



Americans with Disabilities Act

City of Vacaville

SELF EVALUATION REPORT

September 2005



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Ron Armstrong	Ramiro Jimenez
Tim Burke	Suellen Johnston
Audrey Calder	Kimberly Korff
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The individuals named above, as well as other City staff who assisted in the completion of the Self Evaluation, spent many hours refining the Self Evaluation tool used to evaluate City programs, services, and activities for barriers. The City gratefully appreciates the work of everyone involved in order to improve access, both structural and program, to persons with disabilities.

Executive Summary

The City of Vacaville adopted its Self Evaluation as required by the American with Disabilities Act (ADA) of 1990 in January 1995. In the ensuing years the City addressed many of the items identified in the initial Self Evaluation. In the spring of 2004, the City embarked upon an effort to update both the Self Evaluation and the Transition Plan to ensure compliance with the ADA and to ensure people with disabilities who live in or visit Vacaville have access to City programs, services, and activities.

Through the end of 2004 until September 2005, the self evaluation study occurred. This involved every department analyzing its policies, procedures, practices, written documents and verbal understandings to determine whether or not ADA compliance standards are met. The City ADA Committee, comprised of staff from every department, conducted the self evaluation within respective departments. The ADA Advisory Committee, comprised of residents and members of the business community, provided input and comments throughout the process.

The Self Evaluation identifies the basic elements of ADA compliance as required by the ADA and how the City meets those requirements. The basic elements include: 1) the designation of a responsible employee to manage ADA compliance, 2) the posting/publishing of a notice of nondiscrimination on the basis of disability, 3) a grievance procedure, 4) a self evaluation, and 5) a transition plan.

The general requirements of ADA compliance include nondiscrimination, equally effective communication, program accessibility, and employment. Each of these general requirements includes specific items to ensure compliance and how the City meets them, such as equal opportunity and integrated programs (nondiscrimination), auxiliary aids/services and telephone communications (equally effective communication), access to existing facilities and maintenance (program accessibility), and employment stages (recruiting, applying, interviewing, testing, hiring, training, accommodating).

In addition to the basic elements and general requirements, other actions have been taken by the City to comply with not only the letter of the ADA, but also the spirit of the ADA. These actions include the formation of two ADA committees, examining and improving curb ramps and sidewalks, voter accessibility, emergency preparedness and planning, web-based services and programs, training, transportation, and record keeping.

Barriers, their modifications, and a timeline have been identified in the areas of the public notice, nondiscrimination requirements, equally effective communication, program accessibility, employment, emergency management, and training. Examples include standardizing the notice of nondiscrimination and including it on print materials, creating and maintaining a list of auxiliary aid providers, improving signage, ensuring that all meetings and other activities are held at accessible locations, providing visual and audible alarms, routinely inspecting facilities for clear exit paths, planning for emergencies and evacuation of people with disabilities, training staff and others on a variety of ADA topics, improving transportation for people with disabilities, and implementing strategies to ensure accessibility to special events held on City property.

ADA Background

The Americans with Disabilities Act, enacted on July 26, 1990, is a federal law giving comprehensive civil rights protections to qualified persons with disabilities. The Act became effective on January 26, 1992 and includes five sections: employment (Title I), state and local government services (Title II), public accommodations (Title III), telecommunications (Title IV), and Title V, which covers miscellaneous provisions not covered by the other sections. The purpose of the law is to ensure equal opportunity, full participation, independent living and self-sufficiency for persons with disabilities. The law prohibits all state and local government entities and most private businesses from discriminating on the basis of disability.

The City of Vacaville is required to comply with the ADA as required in Subtitle A of Title II. There are three major parts covered by Title II, including: 1) general public contact as part of daily operations; 2) activities directly administered by the City for program beneficiaries and participants; and 3) employment. General public contact includes, but is not limited to, telephone contact, personal contact, written materials, and/or interviews. Also included is the public's use of the City's facilities. City services or benefits are included in the second part.

The law mandates state and local government entities to conduct a self-evaluation of their programs, services, and activities to identify barriers to access for people with disabilities. This is to ensure that discrimination does not occur against qualified individuals with disabilities. Specifications for self-evaluations are found in 28 CFR 35.105.107 and 35.150(a) and (d). The requirements also stipulate that public entities employing fifty or more people must keep their self-evaluations on file for three years.

The self-evaluation examines policies, practices, and procedures, as well as communication and other aspects of conducting business with the public. Programs, services, and activities, when viewed in their entirety, must be readily accessible to and useable by individuals with disabilities or accommodations must be offered to provide accessibility. The self-evaluation is designed to help the City of Vacaville identify policies and practices that comply with the ADA and those that do not. By identifying those that do not comply, the City can take action to remove those barriers to ensure that the ADA's nondiscrimination mandate is met.

Another provision of ADA law is public transportation, which is also subject to the regulations of the Department of Transportation in the Code of Federal Regulations (CFR), Part 37. The Department of Transportation has established specific requirements for the construction of transportation facilities and the acquisition of vehicles to serve persons with disabilities. Activities that are covered by the Department of Transportation are not required to be included in the self-evaluation. However, items not covered by the Department of Transportation that are covered under the ADA are required to be included. This would include the provision for auxiliary aids.

Community Profile

Vacaville, California is located in northern Solano County, midway between San Francisco and Sacramento. The City of Vacaville, incorporated in 1892 and currently comprising just under 27 square miles, has a beautiful setting bordered by rolling hillsides, fruit orchards and fertile farmland. Vacaville enjoys warm summers and mild winters, with an average summer high of 94° and an average winter low of 36°. Annual rainfall averages 17.39 inches. A diverse population of 96,735 residents call Vacaville home, and has helped transform the community from a small agricultural town into a thriving and progressive city. While the City's population history shows its rapid growth, Vacaville remains a "small town at heart," whose residents pride themselves on the high level of community involvement.

Affordable housing, quality schools, a wide array of youth activities, and numerous community events contribute to making Vacaville a family-oriented city. The median price of a home in Vacaville (as of February 2004) is \$320,000. Residents of all ages participate in organized sports leagues year-round, including soccer, baseball, softball, and ice hockey. In addition, the City of Vacaville provides high quality recreation programs for all ages, and has continued to invest in state-of-the-art public recreation facilities, including a new community pool with water slides and a diving well, ball fields, and a skateboard park. There are numerous community events throughout the year that provide fun for the entire family, including the annual Fiesta Days and Fourth of July celebrations, a "Tribute to Seniors", free concerts during the summer at the downtown Creekwalk, and the "Merriment on Main" festivities during the holiday season.

Vacaville offers a wide range of arts and entertainment opportunities, including the Vacaville Performing Arts Theater. For those who enjoy the outdoors, Lagoon Valley Park provides the opportunity to fish, hike, and sail in a scenic, natural setting. Other options include enjoying an evening stroll along the beautiful Creekwalk, catching a Thunderbirds baseball game, or hitting the ice at the downtown skating center. Residents and visitors enjoy an expanding choice of restaurants in the revitalized, historic downtown, and some of the best shopping in the area with a thriving retail district along Interstate 80 that includes one of the largest factory outlet complexes in California.

Vacaville residents are among the safest in the state. When compared with cities of similar size in California, Vacaville ranks third in having the lowest crime level. The Vacaville Police Department has earned statewide recognition for its proactive programs serving youth and families. Vacaville's Fire Department employs state-of-the-art equipment at four stations to respond to fire emergencies and provide complete paramedic responses for emergency medical calls. Vacaville is a full service city that prides itself on providing high quality service to the community. The League of California Cities has recognized various Vacaville community organizations for their innovation and excellence.

Description of City Departments

The City has seven departments conducting City business and operations. These include Administrative Services, Community Development, Community Services, Fire, Housing and Redevelopment, Police, and Public Works. Descriptions of each department follow:

Administrative Services

The Administrative Services Department works "behind the scenes" to provide a wide range of support services to the City organization.

The *Human Resources Division* provides a full range of personnel and employee relations services, including recruitment, classification, salary and benefits administration, workers compensation, personnel policy development, employee training, and labor relations.

The *Finance Division* is responsible for the City's financial accounting and reporting systems, accounts payable and receivable, purchasing, employee payroll, meter reading and utility billing, cash management and investments, and bond issues.

The *Information Technology Division* provides a variety of voice and data services to City departments and the public. I.T. staff manage the City's information systems infrastructure, provide technical support to systems users, assist departments with new applications, and ensure integrated operation of all information technology.

Other functions provided by the Administrative Services Department include risk management, Citywide budget development, management analysis and operational audits, City website development, and centralized mail services.

Community Development

The Community Development Department is responsible for coordinating long-range planning and regulating private development in the City, which includes planning, zoning, development engineering and building inspections. The Department also issues building permits. This department also coordinates the activities of the City's Planning Commission. The Commission meets twice monthly to review development projects and make recommendations to the City Council.

Community Services

The Community Services Department provides a wide range of public safety and recreational programs, activities, and facilities for the entire Vacaville community. These programs, activities, and facilities are for all ages, including preschool, senior citizens, adults, and youth. Programs include arts, sports, and personal enrichment. The department provides facilities including the aquatic complex, McBride Center, the Vacaville Performing Arts Theater, two community centers, a gymnasium, and a gymnastics center that support department sponsored programs and public event rentals. The department is also responsible for park development in the community and many special events for families.

Fire

The Vacaville Fire Department is comprised of sworn and civilian employees.

The *Operations Division* provides both fire suppression and emergency medical services comprised of ambulances and paramedics.

The *Support Services Division*, through the Fire Prevention Bureau, provides public education services, inspection services, plans checking, post-incident fire investigation, and a juvenile firesetter diversion program. Also included within the Support Services Division is a full range of data analysis, clerical support and public education services.

Housing and Redevelopment

The City of Vacaville's Department of Housing and Redevelopment (DHR) is responsible for the operation of programs addressing housing needs, neighborhood revitalization, family self-sufficiency and implementation of redevelopment projects designed to eliminate blight and promote economic growth. Programs include:

- Housing Services
- Redevelopment projects
- First Time Homebuyers Program
- Code Compliance
- Residential and Commercial Rehabilitation Loan Programs
- Neighborhood Services

Police

The Vacaville Police Department seeks out and implements creative, effective and cost-conscious strategies to ensure that Vacaville remains one of the safest communities of its size in the State of California. Core principles include:

- Fidelity to Public Trust
- Honesty
- Integrity
- Fairness
- Humility
- Respect for Individual Human Dignity

The Vacaville Police Department has embraced a balanced approach to public safety. A well-rounded approach of prevention, intervention and enforcement options is employed while at the same time, aggressively enforcing laws, including local ordinances. Providing information and education to local residents, business owners, and their employees gives those groups steps to make potential crime targets less attractive to would-be criminals. The department supports several organizational units including the Family Investigative Response Services Team (FIRST), whose members investigate and provide follow-up services to victims of family violence, child abuse, sexual assault and elder abuse.

Public Works

The Department of Public Works is the largest and most diverse department within the City of Vacaville. Public Works is responsible for every public facility that a citizen sees and uses in their daily life. Public Works is organized into five divisions in order to provide the wide range of services needed by residents and businesses: *Administrative Services*, *Engineering Services*, *Maintenance*, *Traffic Engineering & Transit*, and *Utilities*. Each division employs a different combination of professional, clerical, technical, labor, and operational staff to perform its specialized types of services.

Public Works is responsible for the following major functions:

- Operating and maintaining major utility facilities, including the municipal water treatment plant, two wastewater treatment plants, lift stations, flow metering sites, odor control sites, water storage reservoirs and pump stations, and the municipal water wells.
- Providing design review and input on all private development projects to ensure consistency with City standards and adjacent Capital Improvement Projects (“CIP”).
- Maintaining infrastructure within the public right-of-way (both above and below ground level), such as storm drain mains, creeks, streets, sidewalks, roadside easements, sewer and water mains, traffic signals, and street lights.
- Planning, designing and constructing new public facilities and structures, as well as rehabilitating or modifying existing facilities and structures.
- Inspecting private development projects for consistency with City standards within the public rights-of-way.
- Maintaining City parks, setback and median landscaping, open space, and bike trails.
- Planning, design, and operation of the City’s transportation facilities, including the traffic model, traffic signal system, development review, transportation safety, and bus transit operations.
- Maintaining City buildings and the City’s vehicle fleet.
- Administering refuse collection services, yard waste collection, household hazardous waste disposal, and the curbside recycling programs.
- Providing emergency services during situations such as those involving street flooding.

City ADA Background & Self Evaluation Process

The City of Vacaville conducted its initial ADA self-evaluation in 1994, which was adopted by the City Council in January 1995. The initial self-evaluation examined ten areas, including physical barriers, policies and practices, communications, auxiliary aids, emergency evacuations, historic preservation program, determination of undue burdens, training, employment, and new construction. Recommendations as a result of the self-evaluation included one-time projects (such as, structural changes identified in the Transition Plan, initial employee training, and the purchase of auxiliary aids) and ongoing projects (including, but not limited to, priority curb ramps, priority play equipment modifications, Braille conversion and other auxiliary aids, ongoing employee training, and public information on accessibility). Projected costs were identified for each item.

During the early years of the ADA, the City identified a part-time ADA Title II Coordinator, published and distributed a notice of nondiscrimination, convened an ADA ad-hoc community advisory committee, conducted a self-evaluation, identified physical barriers resulting in a Transition Plan that was adopted by the City Council in January 1995, and formalized a grievance procedure for ADA complaints. Training was conducted for City employees on the ADA law and how to provide customer service to persons with disabilities. Several brochures were created, one for the general public about services for persons with disabilities and one for employees on serving individuals with disabilities.

In spring 2004 an update of the Transition Plan began. Recognizing the importance of achieving full ADA compliance, the City hired a fulltime ADA Title II Coordinator in June 2004. The creation of the self-evaluation tool was initiated shortly thereafter. Two committees were formed. The ADA Advisory Committee, comprised of Vacaville residents who represent people with disabilities living in the community, began meeting in August 2004; and the City ADA Committee, comprised of City employees from each department, began meeting in September 2004. In an effort to understand the needs of each of the committees, quarterly meetings of both committees began in December 2004.

After much consideration and review by both committees, the self-evaluation tool was made available in October 2004. Members of the City ADA Committee examined the programs, services, and activities in their respective departments by answering questions covering the types of programs offered, eligibility criteria, availability of auxiliary aids, and communication accessibility. Materials reviewed included both City and departmental policies and procedures (written and unwritten), practices, publications, and other printed materials.

Results from the self-evaluation were tabulated during the winter and spring of 2005. Both the ADA Advisory Committee and City ADA Committee were involved in the identification of barriers and the review of the draft self-evaluation document. The quarterly joint meeting in March 2005 specifically addressed the self-evaluation. The self evaluation process revealed that there are additional steps necessary to improve compliance. The final Self-Evaluation will be presented to the City Council for consideration in September 2005.

Basic Elements of ADA Compliance & the City

Designation of a Responsible Employee [28 C.F.R.35.107(a) Designation of a Responsible employee]

The Americans with Disabilities Act requires that a public entity designate an individual responsible for ADA compliance (28 CFR 35.107a). The City has had an ADA Title II Coordinator since 1992. In early 2004 the City determined that the position would become fulltime and hired its first fulltime ADA Title II Coordinator in June 2004. The ADA Title II Coordinator is responsible for planning, coordinating, organizing, facilitating, and promoting compliance efforts. The Coordinator responds to requests for accommodations or barrier removal. The Coordinator also receives and investigates complaints and grievances. Two ADA advisory committees, facilitated by the ADA Title II Coordinator, provide feedback and direction to the ADA Coordinator regarding accessibility, compliance, and related matters. A complete role description can be found in Appendix A.

Public Notice (28 C.F.R.35.106 Notice)

The Americans with Disabilities Act requires a public notice of nondiscrimination to inform applicants, participants, beneficiaries, and other interested persons of their rights and protections under the ADA law (28 CFR 35.106). The City modified its original policy of nondiscrimination on the basis of disability in August 2004. Since that time the notice has been published at least monthly in the local newspaper, posted in every City department, and included in written materials produced by the City (including, but not limited to, brochures, events guides, monthly calendars, City website, notices, and announcements). The following notice is currently being used:

Policy of Non-Discrimination on the Basis of Disability

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, the City of Vacaville ("City") does not discriminate against qualified individuals with disabilities on the basis of disability in the City's services, programs, or activities. Information, comments, and/or complaints concerning the accessibility of City programs, services or activities to persons with disabilities should be directed to the City's ADA Title II / Section 504 Coordinator Linda Crossman, 1001 Allison Drive, 469-6572, 469-7576 (fax), lcrossman@cityofvacaville.com.

Grievance Procedure [28 C.F.R.35.107(b) Complaint procedure]

The Americans with Disabilities Act requires the adoption of a grievance procedure for grievances arising under Title II (28 CFR 35.107b) for entities with fifty or more employees. The procedure provides for investigation and resolution of complaints at the local level without requiring the complainant to resort to complaint procedures of the federal government. A written grievance procedure and complaint form were adopted in January 1995. The complaint procedure was updated in the summer of 2004 and can be found in Appendix B. It is also

published in the Access to City Services, Programs, and Activities brochure (Appendix C) and on the City's website (Accessibility Info link).

Self Evaluation (28 C.F.R.35.105 Self evaluation)

The Americans with Disabilities Act requires a self-evaluation (28 CFR 35.105) that examines accessibility to City programs, services, and activities. The City is required to evaluate current policies and practices to identify and correct any that are inconsistent with the intent of the law. The City Council of the City of Vacaville accepted the first self-evaluation on January 24, 1995. A second self-evaluation was conducted during the Fall 2004 and completed in August 2005.

During both periods of self-evaluation, committees comprised of residents with disabilities (as well as interested community members on the current committee) represented the community to provide input regarding the City's programs, services, and activities and accessibility for persons with disabilities. The current ADA Advisory Committee met twice monthly during the self-evaluation process to discuss the self-evaluation and related items. Joint meetings between the City ADA Committee and the ADA Advisory Committee were held quarterly to discuss elements of the Self Evaluation. Upon completion of the Self Evaluation and Transition Plan, the Committee began meeting monthly to continue its work and to ensure that the recommendations in the Self Evaluation are completed in a timely manner. In instances where recommended changes cannot be made, the ADA Advisory Committee will work with the City in documenting the financial and/or administrative burdens resulting in those decisions.

The City is required to keep the Self Evaluation on file and make it available for public inspection for three years, because the City employs more than fifty individuals. This was done with the original Self Evaluation and will be done with the second.

The federal Self Evaluation Administrative Requirements can be found in Appendix D. The Self Evaluation tool used by the City of Vacaville can be found in Appendix E. The Program Inventory can be found in Appendix F.

Transition Plan [28 C.F.R.35.150(d) Transition plan]

The Americans with Disabilities Act requires a Transition Plan for entities with more than fifty employees (28 CFR 35.150). The original Transition Plan was accepted by the City Council on January 24, 1995.

The City contracted with Sally Swanson Associates in spring 2004 to provide an updated Transition Plan, which was completed in August 2005 and is to be presented to the City Council on September 13, 2005. The scope of work included surveying the most heavily used City facilities and City streets/roads, providing survey reports of City facilities, and creating a Transition Plan. Several public meetings were held to provide opportunities for public input, as well as ongoing discussions at regular meetings of the ADA Advisory Committee. The Transition Plan identifies the structural barriers to access and solutions to remove the barriers. The ADA Coordinator has responsibility for ensuring compliance through the removal of identified physical barriers. The ADA Advisory Committee is responsible for making

recommendations to the City by prioritizing the removal of barriers within a given timeframe and annual budget.

General Requirements of ADA Compliance & the City

Nondiscrimination Requirements

Under Title II of the ADA, no qualified individual with a disability can be excluded from participating in, receiving benefits from, or be discriminated against in a program, service, activity offered by the City of Vacaville (28 C.F.R. 35.130(a)). The following areas are identified in the regulations:

Equal Opportunity [28 C.F.R.35.130(b)(1)(i)-(iv),(vi)-(vii)]

The City is required to provide people with disabilities an equal opportunity to participate in the programs, services, and activities offered by the City. This requirement also includes the provision that the opportunity to participate is equally effective. One way to ensure these requirements are met is to include people with disabilities in the planning and decision-making for programs, services, and activities.

The City's ADA Advisory Committee has become more involved in making recommendations to the City to increase opportunities and inclusiveness for people with disabilities. Improved accessibility to City events and activities include Merriment on Main and the Creekwalk concert series. Public information promoting the accessibility of both can be found in Appendix G.

Integrated Programs [28 C.F.R.35.130(b)(2);(d)]

The ADA requires that programs, services, and activities be offered and delivered in the most integrated setting possible. While this can be dependent upon an individual's level of need, the goal of the law is to integrate people with disabilities into all parts of civic life. The law protects a person with a disability from being forced to participate in a separate program. The law also protects a person with a disability from being restricted as to the programs, services, or activities available and provides that they be given a choice of what public activities in which to participate.

City programs, services, and activities are open to all individuals regardless of ability.

Administrative Methods [28 C.F.R.35.130(b)(3)]

Written policies must be nondiscriminatory. Actions taken by the City must be nondiscriminatory to people with disabilities, as well as actions undertaken by contractors on behalf of the City.

Contractors [28 C.F.R.35.130(b)(5)]

Public entities cannot discriminate on the basis of disability by excluding potential contractors who employ people with disabilities.

Licensing and Certification [28 C.F.R.35.130(b)(6)]

For any licensing or certification, the City is required to ensure that no one is denied licensure or certification because of a disability if the person meets the essential eligibility requirements for the license or certification. If the City administers examinations for licensing or certification, these must be offered in an accessible location and manner.

Policies, Procedures, and Practices [28 C.F.R.35.130(b)(7)]

City policies, procedures, and practices must be nondiscriminatory to people with disabilities and must be modified if necessary to avoid discrimination. The exception to this requirement is if the nature of the program, service, or activity would be fundamentally altered as a result of changing the policy, procedure, or practice. The City revised its policy for Accommodations for Individuals with Disabilities in February 2004.

Eligibility Criteria [28 C.F.R.35.130(b)(8)]

People with disabilities cannot be screened out of programs, services, or activities offered by the City through the use of eligibility criteria unless the criteria is necessary to provide a particular program, service, or activity. Legitimate safety qualifications are acceptable if necessary for a program, service, or activity even if the consequence screens out people with disabilities.

Surcharges [28 C.F.R.35.130(f)]

Surcharges may not be assessed on a program, service, or activity because a person has a disability or because there are additional costs associated with providing access. Unless providing an auxiliary aid is an undue financial or administrative burden in comparison to all City resources, the City is responsible for providing the accommodation.

Surcharges are not assessed for any programs, services, or activities to people with disabilities. Surcharges, such as non-resident fees charged to all non-residents, are also charged to people with disabilities who are also non-residents.

