and/or procedures enforced?
  - d. Please attach a copy of the policy and procedure.

1. When examining plans, does the Department evaluate accessibility requirements?
  - a. If so, please describe how the Department does this, and please attach any relevant Departmental documentation (e.g. guidelines, checklists, procedures).
2. During construction, does the Department evaluate construction sites for accessible paths of travel along public rights of way for persons with disabilities?
  - a. If so, please describe how the Department does this, and please attach any relevant Departmental documentation (e.g. guidelines, checklists, procedures).
3. Does the Department receive public complaints regarding building accessibility for persons with disabilities?
  - a. If so, please describe how these are submitted to the Department by the public.
  - b. If so, please provide examples of complaints, including how those were resolved.
  - c. If so, please provide any relevant Departmental documentation, including intake forms, internal processes, etc.)
4. Does the Department have any staff or employees who evaluate accessibility of built environments for persons with disabilities?
  - a. If so, please provide supplemental information, e.g. # of FTEs, certifications required, job description(s).

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#### Capital Projects

1. Does your department have an accessibility checklist for that it uses for all Capital projects?
  - a. If yes, please attach a copy of this checklist and/or any pertinent documentation.
  - b. If yes, when was this last updated?



- c. If yes, how does your Department ensure that accessibility is implemented in all Capital projects?

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#### Fleet Services

1. Does your Department utilize vehicles for transportation?
  - a. If yes, please continue with this section.
  - b. If no, please skip this section.
2. When procuring and maintaining vehicles for transportation uses, what procedures and/or guidelines does your Department follow or implement to ensure that these vehicles are accessible to persons with disabilities?
3. Does your Department offer training to transportation providers regarding disability awareness and how to ensure access and safety to riders with disabilities (including the use of tie-downs)?
  - a. If yes, please describe the training and attach any pertinent documents.
  - b. If yes, please describe how often this training is offered, tracked and recorded.
  - c. If no, is there another Department within the City that offers this training?
4. Are service animals allowed on transportation systems?
5. Have there been any complaints regarding inaccessible transportation services?
  - a. If yes, how were those resolved?

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#### Public Meetings

1. Does the Department hold or sponsor events that are available to the public?
  - a. If yes, please continue with the questions in this section.
  - b. If no, please skip this section.
2. Does the Department have an event planning accessibility checklist to ensure that all public meetings and events are fully accessible?
  - a. If yes, please provide a copy of this checklist.

- b. If yes, is this checklist maintained by the Department or the County?
- 3. If security checks are required to attend any public function, are security personnel trained in best practices for conducting security checks for persons with disabilities?
  - a. If yes, please describe or provide a copy of this training, including how often it is updated and offered, and how attendance is tracked and recorded.
- 4. Do all meeting notices contain an announcement that reasonable accommodations are available for persons with disabilities as needed and/or upon request?
  - a. If so, please provide a copy of the text that is included in all notices of public meetings.
- 5. Are all persons who administer public meetings trained in how to respond to requests for reasonable accommodations by members of the public?
  - a. If so, please describe what training is provided, including how often it is provided and how attendance is tracked and recorded.
- 6. Does the Department take steps to ensure that all meetings are held in buildings and rooms that are fully accessible?
  - a. If so, please describe how the physical accessibility of public meeting spaces (including: paths of travel; entrances; circulation routes; registration counters or tables; building amenities such as water fountains, restrooms and public telephones; and seating) is evaluated and implemented. Is staff trained to set up meeting rooms to provide maneuvering space for persons who use wheelchairs or service animals?
- 7. Are the indoor or outdoor surfaces where persons with disabilities will travel smooth, stable and slip resistant?
- 8. Are public meetings held on sites that are accessible by public transportation?
  - a. If no, please explain why not.
- 9. Do public meeting notices contain language indicating that service animals are welcome?
  - a. If so, please provide the text of this notification.

