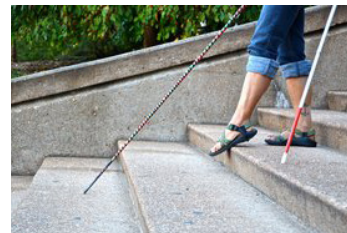


# CITY OF REEDLEY



## AMERICANS WITH DISABILITIES ACT self evaluation and transition plan

DECEMBER 2013

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## **1.0 Introduction**

### **1.1 Summary**

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

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

### **1.2 Legislative Mandate**

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

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

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

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

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

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

### **1.3 ADA Self-Evaluation and Transition Plan Requirements and Process**

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

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

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

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

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

## **1.4 Discrimination and Accessibility**

There are two kinds of accessibility:

- Program accessibility; and
- Physical accessibility

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

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

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

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

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

## **1.5 Undue Burden**

The City is not required to take any action that it can demonstrate would result in a fundamental alteration in the nature of its program or activity, would create a hazardous condition resulting in a direct threat to the



participant or others, or would represent an undue financial and administrative burden.

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

## **1.6 Facility Survey**

In 2013, the City completed a physical audit of facilities to identify facility barriers and identify recommendations and alterations in order to meet state and federal accessibility standards. The list of facilities surveyed included:

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

## **1.7 Self-Evaluation**

In 2013, the City of Reedley evaluated its policies, programs, and procedures to determine current levels of service and the extent to which its policies and programs created barriers to accessibility for persons with disabilities.

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

- City Clerk's Office
- Community Development Department
- Community Services
- Finance Department
- Fire Department
- Police Department
- Public Works

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

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

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

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

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

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

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

## **1.8 Public Outreach**

A public meeting is to be held in January 2014 to receive questions and comments related to the ADA Plan. Meeting minutes and presentations materials for community meetings related to the project will be located in Appendix B. Once the draft plan is internally reviewed by staff, the City will meet with the Commission on Aging and the Parks and Recreation Commission for comment. The Plan will then be released for public review in an online format and in hardcopy at the Library, City Hall, and Community Hall. All comments received will be reviewed and incorporated into Appendix B of the Final Plan.

The Final Plan will be presented to the City Council for adoption.

## **2.0 Definitions**

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

### **2.1 Auxiliary Aids and Services**

The term *auxiliary aids* and services include:

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

### **2.2 Complaint**

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

### **2.3 Disability**

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

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

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

Discrimination on the basis of disability means to:

- Limit, segregate, or classify a citizen in a way that may adversely affect opportunities or status because of the person's disability;
- Limit, segregate, or classify a participant in a program or activity offered to the public in a way that may adversely affect opportunities or status because of the participant's disability;
- Participate in a contract that could subject a qualified citizen with a

- disability to discrimination;
- Use any standards, criteria, or methods of administration that have the effect of discriminating on the basis of disability;
  - Deny equal benefits because of a disability;
  - Fail to make reasonable accommodations to known physical or mental limitations of an otherwise qualified individual unless it can be shown that the accommodation would impose an undue burden on the City's operations;
  - Use selection criteria that exclude otherwise qualified people with disabilities from participating in the programs or activities offered to the public; and
  - Fail to use tests, including eligibility tests, in a manner that ensures that the test results accurately reflect the qualified applicant's skills or aptitude to participate in a program or activity.

## **2.5 Having a Record of Impairment**

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

## **2.6 Physical or Mental Impairments**

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

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

## **2.7 Qualified Individual with a Disability**

A *qualified individual* with a disability means an individual with a disability who, with or without reasonable modification to rules, policies, or practices; the removal of architectural, communication, or transportation barriers; or the provision of auxiliary aids and services, meets the essential eligibility

requirements for the receipt of services or the participation in programs or activities provided by the City.

## **2.8 Reasonable Program Modifications**

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

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

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

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

Modification applies to:

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

Modification is not required if:

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

## **2.9 Regarded as Having a Disability**

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

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

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

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

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

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

## **2.11 Undue Burden**

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

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

Whether a particular accommodation will impose an undue hardship is determined on a case-by-case basis. If a particular modification is determined to cause an undue burden to the City of Reedley, the City shall attempt to identify another modification that would not pose such a burden. If cost causes the undue burden, the City must consider whether funding for the modification is available from an outside source. If no such funding is

available, the City must give the person with a disability the opportunity to provide the modification or to pay for that portion of the modification that constitutes an undue burden.

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

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

### **3.1 Introduction**

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

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

- City Clerk's Office
- Community Development Department
- Community Services
- Finance Department
- Fire Department
- Police Department
- Public Works

The findings and recommendations contained in this section will serve as a basis for the implementation of specific improvements for providing access to City programs as required by law. There were a total of 12 programmatic questionnaires submitted by the City of Reedley Staff. Detailed department reports can be found in section 3.6.

### **3.2 Programmatic Modifications**

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

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

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

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

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

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

#### ***Self-Evaluation Findings:***

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

#### ***Recommended Actions:***

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

1. Collaborate with community organizations such as the Disability Resource Agency for Independent Living (DRAIL) and Disability Services and Legal Center (DSLCL) to develop and maintain a current resource list of assistive technology equipment and sources for acquiring them. Local community organizations such as the Resources of Independence – Central Valley, serving the disabled community or the Fresno-Madera Agency on Aging can help develop and maintain a current resource list of assistive technology equipment and sources for acquiring them.
2. Establish and maintain a “Resources Toolkit” (see Section 6.0) of adaptive aids and human resources that should be available for use by individuals participating in City programs. Include information about the availability of specific equipment and/or individuals who are available to provide special services (e.g., ASL translation) in public information materials such as brochures and the City’s website.
3. Include accessibility as a criterion for purchasing decision making. Whenever possible, evaluate furniture and building materials purchases for compatibility with a wide range of disabilities and sensitivities. Select items that are easily adjustable or can be modified to accommodate a variety of physical and ergonomic needs when purchasing items such as furniture, site furnishings, and office systems. Consultation with disability organizations and persons with disabilities (please see Section 6.0 for Disability Resources) will assist in this task.
4. Maintain accessible equipment.

### **Customer Service**

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

#### ***Self-Evaluation Findings:***

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

#### ***Recommended Actions:***

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

service. This can include providing auxiliary aids such as clipboards, moveable light sources, and adjustable work surfaces.

2. Allow the use of service animals to assist persons in accessing programs, activities and services in City facilities. Service animals are only individually trained dogs, or in some cases, miniature horses. Staff should be aware of the definition of a service animal and the protocol and etiquette for service animals.
3. Develop criteria for determining reasonable modifications to provide program accessibility, which may include acquisition or redesign of equipment, assignment of aides to persons with disabilities, and provision of services at alternative accessible sites. An approach should include:
  - Requests for reasonable modification in programs or services should be made to the department responsible for the program or service.
  - The department offering the program or service should meet with the individual with a disability to identify which aspects of the program limit participation and what modifications can be made.
  - The department offering the program or service should consult with the relevant program or service staff to determine the reasonable modification. The department offering the program or service may also consult with the City's ADA Coordinator or other resources providing services or information regarding persons with disabilities as appropriate.
  - The department offering the program or service should document the modification(s) that was offered and the response of the person with the disability to the modification(s) offered. This documentation should be filed with the City ADA Coordinator's office. All accessibility requests should be tracked. The ADA requests should be analyzed periodically to look for global issues that can be addressed and problems that can be solved proactively.
  - If individuals with a disability are not satisfied with the results of this process, they should be directed to the City's ADA Grievance Procedure.
4. Assess the composition and needs of the disabled population. Take the necessary steps to improve communication and outreach to increase the effective participation of community members with disabilities in all City programs and activities.

5. Create partnerships with organizations who provide services to the disabled populations to assist in getting the word out about City programs. Keep programs up-to-date through increased community involvement and partnerships with organizations that offer services to persons with disabilities.
6. Publicize efforts to increase participation by persons with disabilities, which might include activities such as distributing program brochures to members of the disability community.
7. Continue the process of not charging an additional fee for program modifications or alternative formats.

### **Notice Requirements**

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

### **Self-Evaluation Findings:**

Many departments have a non-discrimination statement including persons with disabilities. Some departments reported posting a non-discrimination statement with information about how to reach an ADA coordinator in a location that maximizes public exposure. Few departments reported notifying all persons that meetings, hearings, and conferences will be held in accessible locations and that adaptive aids such as assistive listening devices will be provided upon request.

One department reported notifying all persons about how and with whom to file a disability complaint.

### **Recommended Actions:**

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

*In accordance with the Americans with Disabilities Act and California Law, it is the policy of the City of Reedley to offer its public programs, services and meetings in a manner that is readily accessible to everyone, including individuals with disabilities. If you are a person with a*

*disability and require information or materials in an appropriate alternative format; or if you require any other accommodation, please contact department staff. Advance notification within this guideline will enable the City to make reasonable arrangements to ensure accessibility. The City ADA Coordinator can be reached at (559) 637-4200  
Email: russ.robertson@reedley.ca.gov*

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

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

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

*City of Reedley  
Chris Tamez, ADA Coordinator  
1733 Ninth Street  
Reedley, CA 93654  
Telephone number: (559) 273-3251  
Email: chris.tamez@reedley.ca.gov*

4. Develop a statement regarding accessible locations and the availability of auxiliary aids upon request that is included on all public announcements, postings for City programs, and applications, including:
  - The notice of non-discrimination;
  - Information regarding site accessibility, including the accessible bus route serving the program, facility, or event;
  - Provide the department's text telephone (TTY) number if available or the California Relay Service contact information, and

the phone number and email address of the person who can provide assistance in meeting special needs; and

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

### **Printed Information**

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

### **Self-Evaluation Findings:**

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

### **Recommended Actions:**

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

*This publication can be made available in alternative formats, such as, Braille, large print, audiotape, or computer disk. Requests can be made by calling (559) 637-4200 (Voice) or the California Relay Service or be emailing the ADA Coordinator. Please allow 72 hours for your request to be processed.*

5. Handle all requests for other alternative formats or lengthy documents on an individual basis.
6. Provide program, facility, permit, and reservation information in a variety of formats upon request (for example, enlarge print format for persons with visual disabilities or in simple language for persons with

cognitive disabilities). Provide programmatic changes (e.g., staff assistance), upon request to assist in filling out forms or when alternative formats are unavailable or infeasible.