In addition to the above, the Vacaville Police Department has a policy and procedures to follow on the topic of discrimination and harassment complaints in the workplace. It covers the employee obligations, complaint procedure and resolution, notification of disposition, and the external procedure

Equally Effective Communication

The Americans with Disabilities Act requires public entities ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others [28 CFR 35.160(a)]. Further, the Act requires the provision of appropriate auxiliary aids and services, when necessary, to give an individual with a disability an equal opportunity to participate in and enjoy the benefits of programs, services, and activities.

Agendas of official City meetings include a statement regarding meeting materials in alternative formats and accommodations during meetings. The newly revised statement reads:

The City of Vacaville is committed to providing meetings that are accessible to persons with disabilities. To request meeting materials in alternative formats, to request a sign language interpreter, real-time captioning or other accommodation for meetings, call (707) 469-6572, (707) 469-6578 (TTY) at least four days prior to the meeting. Assistive listening devices are available and may be obtained at the meeting or by calling the number(s) above.

Auxiliary Aids and Services [28 C.F.R.35.160(b)(2)]

The law stipulates that the City provide an opportunity for individuals with disabilities to request auxiliary aids and services of their choice and that the City will honor the request unless a suitable substitute exists or the request is not required under the law. The City has been prepared to provide printed materials in Braille and/or large print since the law was enacted. Assistive listening devices are available in the City Council Chambers and the Vacaville Performing Arts Theater, a City-owned facility operated by a third party. City staff received training in responding to the needs of individuals with disabilities in the late 1990's and early 2000's. Through the provision for equally effective communication, any televised City meetings are expected to be accessible to people with disabilities. These would mean closed captioning or providing a sign language interpretation on the screen. [28 C.F.R.35.160 (Preamble)] The City has been working with the local cable provider to meet this requirement.

Attention has been given to ensure that written and audiovisual materials portray individuals with disabilities in a respectful, dignified manner and that "people first language" is used.

The InfoLine was reinstated in 2005 to provide taped messages regarding ADA. The InfoLine script can be found in Appendix H.

Recently sign language interpreters have been provided upon request for several recreation programs. These requests were facilitated by the new contract signed with a interpreting service to provide sign language interpreters upon request. (28 C.F.R.35.104)

The City has also taken steps to ensure that the permanent assistive listening systems located in several facilities are maintained and that each facility has the correct number of devices available for use.

Telephone Communications (28 C.F.R.35.161)

The Americans with Disabilities Act requires the use of TTYs wherever a public entity communicates with applicants and beneficiaries by telephone. Equally effective telecommunications systems may be used in place of TTYs to communicate with individuals who are deaf, hard of hearing, or have speech disabilities. The City has had a centralized, direct TTY telephone at the desk of the City Receptionist. That number is (707) 449-5162. The City

also has TTY equipment in the Housing and Redevelopment Department (449-5680), Community Services (449-5618), the ADA Office (469-6578), McBride Center (469-6697), City Coach Transit Office (469-6537), the box office of the Vacaville Performing Arts Theater (449-6112), and Three Oaks Community Center (446-7235). Regular training and maintenance is handled through a call system initiated by the ADA Coordinator to the City's TTYs. A written procedure outlines the use of TTY equipment at each of these locations. The California Relay Service, accessed by dialing 7-1-1, is also used by the City to respond to or initiate calls. TTY procedures can be found in Appendix I.

Telephone Emergency Services (28 C.F.R.35.162)

The Americans with Disabilities Act requires that telephone emergency services, including 9-1-1 services, be accessible to individuals with hearing and speech disabilities. These services are required to provide direct service, meaning that emergency access through a third party or through a relay service would not satisfy the requirement for direct access. City emergency services were equipped with a single TTY machine until the entire system was upgraded to VESTA, a computerized telecommunications system. This system provides TTY service at each call station that takes emergency 9-1-1 calls.

Information and Signage (28 C.F.R.35.163)

The Americans with Disabilities Act requires public entities to provide information to individuals with disabilities concerning accessible facilities. This includes signage to direct an individual to an accessible entrance to a building or to a location with information about accessible facilities. Further, this includes information about the location of TTY equipment. The City has signs at the entrance doors to City Hall, which contain information in Braille. In addition, exit signs are also placed on exit doors at City Hall. Path of travel signs are posted in variety of areas, including City Hall, City parks, and City community centers. Signs marking permanent rooms and spaces are posted throughout City Hall and include Braille. Signage will continue to be added and improved according to locations identified in the updated Transition Plan.

Program Accessibility

The basic question underlying program accessibility is: Is the program, service, or activity readily accessible to and usable by individuals with disabilities when viewed in its entirety? Program accessibility includes the rules, regulations, and procedures, all of which must be ones that people with disabilities are able to follow and use. A person with a disability must have the same opportunity to get a benefit or services as a person without a disability. Program accessibility means people with disabilities are able to achieve the same goals as those without disabilities.

Changes to City facilities have been an ongoing process since 1992. Barriers have been prioritized and eliminated over the years when identified in the original Transition Plan, by City employees, and/or by the general public. The updated Transition Plan provides additional information as to the location of barriers and the ADA Advisory Committee has prioritized their

removal according to budget. Some of the barriers include: protruding objects, signage, entrances, doors, and restrooms.

In 2004 a process was created to handle requests for accommodations or barrier removal to facilitate program access. The Request for Accommodation or Barrier Removal can be found in Appendix J.

Access to Existing Facilities [28 C.F.R.35.150(a)(1);(b)(1)]

The law is clear that inaccessible facilities must not be the reason a person with a disability is excluded from participating in a program, service, or activity. The law, while inflexible in this requirement, does allow public entities the option to use structural and/or nonstructural methods to achieve program accessibility. This includes moving services to an accessible location, making home visits, purchasing or redesigning equipment, provides aides, or making structural improvements to achieve accessibility.

Public meetings are required to be held in accessible locations so that all citizens can attend. Meetings that are held in inaccessible locations have to be moved to an accessible location or modified for accessibility.

Fundamental Alteration and Undue Burdens [28 C.F.R.35.150(a)(3)]

If a public entity is faced with the fundamental alteration of a program, service, or activity or if an undue financial or administrative burden will be created, the law does not require the public entity to take any action that would result in those instances. However, to claim an undue financial burden would require all resources of the entity available for use in the funding and operation of the program be considered, a determination made by the head of the entity or other senior official, and such a determination be made in writing.

The City's obligation under Title II is limited to actions that WILL NOT RESULT IN undue financial and administrative burdens on the City or fundamental alterations in the nature of a program, service, or activity. Since the inception of the original Self Evaluation in 1995, the City has made a good faith effort to identify appropriate accommodations for individuals with disabilities.

The Administrative Policy adopted at that time, which continues to be used, includes guidelines to find acceptable accommodations. The Administrative Policy may be found in Appendix K. The Finding of Undue Administrative or Financial Burden Under the Americans with Disabilities Act and A Finding of Undue Burden form under California Building Code Title 24 may be found in Appendix L.

Historic Preservation Programs [28 C.F.R.35.104; 35.150 (a)(2),(b)(2)]

City property that is designated as historic under federal, state, or local law would be considered as a special case (or cases) under the ADA. The historical significance of a property may be

preserved rather than threatened or destroyed by proposed changes because of ADA. Alternative methods of providing access would need to be utilized.

New Construction and Alterations to Existing Facilities [28 C.F.R.35.151(a)-(c)]

The ADA requires that all new construction is readily accessible to and usable by people with disabilities. Any alterations made to existing facilities must meet the same requirements. In order to meet the requirements, the City must follow the ADA Accessibility Guidelines (ADAAG), as well as those in Chapter 11 of Title 24 of the California Building Code.

Leases [28 C.F.R.35.151(Preamble)]

Facilities leased by the City or to the City are required to be accessible to people with disabilities. This includes an accessible path of travel from the parking area to the entrance if parking is provided; an accessible route from the entrance to the location of the program, service, or activity; and accessible restrooms. Future leases need to clearly define ADA requirements.

Maintenance of Accessible Features (28 C.F.R.35.133)

Maintaining facilities for access is specifically required under the ADA. Regular maintenance of facilities means increases the likelihood that facilities are accessible to people with disabilities. Breakdowns of equipment must be repaired promptly. Improper or inadequate maintenance causing repeated or persistent failures is a violation of the law.

The City of Vacaville includes as part of regular maintenance such items as door pressure and drinking fountain flow.

Employment

The Americans with Disabilities Act, specifically Title I, requires public entities to practice nondiscrimination in all parts of the employment process (28 CFR 35.140 and 29 CFR 1630.4). This includes recruitment, application process, interviews, testing of any kind, and hiring practices. It also covers employees with disabilities needing accommodations. Individuals with disabilities are also covered by Section 504 of the Rehabilitation Act of 1973, which the City follows, and the ADA regulation found in the Equal Employment Opportunity Commission (EEOC).

Currently, the following statement appears in the job application packet:

The City of Vacaville is an Equal Opportunity Employer. In accordance with the Federal Americans with Disabilities Act (ADA) and the California Fair Employment & Housing Act (FEHA), if accommodations are necessary in order to perform the essential functions of the position, or to participate in any portion of the selection process, please contact the Human Resources Division at (707) 449-5303 within seven calendar days of the final filing date. The hearing impaired number is TDD/TTY 449-5162 or contact us through the California Relay Service (dial 7-1-1).

While volunteers are not specifically included in the employment category, the City does follow the nondiscrimination policy for employment as it applies to volunteers.

Human Resources, located in Administrative Services, complies with ADA law by:

- Not discriminating on the basis of disability in its hiring or employment practices.
- Not asking a job applicant about the existence, nature, or severity of a disability. Applicants may be asked about their ability to perform specific job functions. Medical examinations or inquiries may be made, but only after a conditional offer of employment is made and only if required of all applicants for the position.
- Making reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business. If an applicant or an employee requests a reasonable accommodation and the individual's disability and need for the accommodation are not readily apparent or otherwise known, the City may ask the individual for information necessary to determine if the individual has a disability-related need for the accommodation.
- Maintaining employees' medical records separate from personnel files and keeping them confidential. Medical files are locked and only accessible by two City employees in Human Resources.

Human Resources will make an individualized assessment of whether a qualified individual with a disability meets selection criteria for employment decisions. To the extent the City's selection criteria have the effect of disqualifying an individual because of disability, those criteria will be job-related and consistent with business necessity. The Administrative Policy covering individuals with disabilities can be found in Appendix M.

Other Actions Taken by the City

ADA Committees

Two committees were formed in August 2004 to assist the City in its compliance efforts. The ADA Advisory Committee is comprised of Vacaville residents and City employees who are interested in providing support to persons with disabilities and include members who have disabilities. The committee meets on a regular basis to discuss specific issues related to ADA. This committee has responsibility for prioritizing and recommending physical barrier removal projects within annual budgets, as well as a number of other areas of participation. A complete role description for this committee may be found in Appendix N.

The City ADA Committee meets regularly and is comprised of one or more representatives from each of the City's departments. These include Community Development, Housing and Redevelopment, Community Services, Public Works, Police, Fire, and Administrative Services. Members of this committee serve as ADA liaisons for their respective departments. Responsibilities include the distribution of the notice of nondiscrimination, examining departmental policies, procedures, programs, and services for compliance, and providing input to the ADA Coordinator from the departments.

Curb Ramps and Sidewalks

Since the inception of the first Transition Plan in 1995, the City has endeavored to install ADA compliant curb ramps upon request from a person with a disability and during road widening and annual street overlay projects. The City's standard drawings, including curb ramps, were updated and revised on June 14, 2005. The updated curb ramp standards were based partly upon recommendations from Sally Swanson Architects through the survey work completed for the updated Transition Plan. Those recommendations included standard curb ramps, built-up curb ramps, diagonal curb ramps, returned curb ramps, depressed curb ramps, combination curb ramps, and raised islands. Curb ramp details included cement contrast, grooving and gutter requirements, and detectable warnings.

The Department of Public Works has a sidewalk program. The sidewalk program includes proactively reviewing sidewalks and marking them for correction. Sidewalk issues are also addressed on a case-by-case basis as notified by citizens or those using the sidewalks. Sidewalks are the responsibility of the property owner unless a City tree within a City planting area has caused the damage. When notified of a sidewalk issue, a property owner has an opportunity to fix the problem or have the City complete and work and the property owner is billed. The City also offers a loan program for sidewalk compliance through the Office of Housing and Redevelopment.

Through the contract with Sally Swanson Associates, a sampling of curb ramps and sidewalks citywide indicates the need for attention to both throughout the city. More detail may be found in the Transition Plan itself.

Voting

Voting issues are handled by the Solano County Elections Office. Requests for access have been and may be made to the City's ADA Coordinator who will in turn make a request to the county office responsible.

Emergency Management Procedures and Policies

On April 15, 2005 the National Council on Disability, an independent federal agency that makes recommendations to the President and Congress regarding improving the quality of life for people with disabilities and their families, issued a report titled "Saving Lives: Including People with Disabilities in Emergency Planning". This report identifies ways in which government entities can improve access to disaster services for people with disabilities and develop the disability-related infrastructure and planning necessary to ensure that people with disabilities included during emergencies.

The City is currently in the process of updating its emergency plan. Three City facilities have been identified as emergency shelters: McBride Center, Three Oaks Community Center, and Ulatis Community Center. These three facilities are included in the updated Transition Plan and were prioritized to receive modifications in the beginning years of the plan to ensure accessibility.

Web-Based Services and Programs

The City added a link from its home page (www.cityofvacaville.com) to Accessibility Info in September 2004. The content in Accessibility Info includes the policy on nondiscrimination on the basis of disability; ADA and the City of Vacaville; local contact information; advisory committee information; request/grievance/complaint procedures and forms; future transition plan and self evaluation reports; transportation for persons with disabilities; and local and area resources. The City's website provides an alternative means of communication for individuals with disabilities, particularly those individuals with mobility disabilities.

Training

The ADA requires that the City ensure that its employees are familiar with the requirements of ADA and the impact on City programs, services, and activities. A brochure called Serving Our Customers with Disabilities (Appendix O) is provided in a folder to new employees in their new employee orientation. The ADA Coordinator is now included on the agenda for new employees at their orientation. Formal training for continuing staff has not been conducted in several years.

During the past year the City has hosted several national teleconferences, including emergency preparedness and planning for people with disabilities and transportation for people with disabilities. These teleconferences provided opportunities for interested parties to learn more about the topics being discussed at a national level.

Introductory presentations conducted by the ADA Coordinator to more than 250 employees began in spring 2005. These presentations included a brief overview of the five action steps the City has taken with regard to compliance, ongoing compliance efforts, and employee responsibilities as far as ADA is concerned. These presentations will continue until all employees have participated at which point additional training will be developed and conducted.

Appendix P contains recent training materials and information.

Transportation

The National Council on Disability issued a report on June 13, 2005 titled “The Current State of Transportation for People with Disabilities in the United States”. This report includes fixed route public transportation paratransit, and private transportation and makes recommendations to improve transportation for people with disabilities. While the recommendations are not requirements, the City is trying to enhance its transportation services for people with disabilities.

The City of Vacaville contracts with First Transit, Inc. to provide the operations management of the City Coach transit system. Buses serving the fixed routes are fully accessible and are “kneeling” buses. City Coach offers paratransit services through Special Services. Disability identification cards are issued to those who complete an application and are qualified to receive them for discounts on the fixed route service. Paratransit cards are issued upon completion of an application and qualification for paratransit services. Generally, people with disabilities who are unable to use the fixed route service are qualified for paratransit services. Paratransit services are provided during the same hours of operation as the fixed route service, beginning at approximately 6:30 AM and ending at 6:30 PM except on Saturdays when the service is shorter. There is no service on Sundays. The local taxicab company does not provide accessible taxicab service except for manual wheelchairs. There is no after hours taxicab service throughout Solano County that offers fully accessible taxicabs.

Applications for both the disability identification card and paratransit card are included in Appendix Q.

Record Keeping

A running record of ADA complaints and issues is kept on the Issues Tracking Log. A copy of the most recent version at the time this document was prepared may be found in Appendix R.

Identification of Barriers

Public Notice

- The public notice does not cover employment nor does it include other segments identified in recent Department of Justice settlement agreements with cities.
- Standard language for the Notice of Nondiscrimination needs to be used by all departments for all printed materials.

Nondiscrimination Requirements

- All City contracts do not include specific, detailed ADA language to ensure that contractors comply with the ADA.
- Some documents may use discriminatory language.

Equally Effective Communication

- Televised City programming is not closed captioned for those with hearing disabilities.
- The posted Notice of Nondiscrimination in offices can not always be located.
- Printed information does not consistently include Notice of Nondiscrimination.
- The City does not have a complete list of providers of auxiliary services (Braille transcribers, readers, note takers, qualified sign language interpreters, etc.).
- Commercial or other films used with the general public do not include closed captioning, audio descriptions, etc.
- Not all signage at City facilities is ADA compliant.
- Employees do not necessarily know the requirements for providing accommodations to meet the effective communication requirements.
- No specific guidelines are provided to first responders and law enforcement on communications with individuals who are deaf or hard of hearing.
- While the City continues to improve its website, not all areas are fully accessible.
- The City meeting notice needs a clear statement on accommodation requests.
- The availability of alternative formats for documents needs to be publicized and promoted.
- Training in the use of the California Relay Service to make and receive calls has not occurred within the past several years.

Program Accessibility

- The procedure for determining an undue financial or administrative burden is not well known.
- Lease agreements do not necessarily include ADA language specific to the facility.
- The locations of some events are not fully accessible.
- There is no clear written policy regarding service animals and their inclusion in all aspects operations, including emergencies and evacuation.

- There are no clear written guidelines regarding medications needed by people with disabilities during an emergency evacuation where City facilities are involved.
- Specifically including people with disabilities in planning new or modified City facilities has not occurred. This includes the issue of accessible playgrounds and accessible play equipment.
- Contracts and legal agreements do not include or provide specific detail on ADA compliance measures. Such documents include facility leases, performers contracts, and other legal agreements.
- The ADA office is inaccessible.
- Polling places are not fully compliant for people with disabilities.

Employment

- Interview guidelines are not always clear throughout the department/division interview process.
- Some employment documents do not include ADA language.

Emergency Management

- Visual and audible warning systems do not exist in all facilities.
- Evacuation procedures for people with disabilities who may be in City buildings are not clear for all areas of all facilities.
- People with disabilities have not been included in any planning for emergencies handled by the City.
- Emergency evacuation procedures do not adequately account for people with disabilities.
- The individual responsible for maintaining the fire alarm system needs to be clearly identified.
- ASOs do not routinely conduct safety/accessibility inspections to ensure that doorways and exit pathways provide clear passage.
- Emergency plans do not include provisions for people with disabilities in a number of areas, including emergency warning notification, access to electricity and refrigeration in emergency shelters, service animals, and other similar areas.

Training

- Employees have not regularly participated in ADA-specific training in several years and may not be up to date on current standards and policies of ADA.
- Service providers (suppliers, contractors, etc.) are not always aware or knowledgeable about ADA standards and requirements.

Transportation

- Private taxicab services do not provide fully accessible taxicabs for people with disabilities who use motorized wheelchairs or scooters yet the City sells taxicab scrip to people with disabilities.
- Administrators of assisted living and other care facilities are unable to efficiently use paratransit services for their residents because of the paperwork involved.
- City Coach fares, including those for Special Services, are listed incorrectly in the Solano Paratransit brochure and website.
- Denials of paratransit service need to be accurately tracked and reported.

Written policies and procedures

- The City does not have a Special Events Policy to ensure ADA compliance for all events held on City property and/or sponsored by the City.

Barrier Removal

Public Notice

- While the City has a policy of nondiscrimination covering persons with disabilities, consideration will be given to modifying it to more closely meet recent recommendations to cities by the Department of Justice in the Project Civic Access program (Appendix S).
- The notice will include the TTY number for the City.
- The public notice will be included in all contracts, printed materials, etc.

Nondiscrimination Requirements

- The ADA coordinator will work with the City Attorney's office to draft sample language to be included in contracts.
- City staff will be provided training and/or information to understand the importance of including ADA language in all contracts.
- Applications and other printed materials will continue to be reviewed to ensure language used is nondiscriminatory to people with disabilities.
- Departmental policies on complaints and discrimination will be updated to include reference to the handling of ADA complaints. (Example: Public Works Counter Policy)

Equally Effective Communication

- The City will continue to research and review providing closed captioning of televised meetings and public service announcements.
- Display racks mounted too high as identified in the Transition Plan will be lowered.
- The availability of materials in alternative formats will be more widely publicized.
- A contract for interpreting services will be maintained.
- The City will explore the possibility of identifying and certifying local qualified sign language interpreters.
- A list of auxiliary aid providers (Braille transcribers, note takers, readers, qualified sign language interpreters, etc.) will be developed and maintained.
- Printed materials, publications, applications used by all departments (such as the Planning and Permit Applications from Community Development), Community Services flyers, and other materials produced by the City, will include the main TTY number.
- Specific departmental TTY numbers will be distributed to specific clients at the discretion of the departments.
- The City's website will be regularly reviewed to meet the accessibility guidelines for websites using the "Accessibility of State and Local Government Websites to People with Disabilities", produced by the U.S. Department of Justice, as a guide. This technical assistance document may be found in attachment T.
- Communications equipment (TTYs, etc.) will be maintained in operable working condition through regular testing.

- Voice amplification devices on dispatchers' telephones to respond to an individual with a hearing loss using a telephone that does not have an amplification device will be investigated for use in the emergency dispatch center.
- The two Department of Justice publications (Appendix U) will be provided to all police department employees who interact with the public and training provided.
- City meeting notices will be updated to include statements regarding accessibility for people who use wheelchairs.
- Online request processing similar to the process used in Citrus Heights will continue to be explored to enable use of the Internet to file ADA requests and complaints. (Appendix V)
- Correspondence inviting the public to participate in various activities will include language regarding accommodations.
- Training on the use of the California Relay Service will be provided to those who are the first points of contact.
- The Police Department will be equipped with a working TTY to enable persons who are deaf, hard of hearing, or who have speech impairments to make outgoing telephone calls. When calls are time-limited, the department will adopt a policy permitting inmates who use TTYs a longer period of time to make those calls due to the slower nature of TTY communications.

Program Accessibility

- Staff in each department will be educated on how to identify alternatives for programs offered at inaccessible locations.
- Each department will work with the ADA coordinator to identify program access issues during City ADA Committee meetings.
- Maintenance will continue to be performed on assistive listening devices, the platform lift at the theater, paths of travel, and at various features in facilities (doors, drinking fountains, etc.) to ensure that each is maintained for ADA compliance.
- Safe exit paths will be maintained through quarterly inspections by ASOs and notification to departments/divisions/offices whenever required.
- City-sponsored meetings held in facilities not belonging to the City will be inspected prior to the meeting to ensure access.
- Tours conducted by the City at City facilities will be reviewed to ensure compliance with ADA and make modifications wherever necessary to achieve compliance.
- A statement about requesting accommodations or making modifications to achieve compliance will be included on all correspondence and published materials, including program flyers (Social Dance, Crabfeed, Adult Flag Football, Alaska Cruise, Painting, etc.), applications (TGIF, Prime Time, Children's Corner) and registration forms.
- The ADA office will be accessible.
- The City will work with the County Elections Office to ensure that polling sites in Vacaville are accessible; and, if not, are either moved to an accessible location, are modified to meet compliance requirements, or that alternative opportunities for same-day balloting for voters with disabilities are available.