10. Are service animal relief areas identified before every public meeting?
11. Are emergency exits identified before every public meeting?
12. Are stages, speaking platforms, microphones and other items to be used by persons with disabilities accessible?
  - a. Note: When considering microphone access please take into account podium elevations, touch screen control systems, gooseneck microphone attached to the center of tables without knee clearance for wheelchair users, and persons who will not be able to hand hold any equipment.
13. Do all public meetings have reserved seating for people who use wheelchairs?
  - a. Does this reserved seating also include integrated companion seating?
14. Are all presenters at public meetings trained on best practices for presenting content to persons with disabilities, eg. reading powerpoints aloud?
  - a. If yes, how and how often are these trainings offered, and how is attendance tracked and recorded?
15. Are FM Loop systems (Assistive Listening Devices) available for persons who are hard of hearing?
  - a. If FM Loop systems are being used, do meeting hosts ensure that all comments made during the meeting go through the PA system?
  - b. If FM Loop systems are used, are all meeting hosts trained on how to operate these? How often, and how is this training tracked and recorded?
16. Are sign language interpreters and/or real-time captioners available for all public meetings?
  - a. If yes, please indicate how these resources are made known and available to the public.
  - b. If yes, is there reserved seating at the front of the room for persons needing these accommodations?
  - c. If yes, are sign language interpreters positioned beneath adequate lighting, and close to the speaker?
  - d. If yes, are two sign language interpreters retained for meetings or events lasting more than two hours?

- e. If yes, are sign language interpreters and real time captioners provided information before the meeting/event regarding any unusual terms or difficult to spell names that will be part of the program?
17. What processes are in place to ensure that people with disabilities are able to participate in public speaking at all events, e.g. public comment?
- a. Please describe in detail, and answer the additional questions, below.
  - b. If speaker cards are used, is staff available to assist persons with disabilities, as needed, in completing the cards?
  - c. Are podiums or dais' used for public speaking or public comment accessible (e.g. lowered podiums, adjustable microphones, etc.)
  - d. If public comment time is limited, is the time increased for persons who have speech impairments?
18. Do any public events utilize security measures (e.g. magnetometers, wands, bag checks)?
- a. If yes, are Security personnel trained in best practices for conducting security checks of persons with disabilities?
  - b. If training is provided, please describe or provide a copy of that training, including how and how often it is offered, and how attendance is tracked and recorded.
19. What processes are in place to ensure that exhibits, displays, and other materials offered to the public are fully accessible?
- a. If events include displays, are the displays accessible and on an accessible route?
  - b. If parts of an exhibit are inaccessible due to technical infeasibility, is video with captioning used to display the exhibit?
  - c. Are all brochure racks, holders and literature displays accessible to people with disabilities, including, e.g. all materials on an accessible route, with appropriate reach ranges and clear floor space?

1. Does your Department have procedures in place regarding the evacuation of persons with disabilities?
    - a. If yes, please describe and/or provide a copy of those procedures.
    - b. If yes, how often are relevant Department staff trained on those procedures, and how is this training tracked and recorded?
    - c. If staff are trained on these procedures, how often is this training updated and/or reviewed?
  2. Does your Department utilize Department vehicles for transporting civilians in any instance, including emergency evacuation incidents?
    - a. If yes, are transport vehicles equipped to transport persons with disabilities? (Please describe in detail, if applicable).
    - b. If yes, are relevant Department staff trained in how to transport persons with disabilities? (Please describe in detail, if applicable).
  3. Does your Department work in partnership with other entities regarding the set up and administration of evacuation shelters or centers?
    - a. If yes, please describe the Department's role in this partnership.
    - b. If yes, does the Department have a checklist regarding accessibility at evacuation shelters or centers? (Please provide a copy of that checklist, if applicable).
- 

Other

1. Does your Department have an ADA Notice of Compliance posted?
  - a. If yes, please describe where this notice is posted.
2. Does your Department have any policies regarding service and/or emotional support animals for its employees and/or the public?
  - a. If yes, please describe and provide a copy of any pertinent documentation.
3. If your Department offers public services on site, e.g. intake and counseling, please describe how your Department ensures that these services are fully accessible.