7. Produce meeting agendas and other public information distributed at meetings in alternative formats when requested.
8. When images of people are included in printed material, include photos of persons with disabilities.

### **Televised and Audiovisual Public Information**

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

#### ***Self-Evaluation Findings:***

No department reported producing audiovisual or televised presentations.

#### ***Recommended Actions:***

1. If an audiovisual presentation is produced, insure use of closed captioning or other alternatives to audio is available to ensure persons with hearing impairments can benefit from these presentations.
2. When presenting PowerPoint presentations read all slides and describe all graphics. This will allow the blind and visually impaired to fully understand the information being presented.
3. When including images in audiovisual information, include people with disabilities.

### **Website – City and Departmental Websites**

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

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



**Self-Evaluation Findings:**

Most departments provide information about their programs on the web. One department reported including information about access for the disabled, such as locations of accessible parking and restrooms, on the web. No departments noted they had verified their websites are accessible to people with visual impairments who use speaking browsers. Content is managed by a combination of departments and the IT Department.

**Recommended Actions:**

1. Increase outreach to persons with disabilities by having the website include more information about the City's commitment to providing accessible services.
2. Include the City's Policy on Non-Discrimination on the Basis of Disability on the City's website.
3. List those City agencies, departments, and specialized services that offer TTY in the website telephone directory, and include the following statement:

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

4. Provide information regarding programs, facilities, permits, and reservations on the City's website in an accessible format. This information should be easily found by new web users.
5. Include the City's statement regarding accessible locations and the availability of auxiliary aids upon request on the website.
6. Continually improve the accessibility of web pages through the use of web accessibility analysis to meet and/or exceed Section 508 of the Rehabilitation Act guidelines for accessibility of electronic information. Acquire the technological resources necessary to create accessible PDF and graphics files as described in ADAAG standards for electronic and information technology.
7. Assign one department the authority to provide standards and oversight for outside vendors who create pages and for departments who post their own documents. This will support consistent and accessible web pages. Monitor web pages for continued compliance with accessible web page standards.

8. Provide training to City staff members in creating accessible PDF and other electronic files for posting on City or departmental websites.
9. Use services that help web page authors provide an accessible website by identifying and repairing barriers to access for individuals with disabilities.
10. See Section 6 for resources on creating and maintaining accessible websites.

## **Public Telephones and Communication Devices**

### ***Self-Evaluation Findings:***

Some departments reported communicating by telephone with individuals with hearing or speech difficulties. One department reported having used or using the Text Telephone Service (TTY) though many departments reported using the California Relay Service, or 711, to communicate with people with hearing and speech impairments. No departments reported publishing TTY device numbers. One department stated they have staff trainings on how to communicate with people with hearing and speech impairments.

### ***Recommended Actions:***

1. Request that the phone company provide an amplification device, a shelf, and text telephone (TTY) or an outlet for a text telephone at each site where public phones are available.
2. Widely disseminate information regarding the availability and location of City Telephone Communication Devices for the Deaf (TTY), and train staff members in the use of TTY equipment or other means of communicating over the telephone with a person with a hearing or speech disability, such as the California Relay Service (CRS) – 711.
3. All publications that list phone numbers should also include information on how the deaf and speech impaired can communicate with departments by phone.
4. Consider Video Remote Interpreting Services (VRI) for communicating with the deaf. There are many situations where a live interpreter is required, such as in medical situations, but RVI is a convenient, flexible, lower-cost alternative to live interpreters. Please see Section 6 for more resources for communicating with people who are deaf or have hearing impairment.

## **Training and Staffing**

### ***Self-Evaluation Findings:***

While all departments reported having contact with the public, few stated staff training on interacting with persons with disabilities was provided. Most departments informed staff verbally or within staff meetings of their obligations to good customer service, including enabling individuals with disabilities to participate in City programs and activities.

Without training, many staff members may not be knowledgeable about the different types of reasonable modifications that would make their services accessible.

### ***Recommended Actions:***

1. Provide all City staff members with on-going awareness and sensitivity training. Provide resources such as the County of Long Beach's website, Disability Etiquette: Interacting with Persons with Disabilities ([http://www.longbeach.gov/hr/ada/disability\\_etiquette.asp](http://www.longbeach.gov/hr/ada/disability_etiquette.asp)). Include persons with disabilities as trainers.
2. Provide training to City staff members who have contact with the public about how to provide modifications and use assistive devices to make their programs, activities and services accessible. Ensure that customer service training includes information about communicating with and providing modifications for persons with a variety of disabilities. Include program-specific adaptations, assistive devices, and modifications in each department's accessibility policy manual.
3. Develop a comprehensive disability access training program. Educate all City staff about their responsibilities under the ADA. The City's ADA Coordinator and line supervisors should be responsible for ensuring that staff members receive training. Reference materials that address special modifications should be included in this training.
4. Develop standard guidelines for training materials. These guidelines should include standard language that appropriately describes the City's policies on inclusion and non-discrimination, and staff members should receive training in using the guidelines effectively.
5. Consider offering training to employees who wish to learn basic American Sign Language (ASL) communication skills. This training should emphasize basic communication skills and should not be viewed as a substitute for employing qualified ASL interpreters when requested.

6. Train maintenance staff with respect to accessibility compliance and building codes to achieve and maintain accessibility.
7. Provide City staff members with training in general building evacuation procedures for assisting persons with hearing, speech, visual, mobility, and learning disabilities in an emergency.
8. Designate one high-level manager in each department to serve as the department's Disability Access Liaison. The Liaison will be required to complete a training program and attend periodic retraining regarding accessibility issues.

### **Program Eligibility and Admission**

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

#### ***Self-Evaluation Findings:***

No departments reported having limitations or ratios requirements that would exclude persons with disabilities. Some departments noted that they have eligibility requirements. These requirements were physical or mental performance standards for staff based on performance and safety standards. Most forms used by programs do not contain a nondiscrimination statement.

A few departments require an interview prior to participation.

#### ***Recommended Actions:***

1. Ensure that individuals with disabilities are not excluded from regular programs or are required to accept special services or benefits. Involve individuals with disabilities in regular programs to the maximum extent possible.
2. Modify policies, practices, or procedures to avoid discrimination unless the modification would fundamentally alter the nature of the program or create a hazardous situation.
3. Ensure that when specific requirements that exclude or limit the participation of persons with disabilities are necessary for the safe operation of programs, those requirements are based on real risks, not on speculation, stereotypes, or generalizations.
4. Include a nondiscrimination statement on all forms.

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

## **Public Meetings**

### ***Self-Evaluation Findings:***

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

### ***Recommended Actions:***

1. Continue to schedule public meetings at accessible locations. An accessible location includes, but is not limited to, the following: wheelchair accessible path-of-travel to the meeting room, accessible restrooms, accessible parking, an accessible route from transit and parking to the meeting facility, temperature control, signage, and the ability to provide access to fresh air for persons with chemical sensitivities.
2. Maintain a list of on-call American Sign Language interpreters who may be brought to meetings to assist individuals with hearing impairments (see Section 6).
3. When a fully accessible site is not available, then make reasonable modification so that an individual with a disability can participate. These modifications may include phone-in participation, video recording, and meeting transcripts.
4. Make information available to City staff on the types of modification requests that may be made by persons with different types of disabilities. Provide information about auxiliary aids such as different types of assistive listening systems, sign language interpreters, readers, descriptive services, and other assistive technologies like "real-time captioning." Provide guidance in the layout of the room, sign-in table and refreshments table, to insure that these features are accessible.
5. Display a notice on meeting agendas indicating the availability of accessibility modifications.

6. Provide agendas and other meeting materials in alternative formats, when requested.
7. Consider assigning a staff member to be a greeter at public meetings and events. Identify the staff member as a resource for persons who may require assistance.
8. Provide flexibility in the time limit on speaking for individuals with communication difficulties.
9. Provide assistive listening devices at public meetings, when requested.
10. Publicize the availability of American Sign Language (ASL) interpreters in all meeting announcements. Include the following notice in all meeting publicity:

*All City public meetings are conducted in accessible locations.*

*If you require accommodations to participate in this meeting, these may be requested by calling: (559) 637-4200 or email the ADA Coordinator at least 72 hours in advance.*

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

11. Develop a checklist for creating accessible meetings and selecting accessible meeting spaces, and make the list available to all City departments and programs.
12. Prepare a list of already accessible meeting spaces to facilitate the scheduling of meetings and/or the relocation of meetings upon request.
13. Move disability-related agenda items to the beginning of agendas when possible. Some people with disabilities are unable to stay late at meeting because they use para-transit or have fixed schedules, as they need to use personal care attendants.

## **Transportation Services**

### ***Self-Evaluation Findings:***

Few departments reported providing transportation services to the public. No departments had a policy in place to provide accessible transportation for people with disabilities.

### ***Recommended Actions:***

1. Ensure that when transportation is provided for City programs, accessible vehicles are available.
2. Ensure transportation schedules and promotional materials are available in alternative formats.
3. Train staff on providing accessible transportation.

## **Tours and Trips**

### ***Self-Evaluation Findings:***

Many departments reported that they provide tours and trips to the public though none had procedures in place to make tours accessible. These tours and trips in general are not made accessible to people with disabilities.

### ***Recommended Actions:***

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

## **Use of Consultants for Delivering Program Services**

### ***Self-Evaluation Findings:***

Some departments reported using consultants for delivering program services. One department reported to have policies in place to monitor the consultant's obligation to provide service in accordance with the City's accessibility policies.

### ***Recommended Action:***

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

## **Emergency Evacuation Procedures**

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

### ***Self-Evaluation Findings:***

Most departments reported that they did not have or were unaware of a plan to safely evacuate people with disabilities in an emergency.

### ***Recommended Actions:***

1. Develop guidelines for the evacuation of persons with disabilities in various types of emergency situations. Each department, division, or program should use these guidelines to create their own emergency evacuation plans. These plans should:
  - Address what to do when an alarm is triggered;
  - Establish meeting places for assistance and evacuation chairs;
  - Provide direction on what to do if assistance is not available; and
  - Establish floor captains.
2. Specific suggestions for evacuation plans and procedures can be found through the US Access Board and the Emergency Procedures for Employees with Disabilities in Office Occupancies document published by FEMA and the US Fire Administration.
3. Train City staff regarding emergency evacuation procedures with periodic drills, both announced and unannounced.