Employment

- Human Resources will provide clear guidelines to ensure ADA compliance in the interview process.
- All departments using volunteers will review their volunteer application and procedures with Human Resources to ensure compliance standards are met.
- On the Important Instructions flyer, the phrase “The hearing impaired number is....” Will be replaced with “The TTY number is.....”
- The acronym TDD will be replaced with TTY wherever it appears.
- The Utilities Division “Volunteer Registration Form” will be updated to meet ADA compliance.

Emergency Management

- The visual and audible warning systems throughout City facilities will be updated to meet ADA compliance standards as identified in the updated Transition Plan.
- The City will solicit and incorporate input from persons with a variety of disabilities and those who serve them regarding all phases of City emergency response plans.
- Evacuation plans will include provisions for the safe evacuation of those who have mobility impairments, vision impairments, hearing impairments, cognitive disabilities, mental illness, or other disabilities.
- The City’s emergency evacuations plans will address accessible transportation needs for people with disabilities.
- The City’s emergency plans will include provisions to inform people with hearing impairments of an impending disaster if an emergency warning system includes audible alerts.
- At least one emergency shelter will include a back-up generator or other power source in order to keep medications refrigerated and medical equipment powered for people with disabilities who require access to electricity and refrigeration.
- Emergency plans will include the provision for service animals in shelters.
- An individual will be identified as the person responsible for the maintenance of the fire alarm system throughout City facilities.
- ASOs will participate in annual ADA training specific to their roles as safety officers.
- ASOs will conduct quarterly inspections of their areas to ensure clear exit paths in the case of an emergency.
- The City will study the feasibility of a voluntary sign-in sheet for people needing assistance in the event of an emergency while visiting City facilities.
- The City will study the feasibility of implementing a voluntary, confidential registry of persons with disabilities who may need individualized evacuation assistance or notification while in their homes.
- Evacuation plans will be posted in meeting rooms (i.e., Transit Center conference room, etc.)
- An alternative method of exit will be determined for individuals using mobility devices on the second floor of McBride Center in the event of a malfunction of the elevator, especially in an emergency evacuation.

Training

- An ADA training course will be developed and presented to all City employees. The course will vary depending upon the roles and responsibilities of particular groups of employees. Topics may include: ADA overview, disability awareness, common obstructions people with disabilities encounter, sensitivity training about people with disabilities, dealing/communicating with people with disabilities, handling requests and complaints, providing alternative formats of materials, using the California Relay Service, making a determination of a direct threat to health or safety of others to deny participation, emergency preparedness and evacuation for employees and citizens, website information.
- ADA refresher training and/or information will be provided after the initial round of training.
- New employees will be required to attend an ADA presentation within the first six months of their employment.
- Specific training will be developed and provided to departmental ASOs on safety for people with disabilities.
- Training will be developed and provided to police officers who interact with the public on communicating with people who are deaf or hard of hearing.
- Determine the feasibility of providing potential service providers (suppliers, contractors, etc.) with ADA training specific to a particular job or contract.

Transportation

- The City will work with the local taxicab service to provide accessible taxicab service.
- City Coach will communicate with Solano Paratransit regarding fare changes in all categories of service including Special Services.
- The City Coach service provider will provide monthly reports on paratransit service requests and performance.

Written Policies and Procedures

- The City will determine the feasibility of creating a Policy for ADA Considerations at Special Events (Appendix W).

Timeline

Barrier	Date to Complete	Department Responsible	Person Responsible
Public Notice			
Modify and distribute the public notice to more closely meet recent recommendations to cities by the Department of Justice in the Project Civic Access program	1/06	ADA Office	ADA Coordinator
Include the TTY number for the City on the public notices	1/06	ADA Office	ADA Coordinator
Include the public notice in all contracts, printed materials, etc.	3/06 Ongoing	ADA Office	ADA Coordinator
Nondiscrimination Requirements			
Draft sample ADA language to be included in all contracts, lease agreements, etc.	3/06 Ongoing	ADA Office City Attorney	ADA Coordinator City Attorney
Train and provide information to City staff to emphasize the importance of including ADA language in all contracts, lease agreements, etc.	12/06 Ongoing	ADA Office	ADA Coordinator
Update and continually review all applications and other printed materials Citywide to ensure language used is nondiscriminatory	Ongoing	ADA Office All	ADA Coordinator City ADA Committee
Update any departmental policies on complaints to include the handling of ADA complaints	3/06	ADA Office All	ADA Coordinator City ADA Committee
Equally Effective Communication			
Provide closed captioning of televised meetings and public service announcements	6/07	City Manager's Office (CMO)	E. Parker
Lower display racks mounted too high	9/06	ADA Office	ADA Coordinator
Publicize the availability of materials in alternative formats	6/06	ADA Office	ADA Coordinator
Maintain a contract for interpreting services	Ongoing	ADA Office Community Services	ADA Coordinator K. Walker
Explore the possibility of identifying and certifying local qualified sign language interpreters	12/06	Human Resources ADA Office Community Services	C. Howard ADA Coordinator K. Walker

Barrier	Date to Complete	Department Responsible	Person Responsible
Develop and maintain a list of auxiliary aid providers (Braille transcribers, note takers, readers, qualified sign language interpreters, etc.)	6/06	ADA Office	ADA Coordinator
Include the main TTY number on all City print materials (i.e., business cards, applications used by all departments, flyers, press releases, etc.)	3/06	ADA Office	ADA Coordinator
Distribute departmental TTY numbers as determined by each department	Ongoing	All	City ADA Committee
Continually review the City website for accessibility	Ongoing	City Manager's Office (CMO) Admin Services	L. Decker
Maintain communications equipment (TTYs, etc.) through regular testing	11/05 Bi-Monthly	ADA Office	ADA Coordinator
Explore the use of voice amplification devices in the City's emergency dispatch center	12/05	Police Department	K. Lyons B. Burnham
Utilize Department of Justice documents about people who are deaf and hard of hearing with first responders and law enforcement	9/06	Police & Fire Departments	J. Makowski J. Brick
Update City meeting notices to include wheelchair accessibility	1/06	ADA Office	ADA Coordinator
Explore the use of online request processing for ADA communications	10/07	City Manager's Office Admin Services	L. Decker M. Thornbrugh
Include language regarding accommodations on all invitations and correspondence	6/06	ADA Office All	ADA Coordinator City ADA Committee
Provide training and practice in the use of the California Relay Service and TTY equipment on an annual or as-needed basis	Ongoing	ADA Office	ADA Coordinator
Install a TTY in the Police Department for those persons who are deaf, hard of hearing, or who have speech impairments to make outgoing calls and adopt a policy regarding time use	1/06	Police Department	J. Carli

Barrier	Date to Complete	Department Responsible	Person Responsible
Program Accessibility			
Educate staff in each department on how to identify alternatives for programs offered at inaccessible locations	12/06 Ongoing	ADA Office All	ADA Coordinator City ADA Committee
Identify program access issues during City ADA Committee meetings	Ongoing	ADA Office AA	ADA Coordinator City ADA Committee
Maintain all assistive listening devices, the platform lift at the theater, paths of travel, and at various features in facilities (doors, drinking fountains, etc.) to ensure that each is maintained for ADA compliance.	1/06 Ongoing	Public Works	Facilities Supervisor
Maintain safe exit paths in all City facilities through ASO inspections	9/06	All	ASOs
Inspect non-City facilities to be used for meetings or programs prior to the meeting or program to ensure access	12/06	ADA Office Community Development	ADA Coordinator Accessibility Inspector
Review tours conducted by the City at City facilities to ensure compliance with ADA and make modifications wherever necessary to achieve compliance	6/06	ADA Office Departments offering tours	ADA Coordinator City ADA Committee
Include statement about requesting accommodations or making modifications to achieve compliance on all correspondence and published materials, including program flyers (Social Dance, Crabfeed, Adult Flag Football, Alaska Cruise, Painting, etc.), applications (TGIF, Prime Time, Children's Corner) and registration forms	6/06	ADA Office All	ADA Coordinator City ADA Committee
Locate the ADA office in an accessible area	1/06	Public Works	Facilities Supervisor
Coordinate with the County Elections Office to ensure that polling sites in Vacaville are accessible; and, if not, move to an accessible location, modify to meet compliance requirements, or identify alternative opportunities for same-day balloting for voters with disabilities	10/05 Ongoing	ADA Office County Elections Office	ADA Coordinator County Elections Manager

Barrier	Date to Complete	Department Responsible	Person Responsible
Employment			
Provide oversight for all steps of the interview process to ensure ADA compliance	9/05 Ongoing	Human Resources: Admin Services	C. Garrett
Review volunteer applications and procedures with Human Resources and/or the ADA coordinator to ensure compliance standards are met	1/06	Human Resources: Admin Services	C. Garrett
On the Important Instructions flyer, replace the phrase “The hearing impaired number is....” with “The TTY number is.....”	11/05	Human Resources: Admin Services	C. Garrett
Replace the acronym TDD with TTY wherever it appears	11/05	Human Resources: Admin Services	C. Garrett
Update the Utilities Division “Volunteer Registration Form” to remove/replace questions about medical conditions and health problems	3/06	Public Works Human Resources: Admin Services	B. Meyer C. Garrett
Emergency Management			
Improve the visual and audible warning systems throughout City facilities as identified in the updated Transition Plan	FY 05-06 FY 06-07	ADA Office Public Works	ADA Coordinator Facilities Supervisor

Barrier	Date to Complete	Department Responsible	Person Responsible
Solicit and incorporate input from persons with a variety of disabilities and those who serve them regarding all phases City emergency response plans	9/05 Ongoing	Fire Department Community Services ADA Office	B. Preciado D. Schatzel ADA Advisory Committee
Review evacuation plans to include provisions for the safe evacuation of those who have mobility impairments, vision impairments, hearing impairments, cognitive disabilities, mental illness, or other disabilities	9/05 Ongoing	Fire Department Community Services ADA Office	B. Preciado D. Schatzel ADA Advisory Committee
Review emergency evacuations plans to address accessible transportation needs for persons with disabilities	9/05 Ongoing	Fire Department Community Services ADA Office	B. Preciado D. Schatzel ADA Advisory Committee
Review emergency plans for the inclusion of provisions to inform people with hearing impairments of an impending disaster if an emergency warning system includes audible alerts	9/05 Ongoing	Fire Department Community Services ADA Office	B. Preciado D. Schatzel ADA Advisory Committee
Identify and equip at least one emergency shelter with back-up power and a way to keep medications refrigerated and/or for the operation of medically necessary equipment for people with disabilities who require access to electricity and refrigeration.	1/07	Community Services	D. Schatzel
Review emergency plans for the provision for service animals in shelters	6/06	Community Services ADA Office	D. Schatzel ADA Advisory Committee
Identify the individual responsible for the maintenance of the fire alarm system throughout City facilities.	6/06	Public Works Fire Department	Facilities Supervisor J. Brick

Barrier	Date to Complete	Department Responsible	Person Responsible
Provide ADA training for ASOs specific to their roles as safety officers	6/06	ADA Office Risk Management	ADA Coordinator Risk Manager
Conduct quarterly inspections to ensure clear exit paths in the case of an emergency.	Quarterly beginning 6/06	ADA Office	ADA Coordinator
Evaluate the feasibility of a sign-in sheet at departmental counters to account for visitors, including the voluntary acknowledgement that an individual with a disability may need assistance in the event of an evacuation	12/06	ADA Office All	ADA Coordinator City ADA Committee
Study the feasibility of implementing a voluntary, confidential registry of persons with disabilities who may need individualized evacuation assistance or notification	9/05 Ongoing	Fire Department ADA Office	J. Gonzalez ADA Coordinator
Post evacuation plans in meeting rooms (i.e., Transit Center conference room, etc.)	6/06	Public Works Facilities	Facilities Supervisor
Determine an alternative method of exit for individuals using mobility devices on the second floor of McBride Center in the event of a malfunction of the elevator, especially in an emergency evacuation	6/06	Community Services Fire	D. Schatzel J. Brick
Training			
Develop and present an ADA training course to all City employees. The course will vary depending upon the roles and responsibilities of particular groups of employees. Topics may include: ADA overview, disability awareness, common obstructions people with disabilities encounter, sensitivity training about people with disabilities, dealing/communicating with people with disabilities, handling requests and complaints, providing alternative formats of materials, using the California Relay Service, making a determination of a direct threat to health or safety of others to deny participation, emergency preparedness and evacuation for employees and citizens, website information	9/07 Ongoing	ADA Office	ADA Coordinator
Provide ADA refresher training after the initial round of training	9/08 Ongoing	ADA Office	ADA Coordinator

Barrier	Date to Complete	Department Responsible	Person Responsible
Require new employees to attend an ADA presentation within the first year of their employment	9/06 Ongoing	ADA Office	ADA Coordinator
Develop and provide specific training to departmental ASOs on safety for people with disabilities	6/06	ADA Office Risk Management	ADA Coordinator Risk Manager
Develop and provide training to police officers who interact with the public on communicating with people who are deaf or hard of hearing	4/06	ADA Office Police Department	ADA Coordinator N. Wakimoto
Determine the feasibility of providing potential contractors with ADA training specific to a particular job or contract	6/07 Ongoing	ADA Office	ADA Coordinator
Transportation			
Collaborate with the local taxicab service to ensure that people with disabilities have equal access to taxicab service through the use of fully accessible taxicabs	9/06	Public Works: Transit ADA Office	Transit Manager ADA Coordinator
Communicate with Solano Paratransit regarding fare changes in all categories of service including Special Services	10/05	Public Works: Transit	Transit Manager
Obtain monthly reports on paratransit service requests and performance from the City Coach service provider	Ongoing	Public Works: Transit ADA Office	Transit Manager ADA Coordinator
Written Policies and Procedures			
Creating and follow an ADA policy for special events using City facilities and/or sponsored by the City	1/06	City Manager's Office ADA Office Community Services	L. Decker ADA Coordinator D. Schatzel

Resources & References

Published by the U.S. Department of Justice:

Accessibility of State and Local Government Websites to People with Disabilities
Project Civic Access Settlement Agreements – San Luis Obispo, CA; Nashville, TN;
Seaside, CA; Carpinteria, CA; San Rafael, CA; Fountain Hills, AZ; Pueblo, CO;
Gallup, NM; Sedona, AZ
Code of Federal Regulations – 28 CFR Part 36 (1994)
The Americans with Disabilities Act – Title II Technical Assistance Manual Covering
State and Local Government Programs and Services
ADA Checklist for Polling Places
Service Animals Brief
An ADA Guide for Local Governments
The ADA and City Governments: Common Problems

Published by the U.S. Access Board:

Building a True Community Final Report (1/10/2001)
Draft Public Rights-of-Way Accessibility Guidelines (6/17/02)

Published by the State of California:

California Building Code Title 24 - Chapter 11 (2001)
Legal Rights of Persons with Disabilities (11/2003)

Published by the National Council on Disability:

The Current State of Transportation for People with Disabilities in the United States
(6/13/05)
Saving Lives: Including People with Disabilities in Emergency Planning (4/15/05)
Livable Communities (12/2/04)

Published by Adaptive Environments Center, Inc.:

ADA Title II Action Guide for State and Local Governments (1996); funded by a grants
from the National Institute on Disability and Rehabilitation Research
Providing Effective Communication Fact Sheet

Published by the North Carolina Office on Disability and Health:

Removing Barriers: Planning Meetings That Are Accessible to All Participants (2005)
Removing Barriers: Tips and Strategies to Promote Accessible Communication (2002)

Published by the ADA Project:

Accessible Communities: A Guide to Title II Regulations of the ADA for Public Entities

Conclusion

Over the years the City of Vacaville has been proactive in its efforts to identify and remove barriers to persons with disabilities. Through the self evaluation process and with the input of members of the City ADA and ADA Advisory Committees, additional barriers were found and modifications are necessary. Every effort is being made to make these modifications to policies, procedures, programs, and services to enable all people to fully participate in civic life.

As noted in one of the self evaluation responses “staff...indicated a high sense of awareness and responsiveness to the needs of [people of disabilities]. Staff embraced the issues raised by the survey and stated their willingness to adopt additional measures as appropriate to provide reasonable accommodation and continue to outreach to the community.”

The City of Vacaville will continue its efforts to become fully compliant with the Americans with Disabilities Act. ADA compliance is not a “one-time” proposition. ADA compliance is ongoing: new employees will be trained, performance will be evaluated regularly, and problems will be identified and corrected as they arise.

The ADA Advisory Committee will continue to help the City through prioritizing identified projects and by identifying new physical and programmatic barriers to access. Members of the City ADA Committee will continue to serve as liaisons to each of the departments to ensure that compliance requirements are being met. The key to continued success in meeting the requirements of the Americans with Disabilities Act is to educate and inform through staff development and increased community awareness.

By providing an integrated approach to implementing the changes identified and by continuing to be diligent in the identification and correction of programmatic barriers, recognition of the importance of the ADA to people with disabilities will become imbedded in the life of the City.

Appendix A

CITY OF VACAVILLE ROLE DESCRIPTION

ADA COORDINATOR

I. Role

A. Function

The ADA Coordinator is responsible for planning, organizing, facilitating, promoting and coordinating programs and activities for access barrier removal and compliance with the requirements of the Americans with Disabilities Act. A key component of these programs is interaction with members of the disabled community to better understand their needs and to prioritize the work of the City in meeting them. In addition, the ADA Coordinator will serve as a resource to staff in all City departments, especially Community Development and CIP Engineering. The position requires a high degree of independence and sound decision-making abilities.

B. Focus

1. ADA Advisory Committee

The ADA Coordinator is responsible for recruiting members from the disabled community as well as others for an ADA Advisory Committee. The Coordinator will facilitate the involvement of the committee in determining the priorities for access barrier removal, assisting in the update of the Self-Evaluation, and increasing the awareness level of the general public as well as City staff to the needs of the disabled community. In addition, the ADA Coordinator serves as a City liaison to the disabled community as a whole.

2. Transition Plan/Self-Evaluation

A key focus of this position will be working with the consultant to update the Transition Plan, coordinate and conduct the Self-Evaluation, and to coordinate the implementation of access barrier removal as outlined in those two reports. This will entail working extensively with other staff, including engineers and maintenance staff, to design and plan the necessary modifications. The Self-Evaluation involves gaining an understanding of City programs, policies and practices through working with each department and identifying necessary modifications for compliance and access barrier removal.

3. Compliance

In addition to the removal of physical barriers and the revision of City policies and practices, if needed, the ADA Coordinator will be responsible for ascertaining and meeting other requirements of the ADA, such as public notice and public education. This will entail keeping abreast of changes to the regulations and/or their interpretation.

C. Conflicting Demands

This position carries the potential for conflicting demands in balancing necessary and required access barrier removal with the other job duties and operational needs of the staff involved, along with the budgetary constraints. The Senior Program Coordinator will need to be tactful in discussing programs, developing support and laying a foundation for success within the various interest groups within the City. Working with a variety of employees or departments for implementing the priorities of the Transition Plan and/or policies related to the

ADA will require appropriate balancing of time and resources to enable the City to meet its compliance requirements, funding limitations and the needs of the disabled community.

II. Organizational Relationships

A. Line Authority

The ADA Coordinator reports directly to the Utilities Analyst.

B. Functional Authority

The ADA Coordinator has technical and functional authority related to the programs being implemented, including physical barrier removal and the revision of City policies and practices for the participation of members of the disabled community.

C. Other Relationships

The ADA Coordinator will need to work cooperatively and independently with other members of Public Works Maintenance, City departments, and outside agencies, including but not limited to State and Federal governmental agencies, advocacy groups and citizens. Relations with all such entities are critical to the City's success in complying with the regulations as well as proactively supporting our disabled citizens. The ability to implement successful programs requires a positive and cooperative interaction with all of the above groups, and a clear understanding of internal and external expectations of government.

III. Key Tasks and Expectations

A. Mission/Vision/Goals

Support and implement the City and departmental mission, vision, and goal statements in the decision making process and in the interaction with other employees and the public.

B. Customer Service – Public Concerns/Complaints

Respond professionally, courteously and in a timely manner to requests for information and services, in writing, on the telephone and in person. This will include the development and publication of a grievance procedure and a request for accommodation process and related forms.

C. Transition Plan and Self-Evaluation

Coordinate with other City staff and the consultant to update the Transition plan; facilitate the prioritization of the barrier removal projects with available funding; conduct a new Self-Evaluation through the City ADA Committee and coordination with other City departments; coordinate the implementation of the projects identified in the plans.

D. Workload Management

Prioritize and schedule work to minimize problems, delays and emergencies and to provide effective services to our customers and other City departments.

E. Budget

Plan barrier removal projects for the next fiscal year within the program budget. This will entail adjusting the project scheduling throughout the year to accommodate issues raised from the community which will be addressed as a higher priority while staying within the budget. Continuously monitor expenditures to ascertain budget standing.

F. Advisory Committees

Solicit membership to form an advisory committee composed of members of the disabled community. Facilitate the involvement of the committee in both identifying access barriers and prioritizing the barrier removal work within the available budget; serving as a link to the disabled community and understanding their needs with respect to the services and programs provided by the City. In addition, form an advisory committee consisting of City staff from all departments to

complete the Self-Evaluation process and to educate staff in their departments of the needs of the disabled relative to participation in their respective programs.

G. Community Liaison

Function as a liaison to the disabled community in order to ascertain their needs and to educate them of barrier removal projects undertaken by the City. Further, to be a resource to the community as a whole to answer questions and provide public education to raise awareness of the needs of the disabled.

H. Special Projects

Assist/coordinate special projects as assigned.

I. City Liability

Knowledge of policies to ensure that issues that are of a liability concern are handled appropriately in order to reduce the City's risk and exposure.

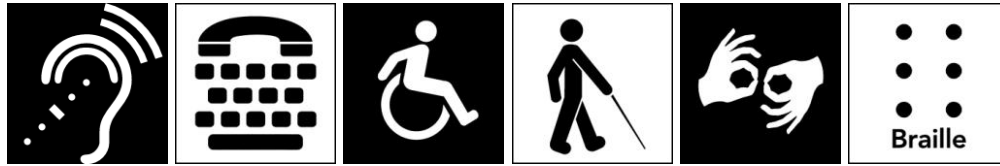
J. Attendance

Report to work on time, schedule all requests for leave in advance with supervisor, and sick leave usage justified.