4. Does your Department offer transportation services?
  - a. If yes, please describe how the Department ensures that these services are fully accessible to persons with disabilities.
5. Does your Department have electronic informational kiosks?
  - a. If yes, are they accessible to people with disabilities?
6. Does your Department offer printed informational brochures to the public?
  - a. If yes, are these offered in large print formats?
  - b. If yes, are these brochures offered in accessible locations (e.g. with adequate clear floor space and within reach ranges for persons who use mobility devices)?
7. Does your Department issue any warnings, penalties and/or citations?
  - a. If yes, how do you ensure that people with disabilities are able to access the information included on these documents (e.g. persons who may be blind or visually impaired)?
8. Does your Department offer or host any trainings, meetings, or other events available to the public?
  - a. If yes, does your Department have a checklist to ensure accessibility?  
Please attach.
  - b. If yes, are these events in accessible facilities?
  - c. If yes, are these event facilities on public transportation routes?
9. Is your Department is involved in automation initiatives (e.g. web and mobile applications) that interface with the public?
  - a. If yes, how do you ensure that these are fully accessible to persons with disabilities?
10. How does your Department receive complaints of lack of accessibility or requests for reasonable accommodation from the public?
  - a. Please attach any pertinent policies and/or procedures.
11. Has your Department received any complaints regarding a failure to reasonably accommodate or lack of accessibility?

- a. If yes, please describe how these were resolved.
- 12. Does your Department have a policy in place that prohibits discrimination against people who formerly used drugs illegally and have been through a rehabilitation program?
  - a. If yes, when was it last updated?
  - b. Please attach a copy of the policy.
- 13. Based on all of the above, are there areas where you feel training of Department staff would be beneficial?
  - a. If yes, please list the areas of training you think may be useful.

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## Appendix J

Documents appended to survey responses - NONE



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## Appendix K

### Glossary of Terms and Basic information

The following glossary of terms is designed to give a basic overview of common elements of access within the Americans with Disabilities Act, Title II, and California State law. For more specific information concerning the terms described below please review 28 CFR 35 and the California Government Code 12926.

#### **Definition of Disability:**

Under California State law, Government Code Section 12926, a person with a disability is: 1) A person having a physical or mental impairment that limits a major life activity. This limitation must be considered in the unmitigated status. This means that the determination of whether the limitation exists would be considered in terms of how the individual would function without the use of medication, personal devices or habits that have been formed to mitigate the disability. 2). or, A person who has a record of a disability, such as described in number one. 3). or, A person who is regarded as having a disability, such as described in number one.

**Note:** This is an abridged definition of disability under California State law. For further information, please see California Government Code 12926. The California definition of disability is being used, as it is more stringent than the definition found under the Americans with Disabilities Act of 1990 or the Americans with Disabilities Amendments Act of 2008.

#### **Qualified Person with a Disability**

A qualified person with a disability has a disability as described above and is qualified to receive the programs, services or activities of the entity in question.

#### **Self-Evaluation**

A comprehensive evaluation of all programs, services and activities to ensure that access for qualified persons with disabilities is in place. The Self-Evaluation must be vetted with interested stakeholders. The Self-Evaluation was due in 1993.

#### **Transition Plan**

A physical access evaluation of all sites from which programs, services and activities are provided. The Transition Plan contains four parts: 1. A list of physical barriers; 2. A statement of method to be utilized for mitigation of barriers; 3. A statement regarding the schedule of barrier mitigation; and, 4. The designation an official who is responsible for the administration of the Transition Plan. The Transition Plan was due in 1992. The Transition Plan must be vetted with interested stakeholders.

**Note:** The intent was to create access within facilities that were online in 1992 and that new construction or remodels would be accessible.

**Program Access**

A designated alternative manner in providing programs, services and activities in order to ensure that appropriate access is in place. For example, accessible meeting space may be secured on the ground floor of the building to hold meetings with people who have mobility impairments, who are not able to go to the second floor because of the absence of an elevator.

**ADA Grievance Procedure**

A grievance process that is published and capable of addressing issues that may arise from access policies that impact the delivery of programs, services and activities. The grievance procedure must be widely disseminated, offer a second level review, notify the grievant of the outcome, state the ADA Coordinator's name and contact information and offer assistance to a person with a disability who may not be able to complete the grievance document independently due to their disability.

**Notice of ADA Compliance**

Notice of ADA Compliance is a widely disseminated notice that provides information concerning the elements of ADA compliance that the entity has in place. It is recommended that the Notice of ADA compliance be accompanied by a dissemination plan.

**ADA Coordinator**

This position is required for state and local government entities that have 50 or more employees. Initially, the position was envisioned to coordinate the grievance process. The national trend is that this position is now used to coordinate a variety of matters relative to ADA implementation and administration. Caution must be exercised concerning an appropriate separation of duties. It is inappropriate to have the ADA Coordinator engaged in both providing reasonable accommodations through the interactive process, and investigating issues concerning the accommodations that have been provided or denied.