4. Review existing procedures dealing with emergencies to ensure that persons with disabilities can be alerted and that they can alert emergency service providers. Provide all evacuation policies and procedures in alternative formats when requested. Work with disability organizations to explore the use of other technologies such as audible exit signs for orientation and direction and vibrating paging systems.
5. Departments that routinely provide emergency services should have priority for receiving equipment that accommodates alternative format communication.
6. Provide training for public safety personnel to enable them to communicate in basic American Sign Language in the event that there is an emergency condition and the area is being evacuated. For example, this training would be provided to police, firefighters, lifeguards, and building inspectors involved in post-disaster emergencies.
7. Take the necessary steps to ensure that emergency teams are aware of persons with disabilities in their communities who may require special assistance in the event of an emergency.
8. Provide American Sign Language interpreters at emergency facilities, on an as-needed basis. To accomplish this, form a pool of interpreters as a resource from which to draw upon (see Section 6).

## **Facilities**

### ***Self-Evaluation Findings:***

No department reported they tracked accessibility complaints related to City facilities.

### ***Recommended Actions:***

1. Provide accessible facilities such as parking, including van accessible parking, path-of-travel, entry doors, signage, and transaction counters at customer service locations. If alternative locations for providing accessible services are required, provide those services in the most integrated setting, without stigmatizing the user.
2. Provide information about facility accessibility on department publications including the department's website.

3. All requests relating to facility access should be tracked. The ADA requests should be analyzed periodically to look for global issues that can be addressed and problems that can be solved proactively.
4. If individuals with a disability are not satisfied with the results of this complaint process, they should be directed to the City's ADA Grievance procedure.

## **Special Events on Public Properties**

### ***Self-Evaluation Findings:***

Some departments reported that they offer special events on City property. Many of the departments who hold special events on City property do not or were unaware of policies in place to ensure that the events are accessible to people with disabilities.

### ***Recommended Actions:***

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

### 3.4 Policy Review: City Municipal Code

This review was completed using an electronic version of the City of Reedley Municipal Code in May, 2013:

#### Overall Recommendations:

- Provide meeting agendas, hand-outs, forms and other written materials including information that is sent via postal mail should be provided in alternative formats upon request. Alternative formats may include large print, audio tape, CD, Braille, etc.
- All public meetings must be held in accessible locations. Auxiliary aids such as American Sign Language interpreters or captioning must be provided upon request.
- The composition of boards should also reflect a cross section of the population in terms of people with disabilities, in addition to a cross section of the city population in terms of age, sex, economic status, and ethnic background.
- When forms are required for applications, provide alternative accessible formats for a person with disabilities, when requested, for a fee not to exceed listed fees.
- When signatures are needed, give an alternative for a person with a disability to providing a written signature such as a signature stamp.
- All staff and supervisors should be trained in providing customer service to people with disabilities.

#### Other Recommendations:

**TITLE 1 – ADMINISTRATION:** Chapter 1.9B Municipal Finances. Purchasing  
**Recommended action:**

Add language that states accessibility be considered as a factor when purchasing equipment.

**TITLE 1 - ADMINISTRATION:** Chapter 1.11.1 Redevelopment Plan

**Recommended action:**

Add language to include the enhancement of accessibility to facilities and services throughout the City.

**TITLE 3 – BUSINESS REGULATIONS:** Chapter 3.9 Charitable Bingo Games  
**Recommended action:**

All public games open to the public shall be held in accessible locations.

**TITLE 5 – POLICE AND PUBLIC SAFETY:** Chapter 5.3.1 Animal Control -  
Definitions

**Recommended action:**

Add language to define “Service Animal”.

**TITLE 5 – POLICE AND PUBLIC SAFETY:** Chapter 5.3.1 Animal Control – Dogs  
in Camacho Park and Sports Park

**Recommended action:**

Language should be changed from “Seeing Eye Dog” to “Service Animal”.

**TITLE 6 – MOTOR VEHICLES AND TRAFFIC:** Chapter 6.2.6 Stopping, Standing,  
and Parking – Parking Lots.

**Recommended action:**

Add language providing for accessible parking designated for use solely by  
those displaying disability placards.

**TITLE 7 – PUBLIC WAYS AND PROPERTY:** Chapter 7.1.4C Sidewalk  
Specification - Materials.

**Recommended action:**

Add language to specify materials that meet accessible design standards.

**TITLE 7 – PUBLIC WAYS AND PROPERTY:** Chapter 7.1.5 Sidewalk –  
Construction of Curbs, Gutters, Sidewalks, and Paving.

**Recommended action:**

Add language for curb ramps and accessible crossing points.

**TITLE 7 – PUBLIC WAYS AND PROPERTY:** Chapter 7.3.4 Public Parks –  
Miscellaneous Regulations.

**Recommended action:**

Add language to allow access for electric wheelchairs and mobility scooters.

**TITLE 7 – PUBLIC WAYS AND PROPERTY:** Chapter 7.5.12 Encroachments –  
Outdoor Dining in Public Rights of Way.

**Recommended action:**

Add language to state accessible sidewalk conditions must be maintained.

**TITLE 7 – PUBLIC WAYS AND PROPERTY:** Chapter 7.6.8C Reedley Airport –  
Airport Rules and Regulations – Signs and Advertising.

**Recommended action:**

Add language for all signage to meet requirements for legibility.

**TITLE 7 – PUBLIC WAYS AND PROPERTY:** Chapter 7.6.12I Reedley Airport – Prohibited Acts and Conditions.

***Recommended action:***

Add language to allow an exception for service animals.

**TITLE 10 – ZONING REGULATIONS:** Chapter 10.19.1A Site Plan Review – Purpose and Application.

***Recommended action:***

Add language to ensure accessibility is a consideration in the review of site plans.

**TITLE 10 – ZONING REGULATIONS:** Chapter 10.19.6 Site Plan Review – Conditions of Approval.

***Recommended action:***

Add accessibility of site for people of varying disabilities as a condition of site plan approval.

**TITLE 10 – ZONING REGULATIONS:** Chapter 10.19.7B Site Plan Review – Required Findings.

***Recommended action:***

Add “pedestrian ingress, egress, and internal circulation” as a consideration of access.

**TITLE 10 – ZONING REGULATIONS:** Chapter 10.20 Site Plan Review – Architectural Design Review.

***Recommended action:***

Add language to ensure accessibility is a consideration in the review of architecture submittals.

**TITLE 11 – SUBDIVISION REGULATIONS:** Chapter 11.1.2 General Subdivision Provisions – Purpose and Objectives.

***Recommended action:***

Add language for safe and efficient accessible pedestrian circulation.

**TITLE 11 – SUBDIVISION REGULATIONS:** Chapter 11.1.4 General Subdivision Provisions – Definitions.

***Recommended action:***

Define accessibility.

### **3.5 Department Reports**

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

- City Clerk's Office
- Community Development Department
- Community Services
- Finance Department
- Fire Department
- Police Department
- Public Works

## **CITY CLERK'S OFFICE**

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### **Description of Programs and Services**

The responsibilities of the City Clerk include processing and distributing City Council agendas, and attending City Council meetings to record the Council's legislative actions including the adoption of ordinances, resolutions and minute actions.

As the City's Custodian of Records, the City Clerk maintains protective custody of all official City documents and assures archival preservation of records for public and official use. City Clerk handles requests for copies of, or information regarding official City documents. The City Clerk holds the additional responsibility of being the Executive Assistant to the City Manager.

### **ADA Self-Evaluation Contact:**

Sylvia Plata, City Clerk/Executive Assistant  
1717 9<sup>th</sup> Street  
Reedley, CA 93654  
Telephone number: (559) 637-4200  
sylvia.plata@reedley.ca.gov

### **Customer Service**

- The City Clerk's Office has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- The City Clerk's Office does make changes to standard operating procedures with advance notice.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- The City Clerk's Office does not have any policies which exclude service animals.

### **Notice Requirements**

- A non-discrimination statement is included on the Council Meeting Agenda and posted online, outdoors, and at the City Library.
- Notice is included in meeting agendas regarding the accessibility of meeting locations and the availability of modifications provided for

persons with disabilities.

### **Printed Information**

- The City Clerk's Office produces and manages printed materials.
- The City Clerk's Office will provide large print format if requested.

### **Website**

- The City Clerk's Office has a website that includes city information and agendas.
- Material for the City Clerk's Office website is produced by the City Clerk's Office.

### **Training and Staffing**

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

### **Program Eligibility Requirements and Admission**

- There are no circumstances in which the participation of a person with a disability in City Clerk's Office programs would be restricted or excluded.
- Forms produced by the City Clerk's Office include a non-discrimination notice.

### **Public Meetings**

- The City Clerk's Office holds public meetings.
- Public Meetings are required to be held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters or other assistive listening devices) are available at public meetings, interviews, and conferences with one week advance notice.

### **Tours and Trips**

- The City Clerk's Office does not provide facility tours or organize trips.

### **Facilities**

- City Clerk and City Manager's Office.



## **COMMUNITY DEVELOPMENT DEPARTMENT**

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### **Description of Programs and Services**

The Community Development Department consists of the Planning Division, Building Division, and economic development programs and is committed to the guiding principles to promote quality, clarity and consistency in the processing and approval of entitlement applications and the issuance of building permits. The role of the Planning Division is to ensure the implementation of the adopted City of Reedley, General Plan, specific plans and policies. All of these plans are orchestrated to guideline the building of the physical environment. The division also implements standards and regulations established by the Zoning Ordinance and other applicable provisions of the Reedley Municipal Code through the review and approval of project specific special permits. The Building Division provides Construction Permitting & Development Review services to the general public, the building and development community and to other City Divisions. The services include Building Code interpretation, Plan Check services, Building Permit issuance, and inspections. The Building Division has also developed standard plans and guidelines for minor structures such as patios and sheds, which are made available to home owners to assist. The Building Division also provides Building Code Enforcement services and Substandard Housing Abatement services.

### **ADA Self-Evaluation Contact:**

Kevin Fabino, Community Development Director  
100 N. East Avenue  
Reedley, CA 93654  
Telephone number: (559) 637-4200 x 286  
Fax number:  
kevin.fabino@reedley.ca.gov

### **Customer Service**

- Community Development has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- Community Development does consult with outside organizations to provide sign language or language interpreters.
- Community Development does not have any policies which exclude

service animals.