Appendix B

City of Vacaville

Americans with Disabilities Act

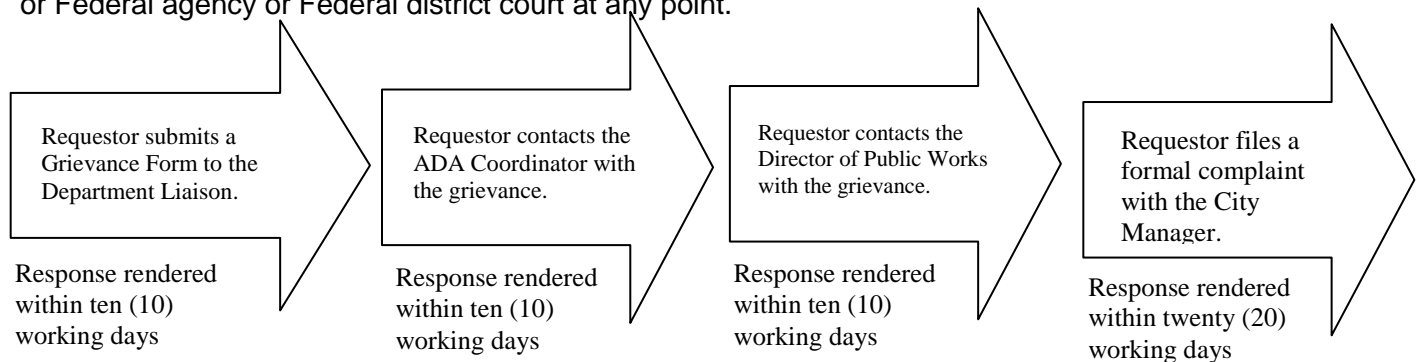


Grievance & Complaint Procedure

Following these steps will help us to resolve your complaint as quickly and directly as possible. If assistance is needed to complete any form, it will be provided upon request. Responses to grievances or complaints will be provided in alternative formats when requested.

1. Contact the City employee in charge of the function/facility in question and define the inaccessibility experienced with a City service, program, or activity or facility. Your concern and the departmental response should be documented using the Grievance Form. You should receive a response within ten (10) working days. The ADA Title II Coordinator will be notified. If you are not satisfied with the response, or cannot determine the right person to contact, go to Step 2.
2. Contact the City's ADA Title II Coordinator via phone, fax, or email to discuss your concern. The concern will be investigated and an attempt will be made to find a prompt resolution. You should receive a response within ten (10) working days. Your request and the ADA Coordinator's response should be documented using the Grievance Form.
3. To appeal the ADA Coordinator's response, you may contact the Director of Public Works or his designee at 469-5170. Your response will be documented using the Grievance Form, investigated, and a response given within ten (10) working days.
4. If you do not feel that your complaint has been promptly or adequately addressed, you may complete a formal Complaint Form and submit it to the City Manager. Your complaint will be reviewed and responded to in writing (or an alternative format, if requested) within twenty (20) working days. Complaint Forms are available from the City receptionist (449-5100, TDD 449-5162).

This grievance and complaint procedure has been established to provide prompt and equitable resolution to grievances and complaints alleging violations of Title II. The City of Vacaville encourages use of this procedure. However, individuals may choose to file a complaint with the appropriate State or Federal agency or Federal district court at any point.



Appendix C

Do You Have Questions or Concerns Regarding Access to City Programs and Services for Individuals with Disabilities?

- If your question or concern is in regard to a specific City program or service, contact the supervisor in charge of that area or the ADA Title II Coordinator. The City receptionist (449-5100, TTY 449-5162) can help you locate the right person.
 - For curb ramp requests, contact:
Public Works Department
ADA Title II Coordinator
469-6572, 469-6578 (TTY)
 - For questions specifically regarding public transit (bus system) and paratransit, contact:
Public Works Department
Transit Office
449-5330, 449-5162 (TTY)
 - For general questions regarding access to City facilities, programs, and services, contact the City's ADA Title II & Section 504 Coordinator:
Linda Crossman
469-6572, 469-6578 (TTY)
- Any of the above numbers may also be reached by contacting the California Relay Service for the Deaf at 7-1-1.
- Employment issues are covered by a different section of the ADA, called Title I. For questions regarding personnel and employment issues contact:
Human Resources Division
449-5101 (TTY 449-5162)

The purpose of the ADA is to extend to people with disabilities civil rights similar to those now available on the basis of race, color, national origin, sex and religion through the Civil Rights Act of 1964. It prohibits discrimination on the basis of disability in:

employment,
services rendered by state and local governments,
places of public accommodation, transportation,
telecommunications services.

The Request for Accommodation or Barrier Removal and Grievance Forms are available from the ADA Title II / Section 504 Coordinator or from the Accessibility Info link on the City's website at www.cityofvacaville.com.



ADA Title II / Section 504 Coordinator
Linda Crossman
(707) 469-6572
(707) 469-6578 (TTY)
(707) 469-6576 (fax)
lcrossman@cityofvacaville.com

July 2005



Access to City Services, Programs, & Activities

The Americans with Disabilities Act (ADA)

TITLE II & SECTION 504

of the Rehabilitation Act



City of Vacaville
Notice Under the Americans with Disabilities Act

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, the City of Vacaville ("City") does not discriminate against qualified individuals with disabilities on the basis of disability in the City's services, programs, activities or employment practices.

The City will generally, upon request, provide appropriate aids and services to persons with disabilities so they can participate equally in the City's programs, services, and activities in order to make information and communications accessible to those who have speech, hearing, cognitive, mobility or vision impairments.

The City will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all City programs, services, and activities.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a City program, service, or activity, should contact the office of the ADA Coordinator as soon as possible, but no later than 48 hours before the scheduled event.

The City will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy.

The ADA does not require the City to take any action that would fundamentally alter the nature of its programs or services, or

impose an undue financial or administrative burden.

Information, comments, and/or complaints concerning the accessibility of City programs, services or activities to persons with disabilities should be directed to the City's ADA Title II / Section 504 Coordinator Linda Crossman, 1001 Allison Drive, lcrossman@cityofvacaville.com, 469-6572, 469-6578 (TTY), 469-7576 (fax).

Filing a Request for Accommodation or Title II Grievance

Following these steps will help us to resolve your need / complaint as quickly and directly as possible. If you need assistance in completing the forms, it will be provided to you upon request. Responses to complaints will be provided in alternative formats when requested.

5. Contact the City employee in charge of the function in question and request that accommodations be considered to allow you to participate in or benefit from the particular service, program, or activity. A request for accommodation must be made at least forty-eight (48) hours, preferably one (1) week, in advance. Your request and the departmental response should be documented using the Request for Accommodation or Barrier Removal Form. The ADA Title II Coordinator will be notified. If you are not satisfied with the response, or

cannot determine the right person to contact, go to Step 2.

6. Contact the City's ADA Title II Coordinator via phone, fax, or email to discuss your concern. The concern will be investigated and an attempt will be made to find a prompt resolution. You should receive a response within ten (10) working days. Your request and the ADA Coordinator's response should be documented using the Grievance Form.
7. To appeal the ADA Coordinator's response, you may contact the Director of Public Works or his designee at 469-5170. Your response will be documented on the Grievance Form, investigated, and a response given within ten (10) working days.
8. If you do not feel that your complaint has been promptly or adequately addressed, you may complete a formal City Complaint Form and submit it to the City Manager. Forms are available from the City receptionist (449-5100, TTY 449-5162). Your complaint will be reviewed and a response rendered within twenty (20) working days.

This process has been established to provide prompt and equitable resolution to requests for accommodation, grievances, and complaints under Title II. The City of Vacaville encourages use of this procedure. However, individuals may choose to file a complaint with the appropriate State or Federal agency.

Appendix D

SELF EVALUATION

ADMINISTRATIVE REQUIREMENTS

Regulatory references: 28 CFR 35.105-35.107; 35.150(c) and (d).

All public entities subject to title II of the ADA must complete a self-evaluation by January 26, 1993 (one year from the effective date of the Department's regulation).

Does the fact that a public entity has not completed its self-evaluation until January 26, 1993, excuse interim compliance? No. A public entity is required to comply with the requirements of title II on January 26, 1992, whether or not it has completed its self-evaluation.

Which public entities must retain a copy of the self-evaluation? A public entity that employs 50 or more employees must retain its self-evaluation for three years. Other public entities are not required to retain their self-evaluations but are encouraged to do so because these documents evidence a public entity's good faith efforts to comply with title II's requirements.

What if a public entity already did a self-evaluation as part of its obligations under section 504 of the Rehabilitation Act of 1973? The title II self-evaluation requirement applies only to those policies and practices that previously had not been included in a self-evaluation required by section 504. Because most section 504 self-evaluations were done many years ago, however, the Department expects that many public entities will re-examine all their policies and practices. Programs and functions may have changed significantly since the section 504 self-evaluation was completed. Actions that were taken to comply with section 504 may not have been implemented fully or may no longer be effective. In addition, section 504's coverage has been changed by statutory amendment, particularly the Civil Rights Restoration Act of 1987, which expanded the definition of a covered "program or activity." Therefore, public entities should ensure that all programs, activities, and services are examined fully, except where there is evidence that all policies were previously scrutinized under section 504.

What should a self-evaluation contain? A self-evaluation is a public entity's assessment of its current policies and practices. The self-evaluation identifies and corrects those policies and practices that are inconsistent with title II's requirements. As part of the self-evaluation, a public entity should:

1. Identify all of the public entity's programs, activities, and services; and
2. Review all the policies and practices that govern the administration of the public entity's programs, activities, and services.

Normally, a public entity's policies and practices are reflected in its laws, ordinances, regulations, administrative manuals or guides, policy directives, and memoranda. Other practices, however, may not be recorded and may be based on local custom.

Once a public entity has identified its policies and practices, it should analyze whether these policies and practices adversely affect the full participation of individuals with disabilities in its programs, activities, and services. In this regard, a public entity should be mindful that although its policies and practices may appear harmless, they may result in denying individuals with disabilities the full participation of its programs, activities, or services. Areas that need careful examination include the following:

1. A public entity must examine each program to determine whether any physical barriers to access exist. It should identify steps that need to be taken to enable these programs to be made accessible when viewed in their entirety. If structural changes are necessary, they should be included in the transition plan (see II-8.3000).
2. A public entity must review its policies and practices to determine whether any exclude or limit the participation of individuals with disabilities in its programs, activities, or services. Such policies or practices must be modified, unless they are necessary for the operation or provision of the program, service, or activity. The self-evaluation should identify policy modifications to be implemented and include complete justifications for any exclusionary or limiting policies or practices that will not be modified.
3. A public entity should review its policies to ensure that it communicates with applicants, participants, and members of the public with disabilities in a manner that is as effective as its communications with others. If a public entity communicates with applicants and beneficiaries by telephone, it should ensure that TDD's or equally effective telecommunication systems are used to communicate with individuals with impaired hearing or speech. Finally, if a public entity provides telephone emergency services, it should review its policies to ensure direct access to individuals who use TDD's and computer modems.
4. A public entity should review its policies to ensure that they include provisions for readers for individuals with visual impairments; interpreters or other alternative communication measures, as appropriate, for individuals with hearing impairments; and amanuenses for individuals with manual impairments. A method for securing these services should be developed, including guidance on when and where these services will be provided. Where equipment is used as part of a public entity's program, activity, or service, an assessment should be made to ensure that the equipment is usable by individuals with disabilities, particularly individuals with hearing, visual, and manual impairments. In addition, a public entity should have policies that ensure that its equipment is maintained in operable working order.
5. A review should be made of the procedures to evacuate individuals with disabilities during an emergency. This may require the installation of visual and audible warning signals and special procedures for assisting individuals with disabilities from a facility during an emergency.
6. A review should be conducted of a public entity's written and audio-visual materials to ensure that individuals with disabilities are not portrayed in an offensive or demeaning manner.
7. If a public entity operates historic preservation programs, it should review its policies to ensure that it gives priority to methods that provide physical access to individuals with disabilities.
8. A public entity should review its policies to ensure that its decisions concerning a fundamental alteration in the nature of a program, activity, or service, or a decision that an undue financial and administrative burden will be imposed by title II, are made properly and expeditiously.
9. A public entity should review its policies and procedures to ensure that individuals with mobility impairments are provided access to public meetings.
10. A public entity should review its employment practices to ensure that they comply with other applicable nondiscrimination requirements, including section 504 of the Rehabilitation Act and the ADA regulation issued by the Equal Employment Opportunity Commission.
11. A public entity should review its building and construction policies to ensure that the construction of each new facility or part of a facility, or the alteration of existing facilities after January 26, 1992, conforms to the standards designated under the title II regulation.
12. A review should be made to ascertain whether measures have been taken to ensure that employees of a public entity are familiar with the policies and practices for the full participation of individuals with disabilities. If appropriate, training should be provided to employees.
13. If a public entity limits or denies participation in its programs, activities, or services based on drug usage, it should make sure that such policies do not discriminate against former drug users, as opposed to individuals who are currently engaged in illegal use of drugs.

If a public entity identifies policies and practices that deny or limit the participation of individuals with disabilities in its programs, activities, and services, when should it make changes? Once a public entity has identified policies and practices that deny or limit the participation of individuals with disabilities in its programs, activities, and services, it should take immediate remedial action to eliminate the impediments to full and equivalent participation. Structural modifications that are required for program accessibility should be made as expeditiously as possible but no later than *January 26, 1995*.

Is there a requirement for public hearings on a public entity's self-evaluation? No, but public entities are required to accept comments from the public on the self-evaluation and are strongly encouraged to consult with individuals with disabilities and organizations that represent them to assist in the self-evaluation process. Many individuals with disabilities have unique perspectives on a public entity's programs, activities, and services. For example, individuals with mobility impairments can readily identify barriers preventing their full enjoyment of the public entity's programs, activities, and services. Similarly, individuals with hearing impairments can identify the communication barriers that hamper participation in a public entity's programs, activities, and services.

Appendix E

City of Vacaville Americans with Disabilities Act



Self-Evaluation Survey

The Self-Evaluation is part of the ADA compliance process as mandated by the federal Americans with Disabilities Act (ADA) of 1990. All City departments are expected to participate in the completion of the Self-Evaluation as part of the effort to update the City's compliance with the ADA law. Your cooperation in thoroughly completing this survey is greatly appreciated.

Please complete the following by **November 30, 2004** and return to the ADA Title II Coordinator, Linda Crossman, 1001 Allison Drive, Vacaville, CA 95687. For any questions or concerns, please call 469-6572 or email lcrossman@cityofvacaville.com.

Person Completing This Form _____

Department _____

Location _____ Telephone Number _____

Email Address _____

***Please add written comments in the space provided after each question.
Your thoroughness will provide concrete information upon which to improve City
compliance with the Americans with Disabilities Act as required by law.
Add additional pages as necessary.***

PARTICIPATION OF DISABLED PERSONS

List steps taken to ensure that disabled persons (or their representatives) participate in the completion of this self-evaluation.

GENERAL PROGRAM POLICIES AND PRACTICES

1. Do you have any written policies or procedures that describe the way your programs and services are offered to the public?

YES

NO

DON'T KNOW

N/A

a. If yes, please provide copies of these written policies and procedures.

2. Has an individual with a disability ever been denied the opportunity to participate in any of your department's programs, activities, or services because he or she has a condition, or exhibited behavior, which was considered to be a direct threat to the health or safety of others?

YES NO DON'T KNOW N/A

3. Does your department have any specific policies or procedures for determining whether the health condition and/or behavior of a person with a disability poses a significant risk to the health or safety of others?

YES NO DON'T KNOW N/A

a. If yes, please provide copies of the policy or procedure.

4. Does your department use any kind of application form for any of its programs, services, or activities? (Applications can/may include paid, non-paid, volunteer, community service, etc.)

YES NO DON'T KNOW N/A

a. If yes, please provide a copy of the form(s) and explain how the information contained on them is used.

b. Are the forms available in alternative formats for persons with sight, hearing, mobility, or cognitive disabilities?

YES NO DON'T KNOW N/A

5. Are questions about disability asked on any application forms?

YES NO DON'T KNOW N/A

a. If yes, what questions are asked?

6. In addition to an application form, are any other forms required for admission to a program, service, or activity?

YES NO DON'T KNOW N/A

a. If yes, please provide a copy of the form(s) and explain how the information contained on them is used.

b. Are the forms available in alternative formats for persons with sight, hearing, mobility, or cognitive disabilities?

YES NO DON'T KNOW N/A

7. Are there any criteria or tests used in the admission process to any of your department's programs, services, or activities?

YES NO DON'T KNOW N/A

a. If yes, list and briefly describe any criteria and test used in the admission process and indicate how they relate to the program, service, or activity.

b. Are criteria or tests used in the admission process to programs, services, or activities made available in alternative formats to persons with disabilities?

YES NO DON'T KNOW N/A

c. If yes, list the steps taken to inform interested participants, including those with hearing, vision, mobility, and cognitive disabilities of the availability of alternative testing or criteria to accommodate persons with disabilities.

8. Is an interview required before an applicant participates in a program, service, or activity offered by your department?

YES NO DON'T KNOW N/A

a. If yes, what is the interview process? List the steps taken to ensure non-discrimination in interviewing.

9. Are post-admission inquiries made regarding disabled status to make accommodations for persons with disabilities?
- | | | | |
|-----|----|------------|-----|
| YES | NO | DON'T KNOW | N/A |
|-----|----|------------|-----|
- a. If yes, list the steps taken to ensure that information is gathered voluntarily, not used to adversely affect any person with a disability, and kept confidential.
10. Are there any circumstances in which a person with a disability would not be given an equal opportunity to participate in and benefit from any of your programs or activities or to receive any services?
- | | | | |
|-----|----|------------|-----|
| YES | NO | DON'T KNOW | N/A |
|-----|----|------------|-----|
11. Are there any limitations on the number of qualified persons with disabilities who may participate in or be admitted to programs offered by your department?
- | | | | |
|-----|----|------------|-----|
| YES | NO | DON'T KNOW | N/A |
|-----|----|------------|-----|
- a. If yes, what steps have been taken to eliminate the limitation(s)?
12. Do you give special consideration to people with different disabilities and their respective needs?
- | | | | |
|-----|----|------------|-----|
| YES | NO | DON'T KNOW | N/A |
|-----|----|------------|-----|
- a. If yes, list the considerations given to people with different conditions (sight, hearing, cognitive, mobility)?
13. Do you offer any separate programs or services that are exclusively for people with disabilities and not for others?
- | | | | |
|-----|----|------------|-----|
| YES | NO | DON'T KNOW | N/A |
|-----|----|------------|-----|
14. Are people with disabilities given the opportunity to participate in regular programs if they so choose?
- | | | | |
|-----|----|------------|-----|
| YES | NO | DON'T KNOW | N/A |
|-----|----|------------|-----|

15. Is staff aware that they may be required to make reasonable modifications to program or service policies and practices in order to serve people with disabilities?

YES NO DON'T KNOW N/A

16. Do your department's programs have a formal or informal process for responding to requests for these modifications?

YES NO DON'T KNOW N/A

a. Describe the process used to accommodate requests.

b. If yes, list the modifications that have been or can be made.

17. Are people with disabilities informed that your programs will make reasonable accommodations, if necessary, to afford them the opportunity to participate?

YES NO DON'T KNOW N/A

18. List the methods used to inform people with disabilities that your department will make reasonable accommodations in order to participate in programs, services, and activities.

19. Does your department, or does the City, have a process for determining whether providing a specific program or policy modification for persons with disabilities would fundamentally alter the nature of the program? (A modification is not required by the ADA if it would fundamentally alter the nature of the program or activity.)

YES NO DON'T KNOW N/A

a. If yes, describe the process.

20. Does your department, or do your programs, charge people with disabilities additional fees to cover the cost of any actions taken to comply with the ADA, including providing disability accommodation?

YES NO DON'T KNOW N/A

21. Does your department, or program, have a policy concerning the admission of guide dogs or service animals into your facilities?

YES NO DON'T KNOW N/A

a. If yes, please describe or provide a copy of the policy.

22. Does your department or program provide any licenses, certifications, or other recognition?

YES NO DON'T KNOW N/A

a. If yes, are there any circumstances under which a qualified person with a disability would be denied a license or certificate?

YES NO DON'T KNOW N/A

b. If yes, please list those circumstances.

23. Does your department, or do any of your programs, use contractors to provide the City's public programs, activities, and services?

YES NO DON'T KNOW N/A

a. Are ADA requirements and nondiscrimination clauses included in written contracts with contractors?

YES NO DON'T KNOW N/A

b. Have your department's contractors been informed of their responsibility to comply with ADA requirements in their delivery of public programs, activities, and services that are funded by the City of Vacaville?

YES NO DON'T KNOW N/A

c. By what means do you ensure that your contractors comply with this responsibility?

d. Do your contracting policies and procedures ensure equal opportunities for potential contractors with disabilities or for contractors who employ people with disabilities?

YES NO DON'T KNOW N/A

24. Are there any notices provided at your program site that inform the public about the City of Vacaville's compliance with the ADA?

YES NO DON'T KNOW N/A

a. If yes, provide a copy of the notice and indicate where it is located in your department.

25. Does your department utilize the City of Vacaville's grievance/complaint procedure which members of the public may report incidents of perceived disability discrimination?

YES NO DON'T KNOW N/A

26. If your department does not utilize the City of Vacaville's grievance procedure, does it have a grievance procedure of its own by which members of the public may report incidents of perceived disability discrimination?

YES NO DON'T KNOW N/A

a. If yes, please attach or describe the procedure used for reporting incidents of disability discrimination.

COMMUNICATION WITH THE PUBLIC & ACCESSIBILITY AIDS

27. Does your department provide information to the public via the City website?

YES NO DON'T KNOW N/A

a. If yes, is it updated regularly to keep it current?

YES NO DON'T KNOW N/A

b. If yes, list all information, forms, and URLs which your department publishes on the website.

c. If yes, is the information made accessible to the blind and visually impaired?

YES NO DON'T KNOW N/A

d. If yes, is the information your department posts on the City website ADA compliant and conform to ADA standards and guidelines for accessibility?

YES NO DON'T KNOW N/A

28. Do you have brochures, flyers, application forms, or other informational materials in print that are routinely distributed to the public?

YES NO DON'T KNOW N/A

a. If yes, do you publish information describing your accessibility services for individuals with disabilities?

YES NO DON'T KNOW N/A

1). Indicate how that information is distributed.

<input type="checkbox"/> General mailing	<input type="checkbox"/> Newspaper
<input type="checkbox"/> Special mailing list	<input type="checkbox"/> Public notices
<input type="checkbox"/> Through disability-related organizations	
<input type="checkbox"/> Other: _____	

b. If yes, has your department ever made any of these materials available in a format accessible to people with vision, hearing, cognitive or mobility disabilities by providing auxiliary aids or alternative formats?

YES NO DON'T KNOW N/A

c. Which of the following alternative accessible formats to print materials are currently made available to persons with disabilities?