**Direct Threat**

Direct threat is a significant risk of substantial harm that cannot be mitigated through policy modification or reasonable accommodation. The danger must be real and not speculative or remote.

**Policy Modification Request and Fundamental Alteration**

A qualified person with a disability may request that an entity modify its policies to create an appropriate level of access. A system must be in place for entertaining these requests and determining whether said request would result in a fundamental alteration of the programs, services and activities impacted. Should there be an inability to grant the initial request, other measures must be considered if available, to address the access issue in question. Should it be determined that the request results in the

fundamental alteration, a senior official should expeditiously sign off on the determination.

### **Auxiliary Aids and Services**

These are measures provided to ensure that appropriate access to programs and services and activities is in place upon request. Auxiliary aids and services include, but are not limited to providing documents in an alternative format such as Braille, providing sign language interpreting services, note takers, real-time captioning services or assistive listening devices.

### **Video Remote Interpreting (VRI)**

VRI is permitted in the 2010 Title II ADA regulations. It provides a system in which sign language interpreting can be conducted via video with the interpreter offsite. Caution needs to be exercised to ensure that the technical quality of the system is sufficient to appropriately transmit the information being communicated.

### **California Relay Service**

The California Relay Service was created by ADA, Title IV. It is a free service to facilitate effective telephone communication between persons who are Deaf and Hard of Hearing and persons who are hearing. This is done via a relay operator who uses both a teletype device and a telephone. The California Relay service may be reached at 711.

**Note:** Some entities have chosen to include "California Relay Service 711" on business cards and letterheads to facilitate communication.

### **Reasonable Accommodation**

Reasonable accommodation technically refers to the employment relationship. It is an adjustment that provides the employee or applicant an opportunity to participate in: the performance of essential functions of the job, the selection process or to receive benefits and privileges offered to other employees in the work situation. Reasonable accommodation solutions often vary widely. Accommodation requests must be handled through an "interactive process".

### **Interactive Process:**

The interactive process is required in the state law and federal case law, yet neither defines it clearly. Problems have occurred when disputes have arisen and the employer has not clearly documented the interactive process. For that reason, the following steps are recommended:

1. The employer becomes aware that there is a disability that impacts elements of the employment relationship.
2. The employer and employee/applicant meet to discuss the barrier in question and potential resolutions. In this stage needed data is gathered from medical providers, consultants or the Jobs Accommodation Network.
3. After giving primary consideration to what the employee/applicant is requesting, the employer makes a prompt decision regarding what effective accommodation will be provided. Or, if the accommodation in question would result in an undue hardship the employer is not obligated to provide said accommodation.

4. The employer promptly implements the reasonable accommodation.
5. The employer initiates follow-up discussions with the recipient of reasonable accommodation to ensure that the accommodation was, in fact, effective.

**Note:** The reasonable accommodation process is ongoing and may need to be revisited at any point in the employment relationship, as disabilities and technology may change.

### **Medical Inquiry**

Medical inquiry is the acquisition of pertinent medical information to determine whether a bona fide legal disability exists and what limitations it may present that necessitates a reasonable accommodation. Medical inquiry should be limited in scope. Data related to genetic characteristics should not be solicited, obtained or retained. Medical information may not be lawfully stored in an employee's personnel file.

### **Undue Hardship**

An undue hardship would be the provision of a reasonable accommodation that is extensive, disruptive, fundamentally alters the nature of the program or is unduly expensive. It is important to note that the expense issue is extremely difficult for a state or local government entity to use as a defense. In doing so, one would need to consider the total budget of the entity in question.

### **Service Animal**

A service animal is a dog or miniature horse that has specifically been trained to perform tasks for a person with a disability that they are not able to perform for themselves due to their disability.

**Note:** This is a subject that generates the highest number of complaints received by the US Department of Justice.

### **Maintenance of Accessible Features Policy**

This relates to the requirement set by 28 CFR 35.133 in which an entity must maintain accessible features. Policy and procedure in this area is designed to give staff guidance unifying, repairing or reporting issues within access elements on sites where programs, services and activities are conducted.