### **Notice Requirements**

- Community Development Department does have a non-discrimination statement that includes persons with disabilities.
- The Community Development Department notifies all persons that meetings, conferences, hearings, and interviews are held in accessible locations and that auxiliary aides can be provided.
- Community Development Department does have a procedure for filing a disability discrimination complaint.

### **Printed Information**

- Community Development manages and produces printed materials.
- An electronic copy of printed material is available.
- Content of printed material includes simple, easy-to-understand language for individuals with learning disabilities.

### **Website**

- Community Development is part of the City's website.
- Descriptions of department activities, maps, and applications are available.
- It is recommended the website be made accessible to individuals with visual disabilities.

### **Training and Staffing**

- Community Development staff has contact with the public.
- Customer service is regularly addressed with staff.

### **Program Eligibility Requirements and Admission**

- There are no criteria or forms required for persons during the admissions process.

### **Public Meetings**

- The Community Development Department holds public meetings.
- Meetings are required to be held in accessible locations.
- Auxiliary aides including ASL interpreters and adaptive equipment are provided at meetings when requested.

### **Special Consultants**

- The Community Development Department does use consultants to conduct programs on the department's behalf.
- Consultants are made aware of their obligations to facilitate participation of individuals with disabilities.
- It is recommended the adherence to this obligation is monitored.

### **Facilities**

- City Hall, Community Development Department counter, Council chambers.

## **COMMUNITY SERVICES**

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### **Description of Programs and Services**

Program Areas: Aquatics, Pre School Enrichments, Youth Sports, Adult Sports, Community Center, After-school programs, Dial-A-Ride, Senior Programs, Opera House, Airport City, and Special Events

### **ADA Self-Evaluation Contact:**

Joel Glick, Community Services Director  
100 N. East Avenue  
Reedley, CA 93654  
Telephone number: (559) 637-4203  
Fax number:  
joel.glick@reedley.ca.gov

### **Customer Service**

- Community Services has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- Community Services has established an internal process for making changes to standard operating procedures to accommodate persons with disabilities.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- Community Services does consult with outside organizations that assist people with disabilities.
- Community Services does not have any policies which exclude service animals.

### **Notice Requirements**

- It is recommended that notifications announcing all public meetings, hearings, interviews, and conferences are held in accessible locations and adaptive aids will be provided upon request.

### **Printed Information**

- Community Services manages and produces printed materials.
- Alternative formats are not currently provided when requested. It is

recommended that alternative formats be provided upon request.

- It is recommended to include images of persons with disabilities when showing images of people in printed materials.

### **Website**

- Community Services is part of the City's website.
- Program information is provided on the website.
- It is recommended to include information on the accessibility of facilities where programs and services are offered.

### **Training and Staffing**

- Community Services staff has contact with the public.
- Information is provided informally to staffs of the department's obligations and policies that enable persons with disabilities to participate in programs and activities.

### **Program Eligibility Requirements and Admission**

- There are criteria and forms considered during the admissions process.

### **Public Meetings**

- Community Services holds public meetings.
- Meetings are required to be held in accessible locations.

### **Tours and Trips**

- Community Services provides tours and trips.
- There are procedures in place to make tours accessible to person with mobility and hearing disabilities.

### **Transportation Services**

- Community Services provides transportation services.
- There are procedures in place to make transportation accessible to person with mobility disabilities.

### **Facilities**

- Reedley Community Center and Senior Center rooms

### **Special Events and Private Events on Public Properties**

- Community Services hosts special events on City Properties.

## **FINANCE DEPARTMENT**

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### **Description of Programs and Services**

• Finance Reporting & Operations • Budget Management & Master Fee Schedule • Treasury & Investments • Utility Billing & Collections • Payroll & Human Resources • Contracts & Purchasing • Business License • Risk Management • RDA Successor Agency • Information Services

### **ADA Self-Evaluation Contact:**

Paul Melikian, Director of Finance and Administrative Services  
1717 9<sup>th</sup> Street  
Reedley, CA 93654  
Telephone number: (559) 637-4200  
paul.melikian@reedley.ca.gov

### **Customer Service**

- The Finance Department has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- The Finance Department has established a process for making changes to standard operating procedures. The Finance Director/City Manager approves requests.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- The Finance Department does not have any policies which exclude service animals.

### **Printed Information**

- The Finance Department produces and manages printed materials.
- Electronic copies of printed materials are made available on the website.
- Content of printed materials is available in simple, easy-to-understand language.

### **Website**

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

- Financial, utility billing, business license, and personnel related information is available on the website.

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

- The Finance Department does communicate by telephone with individuals with hearing and speech difficulties.
- On occasion the Finance Department has been contacted by an operator who speaks on behalf of someone with a hearing or speech disability.

### **Training and Staffing**

- The Finance Department staff has contact with the public.
- The Finance Department's staff is instructed and trained to provide good customer service to everyone, regardless of disability.

### **Public Meetings**

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

### **Facilities**

- City Hall office and utility billing counter.

## **FIRE DEPARTMENT**

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### **Description of Programs and Services**

Reedley Volunteer Fire Department provides; all risk emergency response  
Emergency management Fire prevention Public education Training Municipal  
code enforcement Administration of services.

### **ADA Self-Evaluation Contact:**

Jerald Isaak, Fire Chief  
1060 D. Street  
Reedley, CA 93654  
Telephone number: (559) 637-4230  
Fax number:  
jerry.isaak@reedley.ca.gov

### **Customer Service**

- Volunteers must meet eligibility requirements to participate in program.
- The Fire Department does not alter standard operating procedures.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- The Fire Department does not have any policies which exclude service animals.

### **Printed Information**

- The Fire Department manages and produces printed materials.
- Alternative formats are not made available.
- It is recommended to make alternative formats of printed materials available if requested.

### **Website**

- The Fire Department has a webpage on the City's website.
- Material for the webpage is submitted to Administrative Services who maintains the City website.



## **Public Telephones and Communication Devices**

- The Fire Department is unsure if they communicate by telephone with individuals with hearing or speech difficulties.
- The Fire Department does not use TTY or the California Relay Service.
- Staff is not trained in operating a TTY or other means of communicating over the telephone with a person with a hearing or speech disability.
- It is recommended that the Fire Department develop procedure for communicating by telephone with individuals with hearing or speech difficulties.

## **Training and Staffing**

- The Fire Department staff has contact with the public.
- Training for interacting with persons with disabilities is covered in EMS training.
- The Fire Department provides emergency services.

## **Program Eligibility Requirements and Admission**

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

## **Public Meetings**

- The Fire Department holds public meetings
- Fire Department Meetings are required to be held in accessible locations
- Auxiliary aids and services (such as sign language interpreters) are not provided at public meetings, interviews, and conferences.
- It is recommended that auxiliary aids and services are provided at public meetings, interviews, and conferences.

## **Transportation Services**

- The Fire Department does not provide transportation services.

## **Tours and Trips**

- The Fire Department provides tours of the Fire Station.
- There are no procedures in place to make tours accessible to persons with disabilities.

- It is recommended procedures are put in place to make tours accessible to person with disabilities.

### **Emergency Evacuation Procedures**

- The Fire Department personnel will provide evacuation escort to persons with disabilities in the case of an emergency evacuation.

### **Facilities**

- Reedley Fire Department 1060 D Street Reedley, CA 93654

### **Special Events and Private Events on Public Properties**

- The Fire Department hosts special events on City Properties.
- The Fire Department advises staff to make reasonable accommodations to facilitate participation of individuals with disabilities.

## **POLICE DEPARTMENT**

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### **Description of Programs and Services**

We, the members of the Reedley Police Department, are committed to promoting a safe and secure environment for our community through the delivery of quality services. We will be responsive to the concerns of the community and improving the quality of life for the citizens of Reedley by working together in problem-solving partnerships. We will work to maintain safe and secure neighborhoods while treating everyone fairly, with dignity and respect.

### **ADA Self-Evaluation Contact:**

Joe Garza, Chief of Police  
843 G Street  
Reedley, CA 93654  
Telephone number: (559) 637-4250  
Fax number:  
[joe.garza@reedley.ca.gov](mailto:joe.garza@reedley.ca.gov)

### **Customer Service**

- The Police Department has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- The Police Department has a formal procedure of annual review to adjust standard operating procedures to changes made in state and federal law.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- The Police Department does not consult or work with any outside organizations that assist people with disabilities.
- The Police Department does not have any policies which exclude service animals
- The Police Department has a non-discrimination statement that includes persons with disabilities and provides information about how to contact the ADA coordinator.
- The procedure for filing a discrimination complaint is the same as filing a grievance complaint.

### **Printed Information**

- The Police Department does not produce printed materials.

### **Website**

- The Police Department has a website.
- The Police Department website has basic Department information.

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

- The Police Department communicates by telephone with people with speech and hearing difficulties using TTY.
- The Police Department dispatch is trained in how to use TTY to communicate with the deaf and speech impaired.

### **Training and Staffing**

- The Police Department staff has contact with the public.
- The public is informed on a personal basis about the department's obligation and policies that enable a person with disabilities to participate in Police Department programs.
- Police Department staff is trained regarding their obligation and policies that enable persons with disabilities to participate in programs and activities.
- The Police Department provides emergency services.

### **Public Meetings**

- The Police Department does not hold public meetings

### **Tours and Trips**

- The Police Department provides facility tours and trips.
- The Police Department does not have procedure to make tours and trips accessible.

### **Special Events and Private Events on Public Properties**

- The Police Department does not host special events on City Properties.

### **Facilities**

- The Police Department Offices.

## **PUBLIC WORKS**

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### **Description of Programs and Services**

The Public Works Department is responsible for development and maintenance of the City's infrastructure. This includes the water, sewer, and disposal systems in addition to street, parks, and fleet maintenance.

### **ADA Self-Evaluation Contact:**

Russ Robertson, Public Works Director  
1733 Ninth Street  
Reedley, CA 93654  
Telephone number: (559) 637-4200 x 213  
russ.robertson@reedley.ca.gov

### **Customer Service**

- The Public Works Department receives and tracks accessibility requests.
- The Public Works Department consults with an outside organization, Social Vocational Services.

### **Printed Information**

- The Public Works Department produces printed materials.

### **Website Information**

- The Public Works Department has a webpage on the City of Reedley's website.
- The webpage contains contact information and descriptions of basic duties.