Large print

Braille

Audio tape

Computer disk

Other: _____

29. Do you have a policy or procedure for making print materials available upon request in accessible format to people with disabilities?

YES NO DON'T KNOW N/A

a. If yes, describe or provide a copy of the policy or procedure.

30. Does your department have a policy, formal procedure, or informal process for providing auxiliary aids and services upon request to ensure effective communication for people with disabilities who participate in your programs or receive services?

YES NO DON'T KNOW N/A

a. If yes, describe or provide a copy of the policy, procedure, or informal process.

31. Which of the following auxiliary aids and services have you provided?

_____ Sign language interpreters

_____ Real-time

captioning

_____ Qualified reader services

_____ Note takers

_____ Assistive listening systems/devices

_____ Staff assistance with reading and/or completing forms/applications, etc.

Other: _____

a. If your department provides any of the above, are the individuals trained to effectively communicate with clients/customers with impaired sensory or speaking skills (including readers for visually impaired, interpreters for those with language, speech, or hearing disabilities)?

YES

NO

DON'T KNOW

N/A

b. Does your department maintain a list of persons qualified and available to perform the above services?

YES

NO

DON'T KNOW

N/A

1). If yes, please list the persons and contact information.

32. How are members of the public who are disabled informed about the availability of auxiliary aids, services, and materials in alternative accessible formats?

33. Does your department have a policy or procedure for determining if the provision of a specific auxiliary aid or service would result in a fundamental alteration in the nature of a program, service, or activity, or would result in an undue financial and administrative burden for the City?

YES

NO

DON'T KNOW

N/A

a. If yes, describe or provide a copy of the policy or procedure.

34. Does your department, or do any of your programs, hold or sponsor any public meetings?

YES

NO

DON'T KNOW

N/A

a. If yes, list the meetings.

b. If yes, does your department have a policy or procedure for providing meeting notices in alternative formats upon request for persons with disabilities?

YES NO DON'T KNOW N/A

c. If yes, does the department have a policy or procedure for providing written meeting materials in alternative formats?

YES NO DON'T KNOW N/A

d. If yes, describe or provide a copy of this policy or procedure.

35. Does your department have a policy or procedure for providing auxiliary aids and services upon request to ensure effective communication for people with disabilities at these meetings?

YES NO DON'T KNOW N/A

a. If yes, describe or provide a copy of this policy or procedure.

36. Do your department's meeting announcements include information about the availability of these auxiliary aids and services and information about how to request them?

YES NO DON'T KNOW N/A

37. Does your department, or do any of your programs, show films or videos to the public?

YES NO DON'T KNOW N/A

a. If yes, are these materials captioned for people who are deaf or hearing impaired, descriptive for the blind, or made accessible for persons who have other disabilities?

YES NO DON'T KNOW N/A

38. Are people with disabilities portrayed in any print, electronic, or audiovisual materials produced by your department or the City of Vacaville?

YES NO DON'T KNOW N/A

a. If yes, are they portrayed in a dignified manner that is not offensive or demeaning?

YES NO DON'T KNOW N/A

b. Provide copies of the materials in which people with disabilities are portrayed.

39. Do members of your department or program staff have frequent telephone contact with members of the public?

YES NO DON'T KNOW N/A

a. If yes, does staff know how to use the California Relay Service?

YES NO DON'T KNOW N/A

b. If yes, do you provide an automated phone service with departmental information for the public to access?

YES NO DON'T KNOW N/A

1). Are receptionists/operators available on automated telephone lines (available by pressing "0") for assisting persons with disabilities?

YES NO DON'T KNOW N/A

2). Have automated telephone lines been tested and configured to be compatible with TTY's or other telecommunication devices for persons who are deaf or hard of hearing?

YES NO DON'T KNOW N/A

40. Does your department, or any of its programs, have a text telephone (TTY/TDD)?

YES NO DON'T KNOW N/A

a. If you have a TTY/TDD, is at least one staff member trained in how to use it?

YES NO DON'T KNOW N/A

b. If you have a TTY/TDD, is the TTY/TDD number included in telephone listings, brochures, flyers, business cards, and other materials?

YES NO DON'T KNOW N/A

POLICE / FIRE ONLY:

c. Are all 911 emergency response services equipped with telecommunication devices for the deaf (TDD) or other equally effective technology to make the service accessible to individuals with hearing and/or speech disabilities?

YES NO DON'T KNOW N/A

1). If yes, what equipment is used for accessibility?

41. Are all members of your department familiar with the Americans with Disabilities Act, particularly Title II?

YES NO DON'T KNOW N/A

a. Do members of your department need additional training regarding the requirements of Title II of ADA?

YES NO DON'T KNOW N/A

42. Are all members of your department familiar with the various types of disabilities covered by the American's with Disabilities Act?

YES NO DON'T KNOW N/A

43. Has any of your department or program staff received training in techniques of effective communication with people with disabilities?

YES NO DON'T KNOW N/A

a. If yes, please list the training that staff received and when that training was conducted.

b. How many current staff members in your department have NOT received this training?

44. Have any of your department or program staff received disability awareness and/or ADA compliance training?

YES NO DON'T KNOW N/A

a. If yes, please list the training that staff received and when that training was conducted.

b. How many current staff members in your department have NOT received this training?

45. Does your department provide information to the public about the availability and location of the accessible programs, services, and activities that it offers?

YES NO DON'T KNOW N/A

a. If yes, by what means is this information provided to the public?

46. Within your department's physical area, is the following provided:

a. Signage at inaccessible entrances directing people to an accessible entrance or a location with information about an accessible entrance.

YES NO DON'T KNOW N/A

b. Signage directing people to elevators.

YES NO DON'T KNOW N/A

c. Signage concerning the availability and location of TDD-equipped pay phones or portable TDDs.

YES NO DON'T KNOW N/A

d. Signage indicating exits in the event of an emergency/evacuation.

YES NO DON'T KNOW N/A

PROGRAM ACCESSIBILITY

47. Are any of your programs situated in inaccessible locations?

YES NO DON'T KNOW N/A

a. If yes, how does your department accommodate people with disabilities in these programs?

b. Does your department have an elevator serving one or more other floors?

YES NO DON'T KNOW N/A

1). If yes, is the elevator accessible?

YES NO DON'T KNOW N/A

48. Are any of your department's public programs offered in historic buildings?

YES NO DON'T KNOW N/A

a. If yes, list the historic buildings and the programs offered in them.

b. If any of your programs located in historic buildings are at inaccessible locations, describe how these programs are made accessible to people who have disabilities.

49. Does your department have a policy and procedure for the maintenance of any accessibility features or for keeping accessible paths of travel free of obstructions?

YES NO DON'T KNOW N/A

a. If yes, describe or provide a copy of the policy and procedure.

50. Does your department have a policy, practice, or procedure for ensuring that all new construction and alteration of City facilities will conform to the standards designated in the ADA Accessibility Guidelines (ADAAG) and Title 24 (California Building Code)?

YES NO DON'T KNOW N/A

a. If yes, describe or provide a copy of the policy and procedure.

b. If yes, list the guidelines, standards, or regulations that are followed to ensure that new construction and alterations conform to accessibility laws.

51. Does your department, or do any of your programs, ever provide or arrange for transportation as part of a program, activity, or service offered to the public?

YES NO DON'T KNOW N/A

a. If yes, does your department have a policy or procedure for ensuring that transportation will be accessible to program participants with disabilities when necessary?

YES NO DON'T KNOW N/A

b. If yes, describe or provide a copy of the policy or procedure.

52. If you responded, "yes" to item #34 in the Communication with the Public section, "Does your department, or any of your programs, hold or sponsor any public meetings," are these meeting locations wheelchair accessible?

YES NO DON'T KNOW N/A

53. Do your meeting announcements include notification that meetings are in wheelchair accessible locations?

YES NO DON'T KNOW N/A

54. Does your department sponsor any City of Vacaville special events for the general public?

YES NO DON'T KNOW N/A

a. If yes, list the events that your department sponsors.

b. If your department sponsors any special events open to the public, does your department follow any City or departmental policies and/or procedures for ensuring that these events will be accessible to people with disabilities?

YES NO DON'T KNOW N/A

c. If yes, describe or provide copies of any policies or procedures that are utilized.

EMERGENCY & EVACUATION

55. Are there visual and audible warning signals in your department to notify individuals of an emergency?

YES NO DON'T KNOW N/A

a. If yes, how are they checked and maintained to ensure the equipment is in operable working order?

56. Do you or your staff assist with emergency evacuation of facilities?

YES

NO

DON'T KNOW

N/A

a. If yes, list or provide a copy of the evacuation procedures that are currently used.

b. Describe how these procedures are communicated to people with vision, hearing, mobility, or cognitive disabilities in emergencies.

57. Are staff members trained to deal appropriately with individuals who have a differing disabilities?

YES

NO

DON'T KNOW

N/A

a. Describe how people with different disabilities (mobility, sight, hearing, cognitive) are assisted in the event of an emergency evacuation.

FINAL COMMENTS (Use additional sheets as necessary.)

Thank you for taking the time to provide thoughtful responses to each of the questions.

Appendix F

Appendix G



ACCOMMODATIONS FOR PEOPLE WITH DISABILITIES

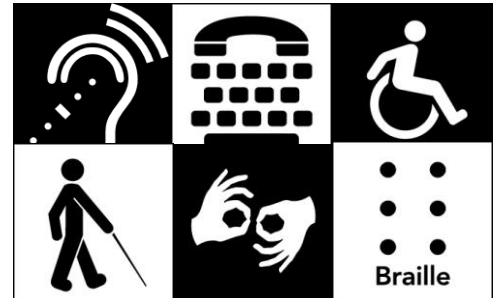
Enjoy Vacaville's Friday night concert series from 6-9 PM this season by utilizing accessible parking, shuttle service, seating, and restrooms, all conveniently located to fully participate in the Creekwalk concerts.

Mark your calendars for the following dates:

June 3, 10, 17, 24

July 1, 8, 15, 22, 29

August 5, 12, 19, 26



While accessible parking is located throughout the downtown area, the parking lot at the Senior Center will be staffed to allow those vehicles with ISA license plates or placards to park in the lot and board a free, accessible shuttle provided by Summerfield House that will provide continuous service to the shuttle drop-off location at the foot of the Creekwalk bridge on Main Street. The continuous shuttle service will begin at 5 PM and return individuals to their vehicles as needed throughout the evening until 9:30 PM.

Accessible seating will be available just across the bridge inside the entrance. The seating area will be open to any person with a disability and one personal care attendant or companion, as well as to service animals. Families accompanying an individual with a disability will be allowed to stay in the area as space allows. Chairs will be provided on a first-come, first-served basis or reservations for chairs may be made in advance by calling the number below.

An accessible restroom will be available adjacent to the accessible seating area.

For more information, contact the City's ADA Title II Coordinator at (707) 469-6572, (707) 469-6578 (TTY), or lcrossman@cityofvacaville.com.

CREEKWALK ACCESSIBILITY 2005 (read by DJ during Friday concerts)

Creekwalk 2005 has introduced new accessibility features to aid people with disabilities who want to enjoy Friday night concerts.

Accessible parking is located in front of the Senior Center and is monitored by City staff and volunteers. Vehicles with accessible license plates or hanging placards are encouraged to use this parking area, which is served by a free continuous accessible shuttle bus.

The shuttle service is provided by Summerfield House and passengers are transported from the Senior Center to the other side of the Creekwalk bridge, a short distance to the accessible seating area, which is here in front of the stage.

Chairs are available to those people with disabilities who need them on a first come, first served basis or they may be reserved in advance by calling the City ADA Coordinator at 469-6572.

The shuttle service returns passengers to their parked vehicles as they are ready to leave the area.

An accessible restroom is located here in front at the side, which is open to everyone, but is also accessible to people with disabilities.

The City of Vacaville is committed to making its events and activities accessible to all members of the community. Summerfield House has partnered with the City by providing the weekly free shuttle service.

November 10, 2004

Service Providers
Address
Vacaville, CA Zipcode

Dear Service Provider:

Enclosed please find Merriment on Main brochures that have been specifically published for individuals with disabilities. In an effort to provide greater accessibility for people who need accessible parking, transportation, seating, and restroom facilities, the City of Vacaville, its ADA Advisory Committee, and The Reporter (sponsor of Merriment on Main) have worked together to make this year's event more welcoming to persons with disabilities.

Please make these brochures available to your patrons, whether they are clients, customers, or patients. Further, please provide whatever assistance you can to enable more individuals with disabilities to attend this year's event.

Please note that paratransit service is available this year for those who qualify for paratransit service. In addition, a specific event bus will regularly stop at the corner of Wilson and East Main for those who would like to use the accessible seating area and restrooms in that area.

Thank you for promoting this year's event to those who might like to attend.

Sincerely,

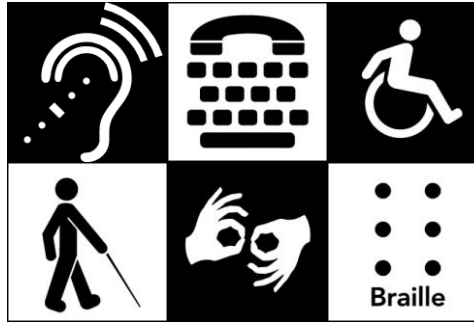
Linda Crossman
ADA Title II Coordinator
City of Vacaville
Department of Public Works
1001 Allison Drive
Vacaville, CA 95687
(707) 469-6572
(707) 469-6576 (fax)
lcrossman@cityofvacaville.com

SCHEDULE

- 3:00 PM**
All downtown streets closed to vehicular traffic
- 5:15 PM**
Taped holiday music plays from the Main Stage
- 5:30 PM**
Holiday Sing Along led by Valley Church
- 5:55 PM**
"Christmas in Vacaville"
performed by Eddie Kaanoi
- 6:00 PM**
Tree Lighting Ceremony begins
- 6:25 PM**
Santa Claus arrives on the Main Stage
- 6:30 PM – 9:00 PM**
Festivities throughout downtown including free refreshments and entertainment

For more information regarding accessibility, contact:

Linda Crossman
ADA Title II Coordinator
City of Vacaville
(707)469-6572
lcrossman@cityofvacaville.com



Merriment on Main November 30, 2004



Accommodations for Persons with Disabilities

Sponsored by *The Reporter*

DESCRIPTION


Merriment on Main, Vacaville's annual introduction to the holiday season, will be celebrated on Tuesday, November 30.


This year's event will include additional accommodations for persons with disabilities to enable them to fully participate in the Main Stage event and the rest of the evening's festivities.


Like persons without disabilities, individuals are encouraged to arrive early to ensure the best parking and seating. This year, accessible parking will be located at East Main Street and Wilson. A Cadet from the Police Department will be monitoring the parking area, and *ISA license plates or placards with proper identification will be required* to pass through the barricade to park in accessible parking. Both the sidewalk and the street area will be available for travel to the accessible seating area located at the corner of East Main and Davis Streets. This area will be open to any person with a disability and one personal care attendant or companion, as well as to service animals. Some seats will be available for those who require them. Accessible restrooms will be located across the street in front of the KUIIC building. Paratransit service for persons with disabilities will deliver passengers to the corner of East Main and Wilson Streets, the closest point of access to the accessible seating area, if arrangements are made by Friday, November 26 at 5:00 PM. Reservations may be made by calling 449-6000. Event shuttle service for the evening will include a stop at the corner of East Main and Wilson Streets to provide easier access to the accessible seating for persons with disabilities.


Merriment on Main November 30, 2004





-  Accessible seating area between the crane and the stage


-  Accessible parking on East Main Street between Wilson and Davis (not the parallel spots near Davis)


-  Barricade at Wilson across East Main with a PD cadet to allow entry with proof of placard and/or ID

-  Accessible path of travel along the creekside of East Main to the seating area

-  Drop-off/pick-up at Wilson & East Main Streets for the bus carrying persons with disabilities (prior arrangements required)

-  Accessible restrooms at the KUIIC building (corner of East Main and Davis Streets)

-  Shuttle stop at Davis and Mason Streets

-  Shuttle stop at Wilson and East Main Streets

Appendix H

Infoline

You have reached the ADA Infoline. Please listen to the following to determine who to call for information regarding City services and individuals with disabilities.

To reach the City's ADA Title II Coordinator, please dial 469-6572. Questions or comments regarding state or federal regulations covering persons with disabilities, physical access to City facilities, and access to City programs, services, and activities should be directed to the City's ADA Coordinator.

For information regarding building access to private facilities, please dial 449-5152.

For questions or comments regarding the employment of persons with disabilities in the City of Vacaville, please call 449-5101.

For information about transit service including paratransit or discounts for individuals with disabilities on fixed route buses, please call 449-5170.

For parking enforcement of spaces reserved for persons with disabilities, dial 449-5200.

For online information go to the Accessibility Info on the City's homepage at www.cityofvacaville.com.

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, the City of Vacaville does not discriminate against qualified individuals with disabilities on the basis of disability in the City's services, programs or activities. Information, comments, and/or complaints concerning the accessibility of City programs, services or activities to persons with disabilities should be directed to the City's ADA Title II / Section 504 Coordinator Linda Crossman, 1001 Allison Drive, lcrossman@cityofvacaville.com, 469-6572, 469-6576 (fax).

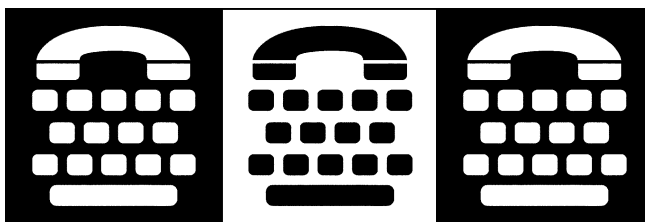
Appendix I



City of Vacaville TTY Procedures

The following instructions are to ensure access to effective communications as required under ADA law for persons with disabilities. For more information or for assistance in using this equipment, contact the ADA Coordinator at 469-6572 or email at lcrossman@cityofvacaville.com. For users who are new to using TTY equipment and want training, contact the ADA Coordinator.

1. Incoming calls received on the central TTY number (449-5162) will be routed according to the caller's request.
 - a. Calls that can be transferred to a TTY phone in another department will be transferred.
 - b. Calls that cannot be transferred to a TTY phone will be asked when they will be available to take a return call. The call taker will then notify the department or individual of the need to place a TTY call. Immediate notification will occur through both email and phone to the appropriate individual.
2. Calls that are received by 1:30 PM on any given day need to be returned by the end of the day or an appointment made for a follow-up call.
3. Calls that are received after 1:30 PM on any given day need to be returned by noon of the following business day or an appointment made for a follow up call.
4. Departments with TTY capabilities are free to advertise their TTY numbers to their customers to enable individuals to place calls directly to these lines. These numbers will not be published by the City on the website, letterhead, business cards, or other Citywide publications. The central TTY number, 449-5162, will be the number used for all Citywide publications.



Appendix J

City of Vacaville

Americans with Disabilities Act



Reasonable Accommodation Procedure

In its effort to ensure that communications with participants and members of the public with disabilities are as effective as communications with others, the City of Vacaville will provide appropriate auxiliary aids and services whenever necessary for those individuals who have hearing, sight, or speech impairments, unless to do so would result in a fundamental alteration of its programs or an undue administrative or financial burden. The City will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy. In determining what type of auxiliary aid or service is necessary, the City will give primary consideration to requests of individuals with disabilities.

A person who requires an accommodation, an auxiliary aid or service to participate in a City program, service, or activity, or who requests a modification of policies or procedures should contact the sponsoring Department or the ADA Title II Coordinator as far in advance as possible but no later than forty-eight (48) hours (two business days) before the scheduled event. The best effort to fulfill the request will be made.

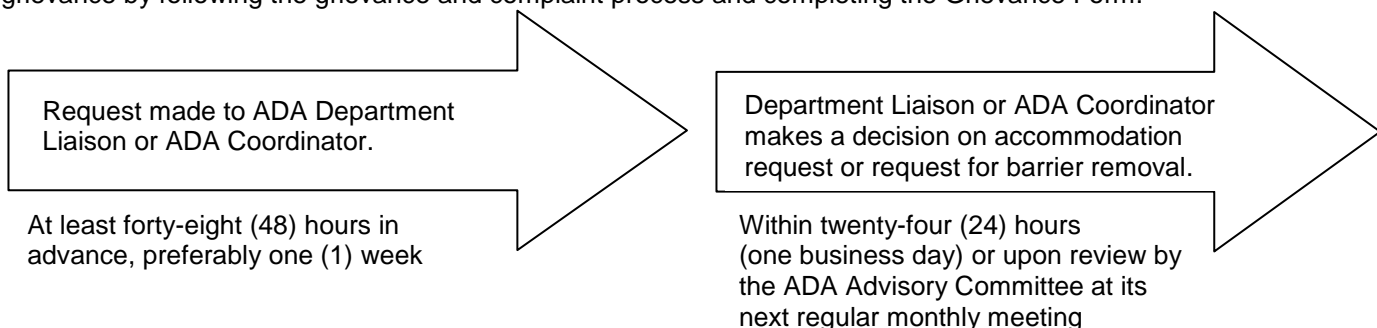
An individual requesting the removal of a physical barrier in order to gain or improve access should contact the ADA Title II Coordinator.

The request for accommodation or to remove a physical barrier should be made in writing on the Request for Accommodation or Barrier Removal Form and include the name, address, and telephone number of the individual requesting the accommodation. The request should contain the location of the program, service, activity, or facility where the accommodation is required and the type of accommodation needed or the location of the barrier and why the removal is needed. Assistance completing the request form will be provided if requested. Responses will be provided in alternative formats if requested.

The request should be submitted to the department in which the accommodation is needed or to:

Linda Crossman
ADA Title II Coordinator
1001 Allison Drive
Vacaville, CA 95687
(707) 469-6572
(707) 469-6578 (TTY)
(707) 469-6576 (fax)
lcrossman@cityofvacaville.com

The department or the ADA Title II Coordinator will respond within twenty-four (24) hours (one business day) to the individual requesting an accommodation. With regard to a request for the removal of a barrier, the request will be reviewed at the next regular meeting of the ADA Advisory Committee, which will make a determination on the request based upon project priorities and budget allocations. If the request cannot be filled, a reason will be provided and a written record will be kept on file. If the requesting individual is dissatisfied with the response, the individual may file a grievance by following the grievance and complaint process and completing the Grievance Form.



City of Vacaville

Title II of the Americans with Disabilities Act Section 504 of the Rehabilitation Act of 1973



REQUEST FOR ACCOMMODATION OR BARRIER REMOVAL

Please type or print legibly.

Name of person making request: _____ Date of request: _____

Address: _____ City _____ State _____ Zipcode _____

Telephone number: _____ Email address: _____

Check one: Accommodation Barrier Removal

Accommodation needed or location of barrier: _____

Brief statement of why the accommodation is needed or the barrier removed: _____

Date accommodation is needed: _____

Barrier removal requests will be evaluated and prioritized by the ADA Advisory Committee and ranked by City staff with regard to the Committee recommendation, budget, and scheduled projects .

Signature: _____ Date: _____

.....
This section to be completed only if person needing accommodation is not the individual completing this form.

Person(s) affected by the situation (if other than reporting individual): _____

Address: _____ City _____ State _____ Zipcode _____

Telephone number: _____ Email address: _____

Give the completed form to the department where accommodation is needed or send to:
Linda Crossman, ADA Title II Coordinator
City of Vacaville
1001 Allison Drive
Vacaville, CA 95687

For more information or assistance completing the form, please contact:
Linda Crossman
ADA Title II Coordinator
(707) 469-6572
(707) 469-6578 (TTY)
lcrossman@cityofvacaville.com

Appendix K



ACCOMMODATIONS FOR INDIVIDUALS WITH DISABILITIES

PURPOSE:

To establish guidelines for the provision of auxiliary services and other accommodations to enable individuals with disabilities to participate in and benefit from City programs, services, and activities.

GENERAL:

Title II of the Americans with Disabilities Act (ADA) protects the rights of qualified individuals with disabilities not to be excluded from participation in and benefiting from the City's programs, services, and activities.

The City is committed to provide access for individuals with disabilities. A number of changes are being made to improve access. However, it is anticipated that issues and requests for accommodation will arise on an ongoing basis. When faced with a request for accommodation, departments are expected to make a good faith effort to meet that need. This should include exploration of various alternatives, which may include:

- ◆ Relocation of a program or activity
- ◆ Provision of services at alternative accessible sites
- ◆ Delivery of services
- ◆ Provision of auxiliary aides, e.g. readers, interpreters, mobility assistants or special equipment
- ◆ Provisions of information in an alternative format (e.g. audio tape, large print, Braille conversion)
- ◆ Structural alterations

In evaluating alternatives, priority should be given to those that result in the most integrated setting appropriate to encourage interaction among all users. Although some additional costs may be incurred in accommodating the individual, these costs may not be passed on to the individual in the form of surcharges. Funding for auxiliary aids is available; contact the ADA Title II Coordinator.

Ideally, the chosen accommodation is both acceptable to the individual and feasible for the City. However, in some cases it may not be possible to reasonably accommodate the individual. The City's obligation under Title II of the ADA is limited to actions that will not result in undue financial and administrative burdens, or fundamental alterations in the nature of the program, service, or activity. These determinations are best made based on the judgment and knowledge of the department staff. Some questions to consider include:

- ◆ Have alternative approaches for providing access been considered?
- ◆ Has the input of the individual been incorporated?
- ◆ What is the fundamental purpose and nature of the program, service, or activity?
- ◆ How would this purpose/nature be impacted under each alternative?
- ◆ What are the "hard" costs of providing access (e.g. special equipment, structural changes, and contractual services)? How do they compare to total available resources for the program, service, or activity?
- ◆ What are the administrative costs (e.g. staff time) associated with each alternative?

The Department should respond to any request for accommodation in a timely manner. All requests and the departmental response should be documented. Inability to provide an accommodation due to a determination of fundamental alteration or undue burden must be made in conjunction with the ADA Title II Coordinator, and include written statement of the reasons for reaching that conclusion.

RESPONSIBILITY:

It is the responsibility of each Department Head to enforce this policy. It is recommended that Department Heads ensure that key staff receives information and/or training on ADA Title II requirements. Assistance on Title II guidelines is available from the ADA Coordinator in the Department of Public Works.

Approved:

David J. Van Kirk
City Manager

Revised Date: February, 2004

Appendix L

City of Vacaville

Finding of Undue Administrative or Financial Burden Under the Americans with Disabilities Act

Under the ADA, the City does not have to take any action that it can demonstrate would result in a fundamental alteration in the nature of its program or activity or in undue financial and administrative burdens. This determination can only be made by the City Manager or his or her designee and must be accompanied by a written statement of the reasons for reaching that conclusion. The determination that undue burdens would result must be based on all resources available for use in the program. If an action would result in such an alteration or such burdens, the City must take any other action that would not result in such an alteration or such burdens but would nevertheless ensure that individuals with disabilities receive the benefits and services of the program or activity.

Description of Program, Service, or Activity:

Description of Barrier (include applicable section of regulations) and Proposed Action:

Location/Facility (note: some actions may apply across multiple facilities):

Estimate of resources required to implement proposed action:

Resources currently available for use in this program:

Why would taking the proposed action result in an undue financial or administrative burden?

Describe any other actions (that would not create undue burdens) that can be taken to improve accessibility to the program, service, or activity.

City official making this determination:

650 Merchant Street
 Vacaville, CA 95688
 Telephone (707) 449-5169

City of Vacaville



APPLICATION FOR UNREASONABLE HARDSHIP EXCEPTION TO DISABLED ACCESS REQUIREMENTS

Project Name: _____ Address: _____

Project Manager: _____ Title: _____ Phone #: _____

It is requested that the above named project be granted an exception from the requirements of the State of California, Title 24 accessibility standards, as specifically noted below.

- A. Section 1134B.2.1 General Exception** Applicable to existing buildings/facilities where the construction cost over the last three years does not exceed the valuation threshold amount. The specific accessibility features that create a hardship may be exempted but not all the accessibility features. The area of alteration itself may not be exempted. (Valuation threshold amount: \$101,198.98 as of January 1, 2004.)

Access Features Item <i>Provide description below</i>	Does this feature meet the latest edition of Title 24?	If not, is this feature going to be made accessible?	If so, cost of making feature accessible? <i>Attach documentation</i>
1. Path of travel to entrance	_____	_____	\$ _____
2. Entrance	_____	_____	\$ _____
3. Path of travel within building/facility to area of alteration	_____	_____	\$ _____
4. Elevator	_____	_____	\$ _____
5. Sanitary facilities	_____	_____	\$ _____
6. Public Telephones <i>If provided</i>	_____	_____	\$ _____
7. Drinking fountains <i>If provided</i>	_____	_____	\$ _____
8. Other (Parking, etc.) <i>Specify</i>	_____	_____	\$ _____
Total cost of access features provided (A)			\$ _____
Total cost of construction of this project and all other work performed over the last 3 years on this project (B)¹			\$ _____
Percentage of total cost of project (20% minimum): A÷BX100%			\$ _____

Description of access features to be provided: _____

Alterations performed over the last three years on this project*:

Date	Description	Valuation
_____	_____	\$ _____
_____	_____	\$ _____
_____	_____	\$ _____

¹ Include cost of other work performed over the last 3 years in total valuation B unless 20% of valuation of individual alteration has already been expended on access feature (provide documentation including any previously approved Unreasonable Hardship Forms).

B. Specific Exceptions This part is generally used for remodels exceeding the threshold amount, and where Title 24 provides an exemption from specific accessibility features. **DO NOT USE THIS PORTION IF PART A HAS BEEN COMPLETED.**

Exceptions Requested	Code Section/Exception	Cost of Making Features Accessible <i>Attach Documentation</i>
_____	_____	\$ _____
_____	_____	\$ _____
_____	_____	\$ _____
	<i>TOTAL</i>	\$ _____

Description: _____

The cost of all construction contemplated is \$ _____
 The access feature increases the cost of construction by _____ (*Percentage of construction cost*)
 The impact on financial feasibility of the project if the requested exception is not approved is: _____

The facility is used by the general public for the purpose of: _____

The following individuals provided the information listed above:
 Name: _____ Phone #: _____ Title: _____
 Name: _____ Phone #: _____ Title: _____
 Name: _____ Phone #: _____ Title: _____

FOR OFFICIAL USE ONLY

Date Received: _____
 Findings and decisions of the Director of Public Works: _____

- _____ **Request Granted**
- _____ General Unreasonable Hardship Exception is approved based on Section 1134B.2.1 of Title 24. Access features listed in Part A of this form shall be provided as part of this approval.
- _____ Specific Exception(s) request is approved based on Sections _____ of Title 24. All other access features shall be provided as specified in Title 24.
- _____ **Request Denied**

Dated: _____

 City Manager or Department Head

Appendix M



Human Resources Division
Administrative Policy

TITLE: Equal Employment Opportunity for Individuals with Disabilities

PURPOSE: It is the policy and practice of the City of Vacaville to comply fully with the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act (FEHA) to ensure equal opportunity in employment for all qualified individuals with disabilities. The City of Vacaville is committed to ensuring that there is no discrimination in any terms, conditions or privileges of employment.

This administrative policy is intended to supplement and interpret Sections 2.60, 2.70 and 5.110 of the City of Vacaville Personnel Policies and Procedures; the City's Policy on Accommodations for Individuals with Disabilities; and the City Affirmative Action Program document adopted in 1974.

GENERAL:

Job Analysis

When the Human Resources Division receives a request from a department to recruit to fill a position, a job analysis is conducted to ensure that the Human Resources Division has an accurate and up to date class specification and/or role description specifying the position's essential job duties, and minimum qualifications including knowledge, abilities, education, experience, license, certification, physical and sensory requirements.

Recruitment and Advertising

The City of Vacaville's recruitment, advertising, and job application procedures have been reviewed and revised to provide persons with disabilities equal opportunities to compete for employment with the City of Vacaville. The following procedures have been established:

- Provide a TDD phone line, and list the TDD phone number on all job flyers and advertisements.
- Allow individuals to apply for positions via the internet and fax.
- Remove all questions regarding physical limitations or medical handicap from employment application forms.

- Rearrange the Human Resources Division lobby to make it more accessible to individuals in wheelchairs.
- Provide signage in Braille throughout the City Administration Building.
- Advertise employment opportunities in local newspapers and on local radio stations.
- Advertise employment opportunities on the City's website.
- Provide a recorded telephone line (Job Hotline) for applicants to obtain information about employment opportunities.

Pre-Employment Examination Process

The following procedures have been established to ensure that persons with disabilities have equal opportunities to compete for employment with the City of Vacaville:

- All City of Vacaville pre-employment exam processes are conducted in facilities that are accessible to individuals with a mobility impairment, such as a wheelchair.
- All job flyers instruct applicants requesting accommodation during any portion of the examination process to call a direct phone number to the Human Resources Analyst conducting the recruitment and examination process.
- No pre-employment inquiry is made regarding the existence, nature of, or severity of an individual's disability.
- All final candidates are told during the department interview about the essential function of the position that they are competing for, and asked whether they can perform the essential functions of the position, with or without accommodation.
- Any requests for accommodation are referred to the Human Resources Division for participation in the reasonable accommodation interactive process.

Pre-Employment Medical Examination

Pre-employment medical examinations are conducted only after a conditional offer of employment has been made. Medical examinations are conducted only for those positions whose class specifications indicate that there are physical and sensory requirements associated with the job. Medical examinations are required for all individuals filling positions assigned to a specific job classification. If the pre-employment medical examination reveals that an individual cannot perform the physical and sensory requirements of the job classification, the individual is referred to the Human Resources Division for participation in the reasonable accommodation interactive process.

Reasonable Accommodation

Requests from for reasonable accommodation from either a disabled job applicant or a disabled City employee must be supplemented by a doctor's written verification of the individual's medical condition, physical or mental disability. It is the responsibility of the Human Resources Manager (in the case of a disabled applicant) and the responsibility of the Risk Manager (in the case of a disabled employee) to determine whether the individual qualifies for participation in the reasonable accommodation interactive process under the ADA and/or the FEHA.

Making reasonable accommodation is an individualized process through which the City of Vacaville, as the employer, and the disabled applicant or employee discuss and arrange for the necessary (and reasonable) changes to the job. The reasonable accommodation interactive process always involves the individual requesting the accommodation, and may involve a representative from the Human Resources Division, a representative from the Risk Management Division, a representative from the hiring department; and a representative from the City Attorney's Office.

There are four steps to the City of Vacaville's reasonable accommodation interactive process. They include:

1. Analyze the job to determine the essential functions.
2. Determine with the disabled applicant or employee how the disability limits the essential functions.
3. Identify possible accommodations to overcome limitation(s) and assess the effectiveness and feasibility of each possible accommodation.
4. Determine the accommodation(s) appropriate for the situation, giving due consideration to the job applicant or employee's preference.

Ideally, the chosen accommodation is both acceptable to the individual and feasible for the City. However, in some cases it may not be possible to reasonably accommodate the individual. The City's obligation under ADA and FEHA is limited to actions that will not result in undue financial and administrative burdens or alterations to the fundamental nature of the activity.

All requests for accommodation from disabled job applicants must be received within a reasonable timeframe to allow the examination and selection process to proceed in a timely manner. All responses to such requests will be made in a timely manner. All requests and responses will be in writing. All discussions, research, and other data gathering conducted as part of the reasonable accommodation interactive process will be documented in writing and

retained by the Human Resources Manager (in the case of a job applicant) and by the Risk Manager (in the case of a City employee).

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation, as well as in job assignments, classification, and promotional opportunities. Leaves of all types will be available to all employees on an equal basis.

All fringe benefits, whether provided or administered directly by city of Vacaville or another entity on our behalf, must be accessible to persons with disabilities. Training, conferences, professional meetings, as well as the financial support and leave time associated with such meetings will be available to all employees. Recreational and social activities sponsored by City of Vacaville will be accessible to all employees.

The City of Vacaville is also committed to non-discrimination against any qualified employee or applicant because he or she is related to or associated with a person with a disability. The City of Vacaville is committed to taking all other actions necessary to ensure equal employment opportunity for individuals with disabilities in accordance with the ADA, FEHA, and all other applicable federal, state, and local laws.

Date Issued: January 30, 2003

Appendix N



ADA ADVISORY COMMITTEE

ROLE AND RESPONSIBILITIES

The ADA Advisory Committee provides valuable input in determining disability policy for the City of Vacaville. The ADA Advisory Committee makes recommendations, advises the City on matters relating to people with disabilities, and is a primary public networking resource between persons with disabilities, disability service agencies, representatives from government agencies, and others. Members of the committee represent a broad cross-section of the disability community, reflecting multiple disabilities, and the cultural and gender diversity of the wider disability community. The ADA Advisory Committee works in conjunction with the Department of Public Works.

The ADA Advisory Committee:

- Acts as a liaison between the City and the disabled community living and doing business in the City of Vacaville.
- Assists the City with ADA projects including, but not limited to the: Self Evaluation, Transition Plan, publicity, website content, emergency planning for persons with disabilities, and training.
- Solicits public input on city-related ADA projects and programs and provides a public forum for individuals with disabilities and groups representing people with disabilities.
- Facilitates community awareness and advocacy by identifying and articulating common concerns.
- Educates members of the disability community, City employees, and the public about disability rights and accessibility issues.
- Makes recommendations to the Director of Public Works for the removal of physical barriers in City facilities, on City property, and the public rights-of-way based upon identified needs and budget.
- Works to improve accessibility for persons with disabilities throughout the community.
- Promotes emerging state and national disability issues relevant to the City.

Appendix O

Ideally, the chosen accommodation is acceptable to the individual and feasible for the City. However, in some cases it may not be possible to reasonably accommodate the individual. The City's obligation under Title II of the ADA must not cause undue financial and administrative burdens to the City or fundamental alterations in the nature of the program, service, or activity. These determinations are best made based on the judgment and knowledge of the department staff and the City ADA Title II Coordinator. Some questions to consider include:

- What alternative approaches for providing access have been considered?
- How has the input of the individual with a disability been incorporated?
- What is the fundamental purpose and nature of the program, service, or activity?
- How would this purpose/nature be impacted under each alternative?
- What are the "hard" costs of providing access (e.g. special equipment, structural changes, contractual services)? How do they compare to total available resources for the program, service, or activity?
- What are the administrative costs (e.g. staff time) associated with each alternative?

The department should respond to any request for accommodation in a timely manner. Any request and the departmental response should be documented using the Request for Accommodation form. Inability to provide an accommodation due to a determination of fundamental alteration or undue burden should be made in consultation with the City's ADA Title II Coordinator and include a written statement of the reasons for reaching that conclusion.

IT'S ABOUT CUSTOMER SERVICE

Providing access to City programs and services to individuals with disabilities is not just about complying with the law. It is about providing good customer service and being responsive. It is realizing that a disability does not define the individual, but that each person is unique and deserves respect and consideration, regardless of whether or not that person has a disability.

If you have questions or need information about available resources, contact the City ADA Title II / Section 504 Coordinator:

Linda Crossman
Department of Public Works
(707) 469-6572
(707) 469-6578 (TTY)
(707) 469-6572
lcrossman@cityofvacaville.com



A Guide for City Employees to Title II of the Americans with Disabilities Act (ADA)

Serving Our Customers with Disabilities

Policy of Non-Discrimination on the Basis of Disability

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, the City of Vacaville ("City") does not discriminate against qualified individuals with disabilities on the basis of disability in the City's services, programs or activities. Information, comments, and/or complaints concerning the accessibility of City programs, services or activities to persons with disabilities should be directed to the City's ADA Title II / Section 504 Coordinator Linda Crossman, 1001 Allison Drive, 469-6572, 469-6578 (TTY), 469-7576 (fax), lcrossman@cityofvacaville.com.

City of Vacaville



THE AMERICANS WITH DISABILITIES ACT

The Americans with Disabilities Act (ADA) is a federal law enacted in 1990 that requires that City programs, services and activities be accessible to people with disabilities. Estimates suggest up to 20% of the population has some form of disability. City employees are expected to be aware of and sensitive to the various types of disabilities individuals may have. Disabilities may include the following: mobility, blindness and vision, deafness and hearing, speech and language, and mental and learning disabilities. Some disabling conditions are not readily apparent and some are invisible.

WHEN SERVING CUSTOMERS & DISABILITY ETIQUETTE

Interacting more effectively with persons with disabilities is a goal for City employees. Being sensitive toward individuals with disabilities is in the spirit of the ADA and is good for the City of Vacaville. Practicing disability etiquette is one way to make people with disabilities feel welcome.

Put the individual first by saying "a person with a disability". Using words like "handicapped" or "cripple" are outdated and inappropriate. People are human beings, not conditions. For example, a person is **not** an *epileptic* but rather a *person who has epilepsy*.

Employees are expected to use a normal tone of voice when extending a verbal welcome. Raised voices are not acceptable unless an individual requests a louder voice be used.

When introduced to a person with a disability, it is appropriate to offer (verbally in the case of a person who is blind or with very limited vision) to shake hands. People with limited hand use or who wear an artificial limb can usually shake hands. Shaking hands with the left hand is acceptable. For those who cannot shake hands, touch the person on the shoulder or arm to welcome and acknowledge their presence.

When talking to a person with a disability, look at and speak directly to that person rather than through a companion who may be along. When talking to a person in a wheelchair for more than a few minutes, use a chair, whenever possible, in order to communicate at the person's eye level.

When greeting a person with a severe loss of vision, always identify yourself and others with you. When conversing in a group, give a vocal cue by announcing the name of the person to whom you are speaking. Offer assistance in a dignified manner with sensitivity and respect and realize that asking first is better than assuming help is needed. Be

prepared to have an offer to help declined. Do not proceed to assist if an offer of assistance is declined. If the offer is accepted, listen to instructions if provided.

Allow a person with a visual impairment to take your arm at or about the elbow. This will enable you to guide rather than propel or lead the person. Some may prefer using your shoulder.

Some people with disabilities use the aid of service animals. Although the most familiar are guide dogs used by people who are blind, service animals assist persons who have other disabilities as well. Because some disabling conditions are invisible, a person accompanied by a service animal may not appear disabled. A service animal is not required to have any special certification.

Remember that not all disabilities are apparent. Respect an individual's needs and requests whenever possible.

ACCOMMODATIONS FOR INDIVIDUALS WITH DISABILITIES

The City is committed to providing access for individuals with disabilities. Changes to City facilities to improve access have been and continue to be made. While it is not required that every area of every City facility be accessible, it is required that City programs and services be accessible. Periodically, department staff may receive requests for accommodations to allow individuals to participate in and benefit from City services. When responding to a request for accommodation, City personnel are expected to respond graciously to requests and to make a good faith effort to meet the need. This should include exploration of various alternatives, which may include:

- Relocation of a program or activity
- Provision of services at alternative accessible sites
- Delivery of services
- Provision of auxiliary aides, e.g. readers, interpreters, mobility assistants
- Provision of information in an alternative format (e.g. audio tape, large print, Braille conversion)
- Structural alterations

Alternatives that integrate a participant with disabilities with other program participants are preferred. Although some additional costs may be incurred in accommodating the individual, these costs may not be passed on to the individual in the form of surcharges. Contact the ADA Title II Coordinator if there is a cost associated with the accommodation.

Appendix P



ADA Responsibilities for City Programs, Services, and Activities

The Americans with Disabilities Act is a civil rights law designed to provide equal access for people with disabilities. Because disabilities are so different, some creativity and flexibility is involved and equal access may be different in implementation than other civil rights laws. The City is required to provide program access, which means that our programs, services, and activities, when viewed in their entirety, are readily accessible to and usable by individuals with disabilities.

The City must:

- Provide equal access to programs, services, and activities as provided to other members of the community.
- Provide programs, services, and activities in an integrated setting, unless separate or different measures are necessary to ensure equal opportunity.
- Absorb any costs necessary to ensure nondiscriminatory treatment, such as making modifications required to provide program accessibility or providing qualified interpreters.
- Allow a person with a disability to participate in a program, service, or activity regardless of a disability.
- Eliminate unnecessary eligibility standards or rules that deny individuals with disabilities an equal opportunity to enjoy programs, services, or activities unless necessary for the provisions of the program, service, or activity.
- Modify policies, practices, or procedures that deny equal access to individuals with disabilities.
- Furnish auxiliary aids and services when necessary to ensure effective communication.
- Provide appropriate signage and structural communication to inform and alert individuals with visual, mobility, and hearing disabilities.
- Eliminate physical barriers to programs, services, and activities by remodeling existing facilities, constructing new facilities, or moving programs, services, or activities to an accessible location.
- Ensure that newly constructed or altered buildings and facilities are free of physical and communication barriers that restrict accessibility of people with disabilities.

Maintaining ADA compliance is an ongoing effort and one in which all employees must participate.



WORDS with DIGNITY

By using words with dignity, we encourage equality for everyone.

Words with Dignity

Words to Avoid

Person with a disability People with disabilities	Disabled / handicapped / cripple / invalid (literally means "not valid")
Person who has / person with (i.e., person who has multiple sclerosis or has autism or has Down syndrome)	Victim of / afflicted with (i.e., victim of multiple sclerosis or person is autistic, is a mongoloid or is a Down's kid)
Uses a wheelchair	Restricted / confined to a wheelchair / wheelchair bound (The chair enables mobility. Without the chair, the person is confined.)
Non-disabled People without disabilities	Normal (Referring to non-disabled persons as "normal" insinuates that people with disabilities are abnormal.)
Deaf / does not voice for themselves / nonvocal	Deaf / mute / deaf and dumb
Disabled since birth / born with	Birth defect
Psychiatric history / psychiatric disability / emotional disorder / mental illness	Crazy / insane / lunatic / mental patient / wacko
Epilepsy / seizures	Fits
Learning, emotional, or cognitive disability / developmental delay / people with mental retardation / ADD / ADHD	Slow / learning disabled / emotional disturbed / retarded / lazy / stupid / underachiever / mentally retarded
Accessible (parking, restrooms, etc.)	Handicapped (parking restrooms, etc.)