### **Training and Staffing**

- The Public Works Department staff has contact with the public.
- Staff does not receive training on interacting with persons with disabilities.
- The public is advised that the Public Works Department will make accommodations when requested.
- Staff would better provide customer service to persons with hearing impairments with ASL or other communication training.

## **Public Meetings**

- The Public Works Department holds public meetings.
- Public Works Meetings are required to be held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences as requested.

## **Tours and Trips**

- The Public Works Department provides tours of the Waste Water Treatment Plant.

## **Facilities**

- Public Works facilities include the Waste Water Treatment Plant, the Water Department Office, and the Corporation Yard.
- The Public Works Department helps organize and facilitate private events on public property.

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## **Roads and Grounds**

### **Description of Programs and Services**

Roads and Grounds encompass all area within the Right of Way including City facilities, Parks, and utilities.

### **ADA Self-Evaluation Contact:**

Chris Tamez, Roads and Grounds Supervisor  
1733 Ninth Street  
Reedley, CA 93654  
Telephone number: (559) 273-3251  
chris.tamez@reedley.ca.gov

### **Customer Service**

- There are physical eligibility requirements and safety standards for participating in department programs.
- Roads and Grounds will make changes to standard operating procedures to include persons with disabilities.
- Roads and Grounds does not have policies which exclude service animals.

## **Printed Information**

- Roads and Grounds does produce and helps manage printed materials.

## **Website**

- Roads and Grounds has a webpage on the City of Reedley's Website.
- Information provided includes contact and program information

## **Training and Staffing**

- Roads and Grounds staff has contact with the public.
- Staff members are informed at safety meetings of their obligations and the department's policies enabling persons with disabilities to participate in programs.
- Some members of the Roads and Grounds staff provide emergency services.

## **Facilities**

- Rail Trail and City Hall

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## **The Solid Waste Division**

### **Description of Programs and Services**

The Solid Waste Division collects commercial and residential solid waste.

### **ADA Self-Evaluation Contact:**

Martha S. Cardoso, Waste Management Superintendent  
1733 Ninth Street  
Reedley, CA 93654  
Telephone number: (559) 637-4233  
martha.cardoso@reedley.ca.gov

### **Customer Service**

- There are physical eligibility requirements and fitness standards for participating in Solid Waste Division programs.

### **Notice Requirements**

- The Solid Waste Division posts the City's non-discrimination statement

on poster boards in break rooms.

- The procedure for filing a disability discrimination complaint is to contact the EEOC office.

### **Printed Information**

- The Solid Waste Division does produce and manage printed materials.
- It is recommended that alternative formats of printed materials are provided when requested.
- It is recommended when images of people are shown in printed material they include persons with disabilities.

### **Website**

- The Solid Waste Division has a webpage on the City of Reedley's Website.
- Information provided includes routes, schedules, contacts, and available services.

### **Training and Staffing**

- The Solid Waste Division staff has contact with the public.
- It is recommended that staff receive training on communicating and interacting with persons with disabilities.

### **Public Meetings**

- The Solid Waste Division holds public meetings.
- Public meetings are required to be held in accessible locations.
- It is recommended that auxiliary aides or adaptive equipment be provided at public meetings when requested.

### **Facilities**

- No facilities.

### **Special Events and Private Events on Public Properties**

The Solid Waste Division hosts the Spring Clean-up Event for residents.

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## **The Fleet Division**

### **Description of Programs and Services**



The Fleet Division provides Taxi Cab Inspections: The Fleet Maintenance Division provides privately owned Taxi Cabs licensed through the City of Reedley an Annual Vehicle Inspection. On-Site Training Facility: Occasionally the Fleet Maintenance Shop will be used as a training facility for local and surrounding agencies/municipalities. There is little or no public presence in the Fleet Division Facilities

### **ADA Self-Evaluation Contact:**

Martha S. Cardoso, Waste Management Superintendent  
1733 Ninth Street  
Reedley, CA 93654  
Telephone number: (559) 637-4233  
martha.cardoso@reedley.ca.gov

### **Customer Service**

- There would be eligibility requirements for participation in Fleet Division programs. Public Works does not offer volunteer services in the fleet maintenance division; however, if we did certain requirements would have to be met for safety and physical fitness standards. They would be similar to part time or full time employment requirements.

### **Notice Requirements**

- The City is an Equal Opportunity Employer; therefore, I am assuming that there is a written statement reflecting this non-discrimination statement on activity forms. This division posts the required labor laws where the disability laws are posted.
- There is a 2013 Labor Law Poster posted which includes information about how to reach the ADA coordinator.

### **Website**

- The Public Works Department has a webpage on the City of Reedley's Website.
- Webpage is under construction but will contain contact information.

### **Training and Staffing**

- The Fleet Division staff has contact with the public.
- It is recommended that staff receive training on communicating and interacting with persons with disabilities.

## **Facilities**

- Fleet Maintenance Shop: Training Restroom Facilities: Training Administration Building Break Room: Training Restroom Facilities in Admin Building: Training

## **Special Events and Private Events on Public Properties**

- The Fleet Division hosts training programs (hands-on and theoretical). Onsite and Offsite.

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## **Wastewater Division**

### **Description of Programs and Services**

The Wastewater Division collects, conveys, treats, and disposes of wastewater and by-products.

### **ADA Self-Evaluation Contact:**

Martha S. Cardoso, Waste Management Superintendent  
1733 Ninth Street  
Reedley, CA 93654  
Telephone number: (559) 637-4233  
martha.cardoso@reedley.ca.gov

### **Customer Service**

- There are physical eligibility requirements and fitness standards for participating in Wastewater Division programs.

### **Notice Requirements**

- The Wastewater division posts the City's non-discrimination statement on poster boards in break rooms.
- The procedure for filing a disability discrimination complaint is to contact the EEOC office.

### **Printed Information**

- The Wastewater Division does produce and manage printed materials.
- It is recommended that alternative formats of printed materials are provided when requested.
- It is recommended when images of people are shown in printed

material they include persons with disabilities.

### **Website**

- The Wastewater Division has a webpage on the City of Reedley's Website.
- Webpage is under construction but will contain contact information.

### **Training and Staffing**

- The Wastewater Division staff has contact with the public.
- It is recommended that staff receive training on communicating and interacting with persons with disabilities.

### **Public Meetings**

- The Wastewater Division holds public meetings.
- Public meetings are required to be held in accessible locations.
- It is recommended that auxiliary aides or adaptive equipment be provided at public meetings when requested.

### **Tours and Trips**

- The Wastewater Division provides tours of the Wastewater Treatment Plant.

### **Facilities**

Wastewater Treatment Plant

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## **Water Division**

### **Description of Programs and Services**

The Water Division provides potable water to Reedley residents, 24/7/365.

### **ADA Self-Evaluation Contact:**

John Ornellas, Water System Supervisor  
1733 Ninth Street  
Reedley, CA 93654  
Telephone number: (559) 638-4109  
Fax number: (559) 637-4235  
[john.ornellas@reedley.ca.gov](mailto:john.ornellas@reedley.ca.gov)

### **Customer Service**

- There are no eligibility requirements for participation in Water Division programs.

### **Notice Requirements**

- The Water Division has a non-discrimination statement that includes persons with disabilities.

### **Printed Information**

- The Public Works Department produces printed materials.
- Information provided is for Consumer Confidence Reports (CCR).

### **Website**

- The Public Works Department has a webpage on the City of Reedley's Website.
- Information available includes Consumer Confidence Reports, water conservation ordinance, and rate information.

### **Training and Staffing**

- The Water Division staff has contact with the public.
- Communication with the public is limited in that we respond to customer complaints, request for service, and leak investigations.

### **Public Meetings**

- The Water Division attends City Council Meetings.

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## **4.0 Transition Plan**

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

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

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

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

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

### **4.1 Facilities**

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

All facilities in which the City provides programs, activities and services were reviewed and ranked based on the following criteria. Each of these criteria is deemed by the City to have equal importance with no single criteria having priority over another:

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

- Program uniqueness: Some programs are unique to a building, facility, or park and cannot occur at another location
- Geographic distribution: By selecting a range of facilities that are distributed throughout the City, the City can ensure maximum access for all residents
- Citizen rights: Facilities where services are provided to exercise citizen rights– voting, right to a trial, access to elected officials etc.
- Citizen responsibilities: Facilities where taxes are paid, permits and licenses are obtained, and where services are obtained
- Social need: Facilities that meet social needs such as homeless shelters, health clinics etc.
- Identified complaints: Efforts should focus on identified accessibility complaints.

## **B. Prioritizing Access to Programs, Activities, and Services**

City staff from each department identified programs, activities, and services provided to the public and locations where these programs are provided. Each program was evaluated using the criteria listed above. The public will review these priorities during the City's public comment period in January 2014.

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

A prioritization meeting was held on September 18, 2013. The following guidelines will assist the City to prioritize barriers found in City facilities:

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

Examples:

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

- Entrance doors

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

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

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

- Drinking fountains
- Public telephones
- Vending machines

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



## **D. Transition Plan for Facilities**

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

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

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

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

## **E. Phasing Schedule for Facilities**

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

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

The following tables describe the priorities and schedule for barrier removal in public facilities. This preliminary schedule represents a 15 year plan for barrier removal. It is the City's intent to review all barriers during the first year of the implementation of this plan and address those barriers that can be resolved through programmatic modifications. The City will then revise the following schedule for the removal of the remaining barriers.

**City Owned Facility****Address****Year****Tier 1**

1	Community Center	100 N. East Avenue	1-4
2	Police Station	1733 9 <sup>th</sup> Street	2-5
3	Reedley City Hall	1733 9 <sup>th</sup> Street	2-5

**Tier 2**

	Pioneer Park	800 Block G Street	2-5
	Camacho Park	1000 E. North Avenue	5-8
	Reedley Rail Trail	Buttonwillow Ave- Kings River	5-8
	Cricket Hollow Park/Reedley Beach	Kings River	8-10

**Tier 3**

	Fire Station	1060 D Street	8-10
	C.F. Mueller Park	100 N. East Avenue	8-10
	Citizens Park	Frankwood and Parlier Avenues	10-12
	Smith's Ferry Park	Kings River	12-15
	Sports Park	2099 E. Dinuba Avenue	12-15

## **4.2 Pedestrian Rights-of-Way (PROW)**

### **A. Surveys of Existing PROW Conditions**

A prioritization meeting was held with City staff on September 18, 2013 to identify areas of high priority for pedestrian improvement. The City completed a PROW study of the Downtown core in 2013. The ADA barrier data was recorded using Geographic Information System (GIS) software.