Other terms which should be avoided because they have negative connotations and tend to evoke pity and fear include:

Abnormal	Disfigured	Maimed	Physically challenged	Suffer
Burden	Handi-capable	Madman	Pitiful	Tragedy
Condition	Incapacitated	Moron	Poor	Unfortunate
Deformed	Imbecile	Palsied	Spastic	Victim
Differently abled	Manic	Pathetic	Stricken with	

Preferred Terminology

Blind (no visual capacity)

Deaf (no hearing capacity)

Paraplegia (loss of function of lower body only)

Residual limb (post-amputation of a limb)

Legally blind / low vision (some visual capacity)

Hearing loss / hard of hearing (some hearing capacity)

Quadriplegia (paralysis of both arms and legs)

InfoNet Weekly ADA Tips

- Week 1:** Being aware of and sensitive to the needs of persons with disabilities is an important part of the City of Vacaville's customer service. Beginning this week, InfoNet will provide a brief tip or piece of information designed to inform City employees about serving people with disabilities. For more information or to comment on the tips and information, contact the City's ADA Title II Coordinator, Linda Crossman, at extension 6572 or via email at lcrossman@cityofvacaville.com.
- Week 2:** There are two basic kinds of disabilities: visible and invisible. Make no assumptions that just because a disability is not apparent, that does not mean that an individual does not have a disability. Mental illness, serious environmental allergies, cognitive limitations, and hearing difficulties are not necessarily readily or immediately apparent, yet individuals with these types of disabilities may need accommodations in order to receive our services.
- Week 3:** An important component of successfully communicating with an individual with a disability is to be comfortable with the person. Some people may feel awkward, not certain how to act and what to say. Do you look at people with mobility or disfiguring disability or do you ignore them, avoiding eye contact? Do you help someone who seems to be having difficulty completing a task like getting a wheelchair up an incline or completing a form? What do you do when you cannot understand someone who has a speech disability?
- Week 4:** MYTH: People with disabilities are brave and courageous. Adjusting to a disability actually requires adapting to a lifestyle, not bravery and courage.
- Week 5:** MYTH: Having a disability means you cannot be healthy. Persons with disabilities can experience good health and full participation in community life. They benefit from the same health-enhancing activities as the general population.
- Week 6:** MYTH: Individuals who use wheelchairs or scooters are confined or wheelchair/scooter-bound. A wheelchair or scooter, like a bicycle or a car, is a personal assistive device that enables someone to get around.
- Week 7:** MYTH Individuals with disabilities always need help. Many people with disabilities are quite independent and capable of giving help. If you want to help someone with a disability, ask first if he or she needs it.
- Week 8:** MYTH: People with disabilities lead very different lives than those without disabilities. People with disabilities go to school, get married, work, have families, do laundry, go shopping for food, laugh, cry, pay taxes, get angry, have prejudices, vote, plan, and dream, just like everyone else.
- Week 9:** MYTH: There is nothing one person can do to help eliminate the barriers confronting people with disabilities.
- Understanding the need for accessible parking and leaving it for those who need it;
 - Encouraging participation of people with disabilities in City activities by making sure that meeting and event sites are located in accessible places;

- Advocating for a barrier-free environment;
- Use “people-first” language and speaking up when negative words or phrases are used in connection with a disability.
- Accepting people with disabilities as individual human beings with the same needs and feelings you might have; and
- Hiring qualified persons with disabilities whenever possible.

- Week 10:** When interacting with people with disabilities, extend the same courtesies and respect that are shown to others.
- Week 11:** When interacting with people with disabilities relax and be yourself. Do not be embarrassed if you happen to use accepted, common expression such as “See you later” or “Got to be running along” that seem to relate to the other person’s disability.
- Week 12:** Assist a person with a disability if you feel like it, but wait until your offer is accepted BEFORE you help. Listen to any instructions the person may want to give.
- Week 13:** Be considerate of the extra time a person with a disability might take to get things done or said. Let the person set the pace in walking and talking.
- Week 14:** When talking with someone who has a disability, speak directly to that person rather than through a companion or caregiver who may be present.
- Week 15:** Shaking hands is appropriate when introduced to a person with a disability. People with limited hand use or who wear an artificial limb do shake hands.
- Week 16:** People who are deaf or hard of hearing may utilize a variety of ways to communicate. Some persons may use hearing aids. Others may rely on reading lips, while others may use sign language. Make no assumptions about how an individual with a hearing disability may best understand. Follow the person’s cues to find out if he/she prefers sign language, gesturing, writing, or speaking. Be prepared to accommodate that method. Not all individuals who are a hearing disability use sign language or can read lips.
- Week 17:** To get the attention of a person who is deaf or hard of hearing, tap the person on the shoulder or wave your hand.

Appendix Q



DISABILITY IDENTIFICATION CARD APPLICATION For Vacaville City Coach Fixed Route Service

FOR OFFICE USE ONLY

Certification Date _____

Expiration Date _____

Issued By _____

Persons with disabilities are entitled to a discounted fare on the City Coach fixed-route bus system. The Disability ID Card, a Medicare card, or ADA Paratransit ID card must be shown to the driver each time you board the bus to qualify for the reduced fare. If proper ID is not shown, the reduced disabled fare does not apply. Certification is good for three years.

The applicant must return completed application in person or by mail to the Public Works Department at Vacaville City Hall, 650 Merchant Street, Vacaville, CA 95688. Incomplete applications will not be accepted.

SECTION 1: To be completed by the applicant or by someone on the applicant's behalf. Please print legibly or type.

Applicant's Name _____

Address _____ City _____ State _____ Zip _____

Phone Number _____ Birthdate _____

I hereby authorize the person listed in Section 2 of this application to release to Vacaville City Coach medical or other pertinent information about my disability. The information released will be used solely to determine my eligibility for this Disability Identification Card.

Applicant's Signature _____ Date _____

SECTION 2: To be completed by a physician or licensed medical professional, licensed optometrist (for visual impairments), or counselor/social worker (representing a recognized organization for persons with disabilities). Please print legibly or type.

I hereby certify that the applicant qualifies under ADA eligibility requirements to obtain the City Coach Disability Identification Card.

The disability is: _____ PERMANENT _____ TEMPORARY until _____ (date)

I am legally licensed as a: Physician Optometrist Physical Therapist Chiropractor
 Rehabilitation Counselor Counselor/Social Worker Other Licensed Professional _____
 in the State of California and hereby declare that the information provided is true and correct.
 (specify)

Name _____ Signature _____

License # _____ Date _____

Business Name _____ Phone Number _____

Business Address _____ City _____ State _____ Zip _____

Return this form to the applicant.

**TO BE COMPLETED BY LICENSED PROFESSIONAL ONLY
MUST BE PRINTED OR TYPED**

Licensed Professional:

_____ has applied for Paratransit service.

Please complete and return this form to help us in determining paratransit eligibility for the person named above. The public transit property in our area provides paratransit services to persons who have a disability that prevents use of existing public transit. The key phrase is "THE DISABILITY PREVENTS..." and not "the disability makes difficult..." It is imperative that only those who cannot access public transit services [buses, BART, light rail, (streetcar), etc.] utilize services. **Please note that having a disability alone is not a qualifying factor. An applicant's disability must prevent use of the public transit system.**

To be qualified for paratransit services, the applicant's disability must prevent him/her from independently using accessible public fixed-route transit services (for example, getting to a transit stop, waiting at a stop, identifying the correct transit vehicle, boarding or disembarking, riding, etc.)

Please note: Any falsification of a condition or any part of a condition will be reported to the Federal Transportation Administration for prosecution to the full extent of the law.

Explain how this applicant's condition(s) affects his/her ability to use public transit.

Applicant's condition is (please check one) _____ PERMANENT _____ TEMPORARY

If temporary, I expect the applicant's condition will continue for _____ months.

Name _____

Professional Title _____

License Number _____ Telephone _____

Address _____ City _____ Zip _____

Signature _____ Date _____

Application for ADA Paratransit Service

Paratransit is specialized transportation service for persons who are unable to independently use regular buses, streetcars, or BART, due to a disability or health related condition some or all of the time. Paratransit is provided by public transportation systems as part of the requirements of the Americans with Disabilities Act (ADA).




















In order to use ADA paratransit service, you must first be certified as eligible. Please read the following instructions before filling out the attached application form. All information that you supply will be kept strictly confidential.

This information is also available in accessible formats upon request (large print, Braille, audio tape, etc.) However, the application must be filled out in English and must be typed or printed.

- ① Please answer **FULLY** all of the questions on the form, and return it to the transit system in your local area (see list on following page). Incomplete applications will not be processed, and will be returned to you for completion.
- ② Your application will be reviewed, and an eligibility determination will be made within 21 days of receipt of a **COMPLETE** application. You will receive a notice as to whether or not you are eligible. If you are determined to be capable of using regular bus and rail transit without the assistance of another person for all of your travel, **YOU WILL NOT BE ELIGIBLE** for paratransit.
- ③ The review will be based on your ability to use regular bus and rail transit. It may require additional information, such as a phone, personal interview, or assessment with you, or consultation with your doctor or therapist.
- ④ You may be found:
 - Eligible for all your travel needs on paratransit (full eligibility);
 - Eligible for some trips on paratransit (conditional eligibility) depending on the nature of your disability; or
 - Not eligible for paratransit.
- ⑤ Please note that if your functional abilities change, your eligibility status may also change.
- ⑥ If you are certified as eligible, you will be able to use paratransit in all of the Bay Area's nine counties, depending on any conditional restrictions.
- ⑦ If you do not agree with the decision on your eligibility, you may appeal the decision. Information on how to file an appeal will be included with your notice of eligibility.

— Thank you

The following Bay Area fixed-route transit operators are participants in the regional ADA Paratransit Eligibility Program:

	AC Transit
	BART
	City of Benicia
	County Connection (Central Contra Costa Transit Authority)
	Cities of Fairfield/Suisun City
	Golden Gate Bridge, Highway and Transit District
	LAVTA (Livermore-Amador Valley Transit Authority)
	MCTD (Marin County Transit District)
	Muni (San Francisco Municipal Railway)
	City of Petaluma
	SamTrans (San Mateo County Transit District)
	Santa Rosa CityBus
	Solano Transportation Authority
	Sonoma County Transit
	VTA (Santa Clara Valley Transportation Authority)
	Tri Delta (Eastern Contra Costa Transit Authority)
	Union City Transit
	City of Vacaville
	Vallejo Transit
	The V.I.N.E. and Napa Valley Transit
	WestCAT (Western Contra Costa County Transit Authority)

Your answers to the following questions will help us in determining your eligibility. ALL questions must be thoroughly answered or the application will be considered incomplete. An incomplete application will be returned, and will delay the eligibility determination process. Please print or type.

Personal/Contact Information

Name (first, middle, last): _____

Home Address: _____ Apt. #: _____

City: _____ ZIP: _____

Mailing Address (if different from home): _____

_____ Apt. #: _____

City: _____ ZIP: _____

Daytime Phone: (____) _____ TDD/TTY: (____) _____

Evening Phone: (____) _____

Birth Date: ____ / ____ / ____ Female Male

Primary Language (please check): English Other (specify) _____

Do you need any future written information provided to you in an accessible format? (please check):

- Yes No If yes, what format do you prefer?
- Diskette Audio tape Braille Large Print
- Other _____

Did someone help you in filling out this form? Yes No

Should this person be contacted if additional information is needed? (please check): Yes No

If yes, Name: _____ Phone: (____) _____

Relationship: _____

In case of emergency, whom should we contact?

Name: _____ Day Phone: (____) _____

Relationship: _____ Eve. Phone: (____) _____

Please answer the following questions in detail — your specific answers to the questions will help us in determining your eligibility.

Tell Us About Your Condition and How You Currently Travel

1a What is your **DISABILITY** or **HEALTH RELATED CONDITION** that prevents you from using public transit (BART, bus, streetcar)?

1b Explain **HOW** this condition prevents you from independently using public transit.

1c Are the conditions you described:
 Permanent Temporary Don't Know
If temporary, how long do you expect this to continue?

1d Do the conditions you described change from day to day in a way that affects your ability to use public transit?
 Yes, good on some days, bad on others. No, doesn't change.
 Don't know.
If yes, explain how the change affects your ability to use public transit.

2a How do you currently travel to your most frequent destinations?

(Check all that apply):

- Buses Paratransit Drive myself BART
 Taxi Ferry Streetcar Someone drives me
 Other _____

2b If you checked paratransit, what is the name of the program you use?

3 Do you travel with the assistance of another person:

- Always Sometimes Never

If you travel with the assistance of another person always or sometimes, what type of assistance do they provide? _____

4 Do you use any of the following mobility aids or specialized equipment?

(Check all that apply):

- | | | |
|---------------------------------------|--|--|
| <input type="checkbox"/> Cane | <input type="checkbox"/> Power Chair | <input type="checkbox"/> Communication Board |
| <input type="checkbox"/> White Cane | <input type="checkbox"/> Large Power Chair | <input type="checkbox"/> Service Animal |
| <input type="checkbox"/> Walker | <input type="checkbox"/> Power Scooter
(3 or 4 wheeler) | <input type="checkbox"/> Crutches |
| <input type="checkbox"/> Manual Chair | <input type="checkbox"/> Leg Braces | <input type="checkbox"/> Speech Devices |
| <input type="checkbox"/> Respirator | <input type="checkbox"/> Portable oxygen tank | |
| <input type="checkbox"/> Other Aid | | |

For questions 5 through 16, please indicate whether you are independently able to perform the following functions. ALL "no" or "sometimes" answers must be accompanied by an explanation or the application will be considered incomplete.

Tell Us About Your Capabilities

5 Are you able to understand and remember directions well enough to complete a public transit trip? (This doesn't refer to being unaccustomed to the English language.) Yes No Sometimes

If no or sometimes, explain why: _____

- 6 Are you able to identify the correct public transit stops?
 Yes No Sometimes *If no or sometimes, explain why:*

- 7 Are you able to identify the correct bus or train to board?
 Yes No Sometimes *If no or sometimes, explain why:*
If no or sometimes, explain why: _____
- 8 Are you able to get to and from the public transit stop nearest your home?
 Yes No Sometimes *If no or sometimes, explain why:*

- 9 How many city blocks can you walk, or travel with a mobility aid, without the help of another person? _____
- 10a Are you able to wait 15 minutes at a public transit stop?
 Yes No Sometimes *If no or sometimes, explain why:*

- 10b Are you able to wait longer than 15 minutes?
 Yes No Sometimes *If so, how long?* _____ (minutes)
- 10c Could you wait if there were a seat or bus shelter?
 Yes No Sometimes
- 11 Are you able to get on or off a public transit bus if it has either a lift or a kneeler that lowers the front of the bus?
 Yes No Sometimes Don't know, never tried it
If no or sometimes, explain why:

- 12 Are you able to grasp handles or railings, coins or tickets while boarding or exiting the transit vehicle?
 Yes No Sometimes Don't know, never tried it
If no or sometimes, explain why:

13 Are you able to maintain balance and tolerate movement of a public transit vehicle when seated?

Yes No Sometimes Don't know, never tried it

If no or sometimes is selected, explain why:

14 Have you ever had any training or instruction (travel training) to learn how to use public transit?

Yes No *If yes is selected, where and when did you receive this training?*

15 Is the public transit you need accessible (for example, equipped with a lift, ramp or kneeler)?

Yes No Sometimes Don't know, never tried it

If no or sometimes is selected, explain in what way is it not accessible:

16 Are there specific places you would like to go to that you are unable to get to using public transit?

Yes No *If yes is selected, explain why you cannot use public transit to get to those destinations:*

Have you answered all the questions and provided explanations where required?
INCOMPLETE APPLICATIONS WILL BE RETURNED.

I certify that the information in this application is true and correct. I understand that knowingly falsifying the information will result in denial of service. I understand all information will be kept confidential, and only the information required to provide the services I request will be disclosed to those who perform the services.

I understand that it may be necessary to contact a professional familiar with my functional abilities to use public transit in order to assist in the determination of eligibility.



Sign here:

Applicant's signature _____ Date _____

Authorization to Release Medical Information

(to be completed by applicant)

I hereby authorize the following licensed professional (doctor, therapist, social worker, etc.) who can verify my disability or health related condition, to release this information to my local public transit agency. This information will be used only to verify my eligibility for paratransit services. I understand that I have the right to receive a copy of this authorization, and that I may revoke it at any time.

Name of Professional who may release my medical information:

Address: _____

Medical Record or ID #, if known: _____



Sign here:

Applicant's signature _____ Date _____

City of Vacaville

Americans with Disabilities Act



City Transportation Services

General Information on City Transportation Services and Accessibility

One of the main principles of the Americans with Disabilities Act of 1990 (ADA) is to ensure that all people have equal access to public transportation (Title II). In order to ensure this access, public transit vehicles and facilities are required to be fully accessible and usable by persons with disabilities. Paratransit service must be provided where a fixed-route bus or rail system operates unless providing such a service would result in an undue burden. Paratransit is a service for individuals who are unable to use the regular transit system independently (because of a physical or mental impairment) and who are picked up or dropped off at their destinations by paratransit vehicles.

In order to qualify for service based upon a disability, there are two types of applications depending upon the service needed/required: 1) paratransit and 2) fare reduction. Individuals who believe that they have a qualifying disability preventing them from independently using public fixed-route transportation facilities and/or vehicles can complete the Application for ADA Paratransit Service. This service is part of a larger regional program allowing cardholders to travel within the system. For those individuals with a qualifying disability, an individual can complete the Disability Identification Card Application for reduced fares within the Vacaville City Coach bus system. Both applications are available online or from the Department of Public Works at City Hall.

About City Coach Buses

All buses are equipped with a wheelchair lift and each bus can accommodate two (2) wheelchairs. All wheelchairs must have a working brake system.

Door-to-door paratransit service and discounted fares on regular buses are available to certified disabled persons. Applications for certification may be obtained at the Public Works Department in City Hall, by printing an application from the City website, or by calling 449-5170. Reservations for door-to-door paratransit rides anywhere in Vacaville must be made by close of normal business the day prior to date of service request.

Fare Information

Persons with disabilities are eligible for a discounted fare on the regular bus service. City Coach requires proper identification (Disability Identification, Medicare, or ADA Paratransit Card) for using the disabled fare. For more information about the bus fare requirements for persons with disabilities, contact (707) 449-5170.

City of Vacaville

Americans with Disabilities Act



City Transportation Services

Guide to Accessible Buses

To make your first ride on City Coach's accessible buses safe and enjoyable, individuals are encouraged to familiarize themselves with the features of City Coach's accessible buses before taking a trip. Individuals may also want to take a companion on the first bus trip.

All City Coach buses are equipped with a wheelchair lift and a "kneeling" feature. The wheelchair lift will lower a platform to the ground and lift a wheelchair onto the bus. The lift is also available for use by individuals who cannot maneuver the bus steps. The passenger stands on the lift as it raises to the bus level. The "kneeling" feature mechanically lowers or kneels the front of the bus closer to the curb. It can be used by individuals who have difficulty stepping up onto the bus, yet can maneuver the other steps by using the handrails once inside the bus.

All City Coach buses can accommodate two wheelchair passengers simultaneously. The wheelchair lift is at the front door of all buses. One wheelchair station is on the curbside of the bus and the other station is on the street side of the bus, as show in the diagram.

For an Individual in a Wheelchair

The wheelchair brakes must be in good working order at the time of boarding a bus. This requirement is for individual safety during operation of the lift and during the ride.

An individual who is able to transfer from a wheelchair to a regular bus seat may do so. The City driver will secure the wheelchair in a wheelchair station. It is the passenger's option whether to remain in a wheelchair or sit in a regular bus seat.

How to Board in a Wheelchair

1. When the bus stops at the curb, position your wheelchair approximately six feet from the wheelchair accessible doorway.
2. BEFORE the City Coach driver operates the wheelchair lift, ambulatory passengers will get on and off the bus.
3. AFTER the City Coach driver lowers the lift platform all the way to the ground, position your chair directly onto the platform. You may find it easier to back onto the platform.

City of Vacaville

Americans with Disabilities Act



City Transportation Services

4. When the chair is completely on the platform secure the chair brakes. The driver will raise the safety flap and elevate the lift. The chair breaks must be locked (either manually or electronically) before the platform rises.
5. Please wait until the platform is fully elevated and level with the floor of the bus before wheeling on board.
6. The driver will raise the regular passenger seats to expose the wheelchair station. Position your chair in the wheelchair station space. The driver will secure the wheelchair to the floor with the tie-downs, which are required.
7. Buses are also equipped with seatbelts for the wheelchair. The seatbelts are optional, so tell the driver whether or not you want it secured.

How to Get off the Bus in a Wheelchair

Generally, leaving the bus is just the reverse of boarding. Do not attempt to remove the tie-downs on your own; the driver will remove them after the bus stops.

When leaving the bus, the driver will position the lift for your departure. The chair brakes must be applied before the platform descends.

Once the platform has been lowered completely and the safety flap lowers, release the brakes and wheel onto the sidewalk.

How to Board by Standing on the Lift

If you are unable to maneuver the bus steps, let the driver know you need to use the lift to board the bus. The driver will lower the lift. Once the lift is fully lowered, step onto the platform and hold onto the handrails. The driver will raise the lift and once it is level with the bus floor, simply walk onto the bus.

If you are unable to step up to the first step, ask the driver to "kneel the bus." Once the front of the bus will lower, step forward to the first step and use the handrails to maneuver the other two steps.