### **B. Pedestrian Rights-of-Way Prioritization**

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

The City will prioritize PROW projects in the following order as required by the ADA:

1. Government offices and facilities
2. Bus stops and transportation facilities
3. Places of public accommodation such as commercial and business areas
4. Facilities containing employers
5. Other areas such as residential neighborhoods and underdeveloped regions of the City.

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

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

- Distance from non-City owned public facilities

### **C. Time Period for Pedestrian Rights-of-Way Improvements**

The City has established a 15 year time frame to remove PROW barriers that limit program accessibility. The ADA Title II regulations states that if a Transition Plan will take more than one year to fully implement, it must contain interim steps that will be done to provide program accessibility. An interim action the City may consider is to publish accessibility maps on the City website that show the most accessible routes to follow.

### **E. PROW Construction Details**

The City of Reedley standard construction plans and details are available by request at the Engineering Department.

These plans and specifications have been reviewed as part of the development of the ADA Self Evaluation and Transition Plan and recommendations have been made which will assist the City in making the PROW construction details consistent with state and federal accessibility requirements.

### **F. Accessibility during Construction**

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

### **G. Street or Sidewalk Closure**

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

([www.reedley.ca.gov/departments/public\\_works/construction\\_projects](http://www.reedley.ca.gov/departments/public_works/construction_projects))

### **H. On-Street Accessible Parking**

If a citizen seeks to have an on-street accessible parking space located in front of their property, this can be requested through the Public Works Department.

## **I. Citizen Request Process**

If a citizen would like to make a request related to the PROW, they may contact the Public Works department to file a request.

## **J. Street-Related Capital Improvement Projects**

The City engages in annual maintenance efforts to repair cracked or heaved sidewalks and to address sidewalk improvements based on citizen's requests and/or needs at specific locations as budget allows. Street overlay and street reconstruction projects include repair of sidewalk and construction of ADA compliant curb ramps. Other CIP projects with ADA components are completed every year and there is a requirement for developers to install ADA-compliant driveways, sidewalks, and curb ramps through conditions of approval.

Some recently completed ADA PROW projects are as follows:

2013- Jefferson School Safe Routes to School project- This project installed 217 lineal feet of ADA compliant sidewalk, three ADA compliant drive approaches, and three ADA pedestrian corner ramps, along the south side of Jefferson Elementary school.

2013- Frankwood Ave. Reconstruction Project- This project installed 17,277 square feet of ADA compliant sidewalk, modified all adjacent drive approaches to be ADA compliant, and installed or modified 36 ADA compliant pedestrian corner ramps on Frankwood Ave. from North Ave. to the north city limits.

2013- Manning Ave. Sidewalk Project- This project installed 22,066 square feet of ADA compliant sidewalk, modified adjacent drive approaches to be ADA compliant, and installed or modified 30 ADA compliant pedestrian corner ramps on Manning Ave. from Frankwood Ave. to Buttonwillow Ave.

2013- Flora Ave. Ramp project- This project installed ADA compliant corner ramps at the intersection of Reed Ave. and Flora Ave.

2012 - Manning Ave. Crossing Project- This project provided an ADA compliant pathway and ramps for the Rail to Trail crossing at Manning Ave. next to Reedley College.

2012 - Dinuba and Buttonwillow Ave. Roundabout Project- This project constructed a roundabout at the intersection of Dinuba Ave. and Buttonwillow Ave. The project installed 14,107 square feet of ADA compliant sidewalk as well as nine newly constructed ADA pedestrian ramps.

2011 - CDBG-10- This project installed or modified 71 ADA compliant

pedestrian corner ramps throughout the North West portion of the downtown area within the Community Development Block Grant area.

2010- Grant Middle School, Safe Routes to School Project- This project provided two ADA accessible ramps and over 600 linear feet of ADA compliant pathway on the East and South sides of General Grant Middle School.

2009- CDBG-08, Phase 1- This project included the modification and/or replacement of 79 wheelchair ramps to meet ADA compliance throughout the downtown corridor. This included the installation of approximately 2,212 SF of yellow tactile ADA compliant domes.

2009- Measure C Ramp Improvement Project- This project installed and/or modified 84 ADA compliant pedestrian corner ramps throughout the north east portion of the downtown area.

2009- Manning Ave. Safe Routes to School Project- This project constructed 630 lineal feet of ADA compliant sidewalk, modified six drive approaches to meet ADA compliance, as well as constructed three ADA compliant ramps, on the South side of Manning Ave. from Reedley High School to Frankwood Ave.

2009- Korean Monument Project- This project provided four ADA compliant ramps and ADA compliant access to the Korean Monument Plaza located on Reed Ave. between 7th and 8th streets.

## 5.0 ADA Policy and Complaint Procedure

### ADA Grievance Procedure

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

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

All complaints must be submitted by the complainant or his/her designee to the ADA Coordinator at the below location or, upon approval of a request to submit in an alternative method, by telephone at (559) 273-3251 (Voice) or via e-mail at [chris.tamez@reedley.ca.gov](mailto:chris.tamez@reedley.ca.gov). Complaints should be submitted as soon as possible, but no later than 60 calendar days, after the date of the alleged violation or discriminatory act.

Chris Tamez, ADA Coordinator  
1733 Ninth Street  
Reedley, CA 93654  
Telephone number: (559) 273-3251

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

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

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

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

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

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



## **6.0 Program Accessibility Guidelines, Standards & Resources**

### **6.1 Introduction**

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

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

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

#### **U.S. Department of Justice**

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

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

- Title II Technical Assistance Manual (1993) and Yearly Supplements. This 56-page manual explains in lay terms what state and local governments must do to ensure that their services, programs, and activities are provided to the public in a nondiscriminatory manner. Many examples are provided for practical guidance.
- Accessibility of State and Local Government Websites to People with Disabilities. A 5-page publication providing guidance on making state and local government websites accessible.
- ADA Information for Law Enforcement. This page contains compliance assistance materials to help state and local law enforcement officers understand how to interact with victims, witnesses, suspects, and others who have disabilities.

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

The full texts of federal laws and regulations that provide the guidelines for the design of accessible facilities and programs are available from the U.S. Access Board. Single copies of publications are available free and can be downloaded or ordered by completing a form available on the Access Board's website (<http://www.access-board.gov/>). In addition to regular print, publications are available in: large print, disk, audiocassette, and Braille.

## **Communications & IT**

Access to information and communication technology (ICT) is addressed by Board standards and guidelines issued under Section 508 of the Rehabilitation Act and Section 255 of the Telecommunications Act.

- Section 508 Standards: <http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards>
- Refresh of the Section 508 Standards and the Telecommunications Act Guidelines: <http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh>
- Telecommunications Act Accessibility Guidelines : <http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-telecommunications-act-guidelines>

## **Buildings & Sites**

Standards issued under the Americans with Disabilities Act (ADA) address access to buildings and sites nationwide in new construction and alterations.

- 2010 ADA Standards for Accessible Design: This document contains scoping and technical requirements for accessibility to buildings and facilities by individuals with disabilities under the Americans with Disabilities Act (ADA) of 1990. These scoping and technical requirements are to be applied during the design, construction, and alteration of buildings and facilities covered by Titles II and III of the ADA to the extent required by regulations issued by federal agencies, including the Department of Justice and the Department of Transportation, under the ADA. This document must be used in conjunction with Title 24 of the California Building Code (see State of California Accessibility Standards and Regulations).
- 2010 ADA Standards: <http://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-ada-standards>

## **Recreation Facilities**

Access to recreation facilities, including play areas, swimming pools, sports facilities, fishing piers, boating facilities, golf courses, and amusement rides is addressed in the ADA and ABA standards. New provisions cover access to trails, picnic and camping sites, and beach access routes for Federal agencies are may soon be adopted for state and local agencies and places of public accommodation.

- Recreation Facilities: <http://www.access-board.gov/guidelines-and-standards/recreation-facilities/about-recreation-facilities>
- Outdoor Developed Areas: <http://www.access-board.gov/guidelines-and-standards/recreation-facilities/outdoor-developed-areas>

## **Streets and Sidewalks**

New guidelines the US Access Board is developing will cover access to public rights-of-way, including sidewalks, intersections, street crossings, and on-street parking. The Board is also addressing access to shared use paths providing off-road means of transportation and recreation.

- Public Rights-of-Way: <http://www.access-board.gov/guidelines-and-standards/streets-sidewalks/public-rights-of-way>

## **Transportation**

Board guidelines issued under the ADA address access to public transportation facilities and vehicles.

- Transportation Facilities: <http://www.access-board.gov/guidelines-and-standards/transportation/facilities/about-the-ada-standards-for-transportation-facilities>
- Transportation Vehicles: <http://www.access-board.gov/guidelines-and-standards/transportation/vehicles/about-adaag-for-transportation-vehicles>

## **6.3 TITLE II: U.S. Department of Justice Publications**

### **Title II Technical Assistance Manual | Supplement**

A 56-page manual that explains in lay terms what State and local governments must do to ensure that their services, programs, and activities are provided to the public in a nondiscriminatory manner. (1993)

<http://www.ada.gov/taman2.html>

### **The ADA and City Governments: Common Problems | PDF**

A 9-page document that contains a sampling of common problems shared by city governments of all sizes, provides examples of common deficiencies and explains how these problems affect persons with disabilities. (2000)

<http://www.ada.gov/comprob.htm>

### **ADA Guide for Small Towns | PDF**

A 21-page guide that presents an informal overview of some basic ADA requirements and provides cost-effective tips on how small towns can comply with the ADA. (2000)

<http://www.ada.gov/comprob.htm>

### **Accessibility of State and Local Government Websites to People with Disabilities | PDF**

A 5-page publication providing guidance on making State and local government websites accessible. (2003)

<http://www.ada.gov/websites2.htm>

### **ADA Checklist for Polling Places | PDF**

This 39-page checklist is a self-help survey that voting officials can use to determine whether a polling place has basic accessible features needed by most voters with disabilities. (2004)

<http://www.ada.gov/votingchecklist.htm>

## **An ADA Guide for Local Governments: Making Community Emergency Preparedness and Response Programs Accessible to People with Disabilities | PDF**

A 11-page illustrated publication that provides guidance on preparing for and carrying out emergency response programs in a manner that results in the services being accessible to people with disabilities. (2006)

<http://www.ada.gov/emergencyprep.htm>

## **Access for 9-1-1 and Telephone Emergency Services | PDF**

A 10-page publication explaining the requirements for direct, equal access to 9-1-1 for persons who use teletypewriters (TTYs). (1998)

<http://www.ada.gov/911ta.htm>

## **Commonly Asked Questions About the ADA and Law Enforcement**

A 12-page publication providing information for law enforcement agencies in a simple question and answer format. (2006)

[http://www.ada.gov/q&a\\_law.htm](http://www.ada.gov/q&a_law.htm)

## **Communicating with People Who Are Deaf or Hard of Hearing: ADA Guide for Law Enforcement Officers | PDF**

This 8-panel pocket guide provides basic information for officers about ADA requirements for communicating effectively with people who are deaf or hard of hearing. (2006)

<http://www.ada.gov/lawenfcomm.htm>

## **Model Policy for Law Enforcement on Communicating with People Who Are Deaf or Hard of Hearing | PDF**

This 4-page document serves as a model for law enforcement agencies when adopting a policy on effective communication with people who are deaf or hard of hearing. Agencies are encouraged to download and adapt the policy to suit their needs. (2006)

<http://www.ada.gov/lawenfmodpolicy.htm>

## **Questions and Answers: The ADA and Hiring Police Officers**

A 5-page publication providing information on ADA requirements for interviewing and hiring police officers. (1997)

<http://www.ada.gov/copsq7a.htm>

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

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

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

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

### **Division of State Architect**

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

- DSA's 2011 California Access Compliance Reference Manual: The purpose of this book of regulations and statutes together is to clarify the obligations for architectural accessibility in California.

For further technical assistance contact DSA's Access Compliance Program at 1102 Q Street, Suite 5100, Sacramento, California 95811 (916) 445-8100.

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

- ADA Document Portal: This website provides links to an ADA Collection consisting of more than 7,400 documents on a wide range of topics. The ADA Document Portal is supported by the ten ADA & IT Technical Assistance Centers (<http://www.adaportal.org/>).
- American Association of Museums: Accessible exhibit design publications are available for purchase from AAM's website, including

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

- Beneficial Design: Beneficial Designs works toward universal access through research, design, and education. Beneficial Designs develops assistive and adaptive technology, performs rehabilitation research, contract design, legal consultation, standards development, and serves as a rehabilitation information resource. Contact Beneficial Designs, Inc. at 2240 Meridian Blvd, Suite C, Minden, NV 89423-8628, (775) 783-8822, (<http://www.beneficialdesigns.com/>).
- California State Parks Accessibility Guidelines: A State outdoor recreation resource: (<http://www.parks.ca.gov>)
- DisabilityInfo.Gov: A one-stop interagency portal for information on Federal programs, services, and resources for people with disabilities, their families, employers, service providers, and other community members.
- National Center on Accessibility: The Center is a cooperative project between the National Park Service and Indiana University to provide information and technical assistance, primarily on recreation access. An example of the research activities of the NCA is the National Trails Surface Study. This study is primarily the result of questions that NCA has, for many years and continues to receive from organizations, agencies and individuals who desire to make their trails accessible; are interested in an unobtrusive surface that blends and is friendly to the environment; and provides a quality trail experience for people with and without disabilities. NCA also publishes 'What is an Accessible Trail?' which summarizes the federal guidelines for outdoor developed areas and is available for downloading from its website. The NCA website also has information on campground accessibility, accessible picnic tables, access to beaches, and inclusion of people with disabilities in aquatic venues. (<http://www.ncaonline.org/>)
- National Center on Physical Activity and Disability: The Center provides information and resources on physical activity to help people with disabilities find ways to become more active and healthier. The Center also provides information on how to provide access to fitness centers, schools, recreation facilities, camps, and health and leisure services (<http://www.ncpad.org/>).
- Smithsonian Institution: The Accessibility Program has developed the Smithsonian Guidelines for Accessible Exhibition Design (1996), which are

available for downloading from their website: (<http://www.si.edu/opa/accessibility/exdesign/start.htm>).

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

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

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

#### **ABLEDATA**

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

#### **CALIFORNIA ASSISTIVE TECHNOLOGY SYSTEM (CATS)**

- CATS is a statewide project of the California Department of Rehabilitation that promotes access to assistive technologies, related services, and information to enable people with disabilities to be successful, independent, and productive. CATS maintain several directories on their website (<http://www.atnet.org>) including:
  - On-site and remote real-time captioning services
  - American Sign Language (ASL) Interpreters
  - Ergonomic office equipment vendors
  - Augmentative and assistive communications manufacturers and vendors
  - Organizations that provide low-cost and donated computers for organizations that provide services to people with disabilities
  - Assistive technology vendors and service providers for:
    - Hard of Hearing/Deaf
    - Learning Disabled
    - Mobility/Physical/Orthopedic
    - Speech/Language
    - Visually impaired/Blind

#### **INTERNATIONAL COMMISSION ON TECHNOLOGY AND ACCESSIBILITY**

ICTA initiates, facilitates and provides information regarding technology and accessibility through the World Wide Web. This information is available to people with disabilities, advocates and professionals in the field of disability,



researchers, legislative bodies, and the general community. Information and resources are available at the ICTA website (<http://www.ictaglobal.org/>).

#### **ALTERNATIVE FORMAT COMMUNICATIONS**

- Resources to produce standardized publications such as applications and registration forms in Braille, audiotape, large-print text, and accessible electronic media will be assembled. Information regarding Braille Services and other accommodations for people with visual disabilities is available by contacting:
  - Valley Center for the Blind, 2491 W. Shaw Ave, Suite 124, Fresno. Phone (559) 222-4447, (559) 222-4088 or fax (559) 222-4844. (<http://www.valleycenterfortheblind.org>).
  - American Council of the Blind: ACB (<http://www.acb.org/>) is a national organization advocating on behalf of persons who are blind or have low vision. ACB also publishes *A Guide to Making Documents Accessible to People Who Are Blind or Visually Impaired*, which is available online, in regular print, large print, Braille, or on cassette tape. ACB is located at 1155 15th St. NW, Suite 1004, Washington, DC 20005 (800) 424-8666 or by email at [info@acb.org](mailto:info@acb.org).
  - National Center on Accessibility: NCA publishes 'What are Alternative Formats? How Do They Apply to Programs and Services?' which is available for downloading from their website (<http://www.ncaonline.org/>).
  - National Center for Accessible Media: NCAM is a research and development facility dedicated to the issues of media and information technology for people with disabilities in their homes, schools, workplaces, and communities. Developers of Web- and CD-ROM-based multimedia need an authoring tool for making their materials accessible to persons with disabilities. NCAM has developed two such tools, version 1.0 and 2.01 of the Media Access Generator (MAGpie), for creating captions and audio descriptions for rich media. Media Access Generator (MAGpie) is available for downloading from NCAM's website (<http://ncam.wgbh.org>).

#### **American Sign Language Interpreters**

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

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

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

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

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

### **Assistive Listening Systems and Devices**

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

- See the on-line directory of augmentative and assistive communications manufacturers and vendors available at the California Assistive Technology System website (<http://www.atnet.org>).
- See also the Assistive Listening Systems Technical Bulletins available on the U.S. Access Board's website (<http://www.access-board.gov/>).

### **Closed Caption Machine**

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

- See the on-line directory of On-site and remote real-time captioning services available at the California Assistive Technology System website (<http://www.atnet.org>).
- TDI: TDI's (formerly known as Telecommunications for the Deaf, Inc.) mission is to promote equal access in telecommunications and media for people who are deaf, hard of hearing, late deafened, or deaf blind. TDI's on-line resources include information about media access such as captioning, Internet, video, and more (<http://www.tdi-online.org/>).

## **Optical Readers**

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

## **Text Telephone (TTY)**

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

- TDI: TDI's (formerly known as Telecommunications for the Deaf, Inc.) mission is to promote equal access in telecommunications and media for people who are deaf, hard of hearing, late deafened, or deaf blind. TDI's on-line resources include information about telecommunications access such a TTY, pagers, telephony, VoIP, and more (<http://www.tdi-online.org/>).
- See the Text Telephones Technical Bulletin available on the U.S. Access Board's website (<http://www.access-board.gov/>).

## **Video Relay Services (VRS)**

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

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

- Sorenson Video Relay: Using a standard telephone, simply call the toll-free number 1-(866)-327-8877. Have the contact information of the deaf or hard-of-hearing individual (i.e. name, videophone number or IP address) ready. Remain on hold until the call is answered by the next available interpreter.
- Sprint VRS Directions: (877)709-5776 or website [www.sprintvrs.com](http://www.sprintvrs.com)

## **Transportation**

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

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

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

## **Enlarging Printed Materials**

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

## **Guide to Disabilities and Disability Etiquette**

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

- Disability Etiquette: Interacting with People with Disabilities is

available on-line at the County of Long Beach's website: ([http://www.longbeach.gov/hr/ada/disability\\_etiquette.asp](http://www.longbeach.gov/hr/ada/disability_etiquette.asp)).

## **Lending Library of Assistive Technology Equipment**

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

- DisabilityInfo.gov's online resources for High School: Guidelines for Accessing Alternative Format, inclusion materials, educational technology, A comprehensive list including college preparatory materials, transition issues for children with special needs and more (<https://www.disability.gov/education>).
- Accessibility Connections Community Map: A Directory of Bay Area Assistive Technology Services is an on-line service available at (<http://www.cforat.org/home/bard/>).
- American Association of People with Disabilities: The American Association of People with Disabilities is the largest nonprofit, nonpartisan, cross-disability organization in the United States (<http://www.aapd-dc.org/>).
- American Foundation for the Blind: The American Foundation for the Blind is committed to improving accessibility in all aspects of life—from cell phones to ATMs, on web sites and in workplaces. Services include assistance in making products and services accessible to people with visual impairments. AFB offers expert consulting services and accessible media production. AFB provides objective product evaluations of adaptive technologies through its assistive technology product database (<http://www.afb.org/>). Local assistance is available through the American Foundation for the Blind-West, 44 Montgomery Street, Suite 1305, San Francisco, CA 94040 (415) 392-4845 or by email at [sanfran@afb.net](mailto:sanfran@afb.net).
- Adaptive Environments: This educational non-profit organization is committed to advancing the role of design in expanding opportunity and enhancing experience for people of all ages and abilities. Adaptive Environments provides education and consultation to public and private entities about strategies, precedents and best practices that go beyond legal requirements to design places, things, communication and policy that integrate solutions to the reality of human diversity (<http://www.adaptenv.org/>).
- The Arc: The Arc (formerly Association for Retarded Citizens of the United States) is the country's largest voluntary organization committed

to the welfare of all children and adults with mental retardation and their families (<http://www.thearc.org>). Local information is available from Arc Fresno, 4567 N Marty Ave, Suite 101, Fresno, CA 93722, (559) 226-6268 or by email via the website (<http://www.arcfresno.org/>).

- Resources for Independence, Central Valley (formerly CIL): Resources for Independence, Central Valley is a national leader in helping people with disabilities live independently and become productive, fully participating members of society. The staff and board, most of whom have disabilities, are strongly committed to supporting others in their efforts towards self sufficiency. For assistance with programs and for information, contact CIL at 3008 North Fresno Street, Fresno, CA 93703, phone (559) 221-2330 Voice/ (559) 221-2342 TTY/TDD or website (<http://www.ricv.org>).
- Disability Resources, Inc.: Disability Resources, Inc. is a national nonprofit organization that provides information about resources for independent living. DRI maintains an on-line directory of assistive technology resources (<http://www.disabilityresources.org/>).
- Environmental Health Network: EHN's focus is on issues of access and developments relating to the health and welfare of the environmentally sensitive and to promote public awareness of environmental sensitivities and causative factors. EHN provides information environmental and chemical sensitivities at EHN, P.O. Box 1155, Larkspur, California, 94977-1155 (415) 541-5075 and on its website (<http://ehnca.org/>).
- National Association of the Deaf: NAD is a national consumer organization representing people who are deaf and hard of hearing. NAD provides information about standards for American Sign Language Interpreters and the Captioned Media Program on its website (<http://www.nad.org/>).
- National Federation of the Blind: NFB is a national organization advocating on behalf of persons who are blind or have low vision. NFB provided on-line resources for technology for the blind, including a technology resource list, a computer resource list, screen access technology, sources of large print software for computers, and sources of closed circuit TV (CCTV's) (<http://www.nfb.org/>).
- National Organization on Disability: The National Organization on Disability promotes the full and equal participation and contribution of America's 54 million men, women and children with disabilities in all aspects of life. NOD maintains an on-line directory of information and links including transportation-related resources (<http://www.nod.org/>).

- Paralyzed Veterans of America: PVA is a national advocacy organization representing veterans. PVA's Sports and Recreation Program promotes a range of activities for people with disabilities, with special emphasis on activities that enhance lifetime health and fitness. PVA's website: (<http://www.pva.org>) provides information on useful sports publications and a list of contacts.
- State Council on Developmental Disabilities, 1507 21st Street, Ste. 210, Sacramento, CA 95814-5299 (916) 322-8481,  
email: [scdd@dss.ca.gov](mailto:scdd@dss.ca.gov) or website (<http://www.scdd.ca.gov/>).
- State Office for Deaf Access, Department of Social Services, 744 P Street, MS 6-91, Sacramento, CA 95814 (916) 653-8320.  
email: [deaf.access@dss.ca.gov](mailto:deaf.access@dss.ca.gov) or website (<http://www.dss.cahwnet.gov>)
- State Office of Services to the Blind, California Department of Social Services, 744 P Street, MS 6-94, Sacramento, CA 95814 (916) 657-3327,  
email: [BlindAccess@dss.ca.gov](mailto:BlindAccess@dss.ca.gov) or website: <http://www.dss.cahwnet.gov>.
- United Cerebral Palsy Association: UCP's mission is to advance the independence, productivity and full citizenship of people with cerebral palsy and other disabilities, through our commitment to the principles of independence, inclusion and self-determination. UCP's Sports and Leisure Channel is designed for people with disabilities who are interested in sports and other leisure activities and proposes creative ideas for inclusive community recreation programs, including outdoor adventure activities for people with disabilities. Information about the Sports and Leisure Channel is available on UCP's website (<http://www.ucp.org>).
- United Spinal Association: United Spinal Association is a membership organization serving individuals with spinal cord injuries or disease. Formerly known as the Eastern Paralyzed Veterans Association, the organization expanded its mission to serve people with spinal cord injuries or disease regardless of their age, gender, or veteran status. Information on accessibility training and consulting services and recreational opportunities for people with spinal cord injuries or disease is available on their website (<http://www.unitedspinal.org>).
- World Institute on Disability: WID is an international public policy center dedicated to carrying out research on disability issues and overcoming obstacles to independent living. WID maintains an on-line information and resource directory on technology, research, universal design, and the ADA (<http://www.wid.org/resources/>).

## Resources for Persons with Disabilities for the City of Reedley

### Hearing Services

#### California Relay

(800) 735-2929 or (800) 735-2922

#### Deaf & Hard of Hearing Service Center, INC (DHHSC)

Interpreting Services of Central California

5340 N. Fresno Street,  
Fresno, CA 93710

(559) 225-3323 (V)

(559) 225-0415 (TTY)

(559) 221-8224 (Fax)

Email: [interpreting@dhhsc.org](mailto:interpreting@dhhsc.org)

After Hours: (559) 375-0902

#### South Valley Outreach Office

2333 W. Whitendale Ave,  
Visalia, CA 93277

(559) 225-3323 (V)

(559) 334-0137 (TTY)

(559) 334-0138 (Fax)

E-mail: [svinfo@dhhsc.org](mailto:svinfo@dhhsc.org)

#### DCARA Headquarters

14895 East 14th Street, Suite 200

San Leandro, CA 94578-2926

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

(510) 343-6670 (V)

(877) 322-7288 (TTY)

(510) 483-1790 (Fax)

### Braille and Visual Aid Services

#### The Braille Institute Universal Media Services

(323) 906-3148 (V)

(323) 663-2332 (Fax)

#### Lighthouse for the Blind and Visually Impaired

214 Van Ness Avenue,  
San Francisco, CA 94102

Access to Information (AI)

<http://lighthouse-sf.org/braille/>

415-431-1481 (V)

[ais@lighthouse-sf.org](mailto:ais@lighthouse-sf.org)

#### Valley Center for the Blind

2491 W. Shaw Ave Suite 124,  
Fresno, CA 93711

(559) 222-4447 (V)

(559) 222-4844 (Fax)

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

#### Maximus Media Inc. (Audiotape)

2727 N Grove Industrial Drive

Fresno, CA 93727

(559) 255-1688 (V)



## **Local and County Agencies**

### **Resources for Independence, Central Valley**

(Formerly Center for Independent Living)

Executive Director, Bob Hand

3008 N. Fresno St.,

Fresno, CA 93703

(559) 221-2330; (Fax) 221-2340

### **Central Valley Regional Center**

Executive Director, Robert Riddick

4615 N. Marty Avenue,

Fresno, CA 93722

(559) 276-4300 (V); (Fax) 276-4360

### **County of Fresno, ADA**

Michele May, Community Liaison

Public Works and Planning, County of  
Fresno

2220 Tulare Street, 6th Floor

Fresno, CA 93721

(559) 262-4371 (V)

### **Fresno-Madera Area Agency on Aging**

Jean Robinson, Executive Director

3837 N. Clark Street,

Fresno, CA 93726

(559) 453-4405; (Fax) 453-5111

## **State and National Agencies**

### **U.S. Department of Justice Disability Rights Section**

950 Pennsylvania Ave. NW

Washington, DC 20530

(800) 514-0301 (V)

(800) 514-0383 (TTY)

(202) 307-1198 (Fax)

<http://www.ada.gov>

### **Pacific ADA Center**

555 12th Street, Suite 1030

Oakland, CA 94607-4046

(800)949-4232 or

(510)285-5600 (V/TTY)

510.285.5614 (Fax)

### **The Federal Access Board**

1331 F Street NW, Suite 1000

Washington, DC 20004-1111

(800) 872-2253 (V)

(800) 993-2822 TTY

(202) 272-0081 FAX

<http://www.access-board.gov>

### **Division of the State Architect Universal Design Program**

1102 Q Street, Suite 5100

Sacramento, CA 95814

(916) 445-8100 (Voice/TTY)

[http://www.dsa.dgs.ca.gov/Universal  
Design](http://www.dsa.dgs.ca.gov/UniversalDesign)

### **Disability Access Section, California Department of Rehabilitation**

A centralized resource for providing public information, training, and technical assistance on disability laws.

E-mail: [adatf@dor.ca.gov](mailto:adatf@dor.ca.gov)

(916) 263-8674 (V)

(916) 263-8672 (TTY)

## **Appendices**

Appendix A: Program Accessibility Questionnaire

Appendix B: Public Outreach

Appendix C: Sample Citizen Request Form

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

Appendix E: Facility Reports

## **Appendix A: Program Accessibility Questionnaire**

## **Appendix B: Public Meeting Minutes**

## Appendix C: Sample Citizen Request Form

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

Camacho Park - PROW

Citizens Park - PROW

Downtown 10th Street - PROW

Downtown 11th Street - PROW

Downtown 12th Street - PROW

Downtown 8th Street - PROW

Downtown 9th Street - PROW

Downtown North Street - PROW

Fire Station - PROW

Mueller Park - PROW

Pioneer Park - PROW

Reedley City Hall/Police Station - PROW

## Appendix E: Facility Reports (Available Upon Request)

City Owned Facility	Address	Year
<b>Tier 1</b>		
Community Center	100 N. East Avenue	1-4
Police Station	1733 9 <sup>th</sup> Street	2-5
Reedley City Hall	1733 9 <sup>th</sup> Street	2-5
<b>Tier 2</b>		
Pioneer Park	800 Block G Street	2-5
Camacho Park	1000 E. North Avenue	5-8
Reedley Rail Trail	Buttonwillow Ave- Kings River	5-8
Cricket Hollow Park/Reedley Beach	Kings River	8-10
<b>Tier 3</b>		
Fire Station	1060 D Street	8-10
C.F. Mueller Park	100 N. East Avenue	8-10
Citizens Park	Frankwood and Parlier Avenues	10-12
Smith's Ferry Park	Kings River	12-15
Sports Park	2099 E. Dinuba Avenue	12-15