Appendix R

**City of Vacaville
ADA Title II Current Issues Log
2000 - Present**

<i>Priority Code:</i>	E = Engineering
	S = Street
(1 high – 5 low)	F = Facilities
	C = Contractor
	TP = Transition Plan

Date Received	Location	Issue/Complaint	Complainant/ Primary Contact	Phone #	Priority	Action Taken / Date	Work Order #
4/14/00	Berryessa/Shasta	Needs a curb ramp	Rod Moresco	-6506		COMPLETED 4/00	
4/14/00	Berryessa/Almanor	Needs a curb ramp	Rod Moresco	-6506		COMPLETED 4/00	
4/14/00	Berryessa/Donner	Needs a curb ramp	Rod Moresco	-6506		COMPLETED 4/00	
4/14/00	Berryessa/Tahoe	Needs a curb ramp	Rod Moresco	-6506		COMPLETED 4/00	
4/14/00	Peabody N of Berryessa	Sidewalk widening for safe wheelchair passage near guy wire.	Ron Wilson	-6506		COMPLETED 4/00	
4/14/00	Cooper School, Three Oaks and Keating	Need ADA ramps	Rod Moresco	-6506		COMPLETED	
10/04/00	Neil and Linda	Needs a curb ramp	Tom Basye	-6503		PENDING	
10/04/00	Senior Center	The need for an area of refuge on the second floor of the Senior Center	Tom Basye	-6503		RESOLVED	
10/04/00	Walnut and Merchant	Curb ramp needs to be rebuilt to conform w/ ADA	Tom Basye	-6503		COMPLETED	
10/04/00	Lovers Lane and Merchant	Curb ramp needs to be rebuilt to conform w/ ADA	Tom Basye	-6503		COMPLETED 10/22/04	
10/04/00	City Hall-Planning/Fire	Ramp to entrance needs to be compliant	Tom Basye	-6503		COMPLETED	
11/20/00	City Hall					COMPLETED	#30304
1/22/01	Anita Court and Orchard Ave.	Install ADA ramp	Tom Basye	-6503		COMPLETED	
1/30/01	Nut Tree (Renaissance Faire)	6 ADA signs (1 van accessible), tow-away signs for each entrance	Tom Basye	-6503		COMPLETED	
5/4/01	Municipal Lot #3	Trim bushes, remove chock and bush on south side, add 3 bollards, paint remaining with reflective paint, fill in indented pavement, add van accessible signage, R100Bs, fill pothole	Tom Basye Rod Moresco	-6503 -6506		COMPLETED	#41949
6/13/01	3 Oaks – TGIF	Concrete and ramp removal; painting and signage	Tom Basye	-6503		COMPLETED 9/3/04	#29453 #29459
6/13/01	3 Oaks Pool	Concrete and painting/signage	Tom Basye	-6503		COMPLETED 7/11/01	#44264 #44265
7/13/01	City Hall-Fire Admin/Planning	Need signage to indicate accessible walkway route	Tom Basye	-6503		COMPLETED	
7/20/01	Municipal Lot #7 (at Thornton's	Needs ramp; redesign parking area to	Tom Basye	-6503		COMPLETED 5/26/05	#126158

Date Received	Location	Issue/Complaint	Complainant/ Primary Contact	Phone #	Priority	Action Taken / Date	Work Order #
	& California Hawaii buildings)	define accessible stalls and aisles					126159
7/26/01	Mariposa Center	Signing and stripping of accessible spaces and ramp removal	Tom Basye	-6503		COMPLETED 7/31/01	
9/07/01	Municipal Parking lot at AAA	Needs 4' ramp on right edge of the access aisle, tow away sign does not have phone #, need Van Access signage, needs thin overlay to fill depths	Tom Basye	-6503		COMPLETED 9/18/01	
9/20/01	NW corner of Markham and Brown Street	Needs a standard ADA ramp and correction to grades around curb.	Tom Basye	-6503		COMPLETED 11/20/01	
10/11/01	Fir and Eldridge	Ramp needed at northeast and southeast corners	Tom Basye	-6503		COMPLETED 11/29/01	
10/30/01	City Hall	CD restrooms – sliding or flip lock for accessible stall; u-shaped handle needed on accessible stall door; entrance door not within 5 lbs. of pressure				COMPLETED 11/14/01	#53746 #53745
11/28/01	City Hall-Fire Admin/Planning entrance	Need wheel stops	Tom Basye	-6503		COMPLETED 8/20/02	
12/10/01	Markham and Gable	Needs standard corner ADA ramp	Tom Basye	-6503		COMPLETED 10/1/04	#116724
	Buck and Eldridge	Remove existing ADA ramp and reconstruct sidewalk	Tom Basye	-6503		COMPLETED 8/21/02	
12/17/01	Fire Station #2	Needs curb cut ramp, van accessible space, and tow away signs at each entrance	Tom Basye	-6503		COMPLETED	
12/17/01	Fire Station #1	Needs curb ramp and van accessible space	Tom Basye	-6503		COMPLETED	
12/17/01	Markham Ave. and Lomita	Needs standard corner ADA ramp	Tom Basye	-6503		COMPLETED	
12/17/01	Markham Ave. and Novato Ave.	Needs standard corner ADA ramp	Tom Basye	-6503		COMPLETED	
12/17/01	Markham Ave. and Manzanita Ave.	Needs standard corner ADA ramp	Tom Basye	-6503		COMPLETED	
12/18/01	Drake Way and Nut Tree Rd.	Needs standard corner ADA ramp, new pedestrian barricade at N. corner, relocate pedestrian barricade at S. corner	Tom Basye	-6503		COMPLETED	
1/23/02	Municipal Lot south of KUIC building	Signage and painting needed	Tom Basye	-6503		COMPLETE	
2/28/02	Policy Change to improve safety on sidewalk work for individuals with visual disabilities.	Barricade installation on any open excavations. Reduction of time a trench is open, preferably removing and pouring the same day.	Roy Phelps/ Laurie Decker			COMPLETED	
3/01/02	Main St./Andrews Park	Change paint line and add a van accessible sign	Tom Basye	-6503		COMPLETED 11/3/00	
4/02/02	Eleanor Nelson Park	Need van accessible parking space.	Tom Basye	-6503		COMPLETED Parking	

Date Received	Location	Issue/Complaint	Complainant/ Primary Contact	Phone #	Priority	Action Taken / Date	Work Order #
		striping, signage, concrete work Restrooms need proper signage, handles, self closing mechanisms, faucet needs to be moved out from wall				10/16/02 COMPLETED 1/05/05	#74353
4/11/02	City Hall-Fire Admin/Planning entrance	Non-conforming ramps need to be replaced, slopes are excessive	Tom Basye	-6503		COMPLETED 4/02	
4/24/02	Pena Adobe Museum	Rebuild the entry porch and add handrail, add a ramp to the entry, widen the entry door to 36", striping and signage of van accessible spaces, provision of accessible restroom facilities	Laurie Decker	-5312		PENDING	
6/19/02	City Hall	Braille Signage needed to be affixed to all entrances, rooms, closets, etc.	Laurie Decker	449-5312		COMPLETED 6/19/02	
6/24/02	City Hall (CD)	Needs Braille signage	Ron Wilson	678-4858		COMPLETED 7/02	
6/25/02	City Hall (CD Restroom)	Side grab bar front end is 50 1/2" from back wall. Relocate so that mounting hardware is centered 12" and 54" from back wall	Ron Wilson	678-4858		COMPLETED 1/3/03	
6/25/02	City Hall (CD Restroom)	Inside handle is adjacent to the lock in the accessible stall – relocate to below.	Ron Wilson	678-4858		COMPLETED 1/3/03	
6/25/02	City Hall (CD and Finance Restrooms)	TP is located above grab bar using up clear space	Ron Wilson	678-4858		COMPLETED	
6/25/02	City Hall (CD Restroom)	The seat cover dispenser is located over the toilet: relocate or add second one in access. loc.	Ron Wilson	678-4858		COMPLETED 1/3/03	
6/25/02	City Hall (CD Restroom)	The soap dispenser is 43" off the floor; relocated to 40" or less	Ron Wilson	678-4858		COMPLETED 1/3/03	
6/25/02	City Hall (CD Restroom)	The restroom door is w/o ISA symbol on the latch side	Ron Wilson	678-4858		COMPLETED 12/02	
6/25/02	City Hall (Finance Restroom)	Inside handle is adjacent to the lock in the accessible stall; relocate.	Ron Wilson	678-4858		COMPLETED 1/3/03	
6/25/02	City Hall (Finance Restroom)	Needs self closing mechanism: adjust existing mechanism	Ron Wilson	678-4858		COMPLETED 1/3/03	
6/25/02	City Hall (Finance Restroom)	WC centerline is 20" from wall; other side is 38 ¾ from edge of WC to the partition	Ron Wilson	678-4858		COMPLETED 9/24/04	
6/25/02	City Hall (Finance Restroom)	Towel dispensers 48" from floor; Relocate to 40" or less.	Ron Wilson	678-4858		COMPLETED 1/3/03	
6/25/02	City Hall (Finance Restroom)	The restroom door is w/o ISA symbol on the latch side; relocate signs from main hallway	Ron Wilson	678-4858		COMPLETED 1/12/03	
6/25/02	City Hall-Merchant St. entrance door	ISA symbol is not on latch side of door; add proper signage	Ron Wilson	678-4858		COMPLETED 11/02	

Date Received	Location	Issue/Complaint	Complainant/ Primary Contact	Phone #	Priority	Action Taken / Date	Work Order #
6/25/02	City Hall-AS parking lot entrance	Does not have 6x6 ISA sign	Ron Wilson	678-4858		COMPLETED 11/02	
6/25/02	City Hall-in front of Council Chambers	Public phone needs to have volume control installed (by phone co.)	Ron Wilson	678-4858		COMPLETED 8/02	
6/25/02	City Hall-in front of Council Chambers	Phone booth does not provide clear floor space and is above max allowable height. Correct or remove.	Ron Wilson	678-4858		COMPLETED 3/17/03	
7/10/02	City Hall	Move bike rack so that bikes will not extend into access path	Ron Wilson	678-4858		COMPLETED	
7/10/02	City Hall	Ramp by bike rack is less than 6.7%-needs truncated domes	Ron Wilson	678-4858		RESOLVED	
7/10/02	City Hall	Ramp at CD/Fire entrance needs signage	Ron Wilson	678-4858		COMPLETED 8/02	
7/10/02	City Hall-in front of Council Chambers	Ramp on the west side of the Chamber entrance needs detectable warnings b/c the slope is less than 6.7%	Ron Wilson	678-4858		COMPLETED	
7/10/02	City Hall	Ramp b/t Chambers and PW: no landing at top; add a curb and replace sidewalk	Ron Wilson	678-4858	S2	COMPLETED 7/05	#118256
7/11/02	ITC (Davis and Hickory)	Paint an accessible path of travel	Tom Basye			COMPLETED	
7/24/02	Buck and Eldridge	Next to 10B – 2 spaces need signs: one reinstalled, and new R99 with van accessible; repainting	Tom Basye	-6503		COMPLETED	
8/02	City Hall POT	Change POT sign @ Planning's ADA ramp				COMPLETED 8/19/02	#71738
9/02	3 Oaks Community Center	One set of restrooms need to be made ADA accessible; then install proper signage	Laurie Decker	-5373		COMPLETED 9/03	
9/02	City Hall Council Chambers restrooms	Lower soap and paper towel dispensers; stall needs u-handle below the lock.	Laurie Decker/ Denise Malvetti	-5373		COMPLETED 11/02	
9/02	City Hall Council Chambers	Need loop handle on doors into Chamber.	Laurie Decker/ Denise Malvetti	-5373		COMPLETED 11/02	
11/04/02	TGIF at Meadowlands	Need to add a second ramp out back	Suzanne Greene	-5631		COMPLETE	
11/19/02	Arlington Park	Remove existing ramps/sidewalk,; build curb ramp, create borders, install R99s, install new bumpers	Tom Basye	-6503		COMPLETED 2/22/03	
11/25/02	Centennial Park	Improvements to Lower Parking Lot	Tom Basye	-6503		ON HOLD	#77655 #77653
12/05/02	Keating Park	Asphalt work, signage, van accessible isle and space, new ADA space, emblem painting, R99	Tom Basye	-6503		COMPLETED	
12/05/02	Keating Park	Asphalt work, signage, van accessible isle and space, new ADA space, emblem painting, R99	Tom Basye	-6503		ON HOLD	#81146 #81148
12/27/02	Meadowlands Park	Re-stripping of new spaces, eliminate excess ADA spaces, add 2 van accessible	Tom Basye	-6503		COMPLETED 3/14/03	
1/13/03	TGIF on Alamo	Create a concrete slab at the end of a	Suzanne Greene	-5631		COMPLETED 2/03	

Date Received	Location	Issue/Complaint	Complainant/ Primary Contact	Phone #	Priority	Action Taken / Date	Work Order #
		ramp that currently leads to a dirt area					
2/03/03	Ulatis Cultural Center	An accessible route sign was very tattered and needed to be replaced	Denise Malvetti	-5373		COMPLETED 2/6/03	
2/03	City Hall	The telephones with volume control need signage	Ron Wilson	678-4858		COMPLETED 2/18/03	
2/05/03	City Hall Council Chambers	The restrooms do not have proper signage	Laurie Decker	-5312		COMPLETED 2/26/03	
2/14/03	City Hall	Electric Vehicle parking must include van-accessible space	Ron Wilson	678-4858		RESOLVED	
2/22/03	Arlington Park	Concrete, signs and bumpers				COMPLETED 2/22/03	#77361
3/03/03	City Hall Council Chambers	The exterior door is 20 pounds of pressure and needs to be 8.5; the interior door to the chamber is 15 and restrooms are 12-interior doors need to be 5 pounds of pressure	Laurie Decker/ Denise Malvetti	449-5373		COMPLETED	
3/03/03	City Hall Council Chamber Lobby restrooms	Accessible stalls need accessible locking mechanism (slide not twist)	Denise Malvetti	449-5373		COMPLETED	
3/11/03	City Hall AS restrooms	Pipes under sink need insulation	Laurie Decker	449-5312		COMPLETED	
3/14/03	Vacaville Art League building on E. Monte Vista	Difficult to access the building-narrow doorways	Laurie Decker	449-5373		RESOLVED	
3/14/03	Meadowlands Park	Striping, painting, signage				COMPLETED 3/18/03	#80026
3/21/03	UCC parking	Signs vandalized near library; accessible path of travel not signed.	Ron Wilson	678-4858		COMPLETED	
3/21/03	Comm Dev restroom	Urinal 1" too high; P drain not 6" from wall.	Ron Wilson	678-4858	C	COMPLETED 1/05/05	
3/21/03	Comm Dev restroom area	Water fountain 1" too low	Ron Wilson	678-4858		ON HOLD	
3/24/03	Exterior doors to City Hall	Doors too heavy.	Denise Malvetti	449-5373		COMPLETED	
4/1/03	Padan Park, Three Oaks, Alamo Crk Park	Ongoing program to replace drinking fountains with compliant models	Rollie Simons	-6510		COMPLETED	
4/03	Mobile Home Park on Aegean	No curb cut to allow residents access to sidewalk or bus stop	Jay Salazar	449-5342		COMPLETED 3/12/04	#101988
6/03	Senior Center	The center has the required # of accessible spaces, but due to higher need, there is a request for additional spaces.	Kathy Dussault Dale Pfeiffer	-5110 -5169		COMPLETED	
7/09/03	Fire Station #1	There is a ramp in front of the accessible space. Spaces need to be	Tom Basye	-6503		COMPLETED 3/4/02	#56125

Date Received	Location	Issue/Complaint	Complainant/ Primary Contact	Phone #	Priority	Action Taken / Date	Work Order #
		moved					
7/09/03	Fire Station #2	Ramp was removed, but it needs to be striped and signed	Tom Basye	-6503		COMPLETED	#56124
7/09/03	Fire Station #3	Needs Tow Away sign, curb cut and striped aisle	Tom Basye	-6503		COMPLETED 11/3/00	#29455
7/09/03	Fire Station #4	Needs Signage	Tom Basye	-6503		COMPLETED	
7/09/03	Eleanor Nelson Park	Take out accessible space at the east side of the parking area	Tom Basye	-6503		COMPLETED	
7/09/03	Meadowlands Park	Replace signage	Tom Basye	-6503		COMPLETED	
7/09/03	Marshall and Tulare	Crosswalk needs curb cuts	Tom Basye	-6503	C	PENDING	
7/09/03	Tulare and Klamath	Crosswalk needs curb cuts	Tom Basye	-6503	C	PENDING	
7/09/03	Trower Park	Needs signage	Tom Basye	-6503		ON HOLD	
7/09/03	Windward Court	Based on a resident request, needs curb cuts	Tom Basye	-6503	C	PENDING	#83155 – #93777
7/09/03	McBride Senior Center	Install truncated domes and wheel stops	Tom Basye	-6503		COMPLETED 10/30/04	
8/07/03	Municipal Lot #2 at Dobbins and Monte Vista (behind Pearson's Florist)	There is a built up ramp into access aisle	Ron Wilson			PENDING	
8/07/03	Aquatics Center	Soap dispensers behind sinks; add accessible ones in both restrooms (unobstructed access, 40" AFF)	Laurie Decker			COMPLETED 8/27/03	#93429
9/03	City Hall Restroom signage	Expand/improve existing directional signage on inaccessible restrooms in older side of City Hall complex.	Laurie Decker			COMPLETED	
9/08/03	Parking Enforcement	Police enforcement of parking in accessible aisle area when have a disabled placard.	Byron Chapman			RESOLVED 9/23/03	
9/10/03	Parking Enforcement	Same issue as above; Mr. Wilson believes City has been violating law for years.	Ron Wilson			RESOLVED	
	Restroom signage	ADA restrooms signs on hallway doors	Tony Willingham			COMPLETED 10/22/03	#96846
9/24/03	Trower Neighborhood Center	HUD audit: parking spaces, access aisles, pathways	Connie Donovan			COMPLETED 11/4/04	#119629 #120369
10/02/03	City Hall Restrooms	Flush valves, grab bars, mirrors, door pressure, soap dispensers, motion sensor lights, coat hooks	Tony Willingham			COMPLETED 10/22/03	#96775 #96776 #96779 #96783
10/14/03	McBride Sr Center	Replace ADA sign				COMPLETED 1/14/04	#97423
10/14/03	McBride Sr Center	Concrete work				COMPLETED 1/9/04	#97439

Date Received	Location	Issue/Complaint	Complainant/ Primary Contact	Phone #	Priority	Action Taken / Date	Work Order #
11/10/03	Council Chamber interior door pressure	Adjust pressure to 5 lbs	Connie Donovan	x. 6508		COMPLETED 11/14/03	#99216
10/2/03	Council Chamber Restrooms	Stall door self-closure, u-latch, height of towel dispensers				COMPLETED 10/10/03	#96772 #96774
11/1/03	UCC	Parking facility painting; new sign				COMPELTED 11/20/03	#99826
10/16/03	Davis St/Hickory	Bus stop: remove ramp				COMPLETED 11/5/03	#97552
10/16/03	Pedestrian Walkway – Davis St. near Park & Ride/Outback	Dip in sidewalk.	Rod Moresco	x. 6506		COMPLETED 11/5/03	#97552
11/05/03	Three Oaks Restrooms	TP dispenser placement and grab bar clearance	Connie Donovan	x. 6508		COMPLETED 11/10/03	#99137
11/6/03	UCC Restrooms	TP dispenser placement and grab bar clearance	Connie Donovan	x. 6508		COMPLETED 12/2/03	#99134
11/6/03	VPAT Restrooms	TP dispenser placement and grab bar clearance	Connie Donovan	x. 6508		COMPLETED 11/10/03	#99135
11/6/03	McBride Sr Cntr Restrooms	TP dispenser placement and grab bar clearance	Connie Donovan	x. 6508		COMPLETED 11/14/03	#99136
10/28/03	McBride Senior Center Restrooms	Door pressure to restrooms	Laurie Decker			COMPLETED 11/26/03	#98362
11/6/03	City Hall Restrooms	TP dispenser placement and grab bar clearance	Connie Donovan	x. 6508		COMPLETED 11/26/03	#99133
12/10/03	City Hall Parking Lot	Redesign accessible parking at PW/PD end of lot	Rod Moresco	x. 6506		COMPLETED 1/7/04	#100946
1/12/04	City Hall Parking Lot	Post R100 signs at entrances	Connie Donovan	x. 6508		COMPLETED 1/13/04	#102647
12/10/03	City Hall Parking Lot	Signage; remove and replace stalls; ramps				COMPLETED 1/7/04	#100948
	City Hall Pedestrian Ramp	Install handrail on ramp outside Council Chambers	Rod Moresco	x. 6506		COMPLETED 12/03	
	Kendal St. Parking Lot	Re-stripe accessible stall due to excessive slope	Rod Moresco	x. 6506		COMPLETED	
6/30/04	KUIC Parking Lot	Stall painting; signs	Tom Basye	x. 6503		COMPLETED 7/8/04	#101927 NEW WO: #112831
Bolden Complaint	City Hall Restrooms PW Single User Womens	Insulate pipes under lavatory	Shana Faber	x. 5304		COMPLETED 2/12/04	#103629
Bolden Complaint	City Hall Restrooms PW Single User Womens	TP dispenser location	Shana Faber	x. 5304		COMPLETED 11/20/03	#99135
Bolden	City Hall Restrooms PW Single	Centerline of w/c 16.5" from side wall	Shana Faber	x. 5304		ON HOLD	

Date Received	Location	Issue/Complaint	Complainant/ Primary Contact	Phone #	Priority	Action Taken / Date	Work Order #
Complaint	User Womens						
Bolden Complaint	City Hall Restrooms PW Single User Mens	Centerline of w/c 16.5" from side wall	Shana Faber	x. 5304		ON HOLD	
Bolden Complaint	Council Chamber Restrooms Men and Women	TP dispenser location	Tony Willingham			COMPLETED 2/5/04	#103557
Bolden Complaint	Council Chamber Restrooms Men and Women	Insufficient strike-side clearance	Shana Faber	x. 5304		COMPLETED 11/16/04	
Bolden Complaint	City Hall Finance Restrooms Women	Insulate pipes	Shana Faber	x. 5304		COMPLETED 8/3/04 COMPLETED 9/24/04	#103630 C
Bolden Complaint	City Hall Finance Restrooms Men and Women	TP dispenser location	Shana Faber	x. 5304		COMPLETED 11/26/03 COMPLETED 9/24/04	#99133 C
Bolden Complaint	City Hall Finance Restrooms Women	Excess force to open door	Shana Faber	x. 5304		COMPLETED 10/22/03 COMPLETED 9/24/04	#96775 C
Bolden Complaint	City Hall Finance Restrooms Women	Insufficient stall size	Shana Faber	x. 5304		COMPLETED 9/24/04	C
Bolden Complaint	City Hall Commtty Dev Restroom – Womens	Replace accessible toilet for height 17-19" AFF	Shana Faber	x. 5304		COMPLETED 2/10/04	#103632
Bolden Complaint	City Hall Commtty Dev Restrooms – Men / Womens	Excess force to open door	Shana Faber	x. 5304		COMPLETED 10/23/03	#96776
Bolden Complaint	City Hall Commtty Dev Restrooms – Men / Womens	TP dispenser location	Shana Faber	x. 5304		COMPLETED 11/26/03 COMPLETED 1/05/05	#99133
Bolden Complaint	City Hall Commtty Dev Restroom – Womens	Insufficient strike-side clearance	Shana Faber	x. 5304		RESOLVED	
Bolden Complaint	PD Restrooms	Stall size, clearances, grab bars, signage, accessory placement	Shana Faber	x. 5304		COMPLETED 7/04	
11/13/03	Creekside Mobile Home Park – Aegean Way	No curb ramps at the two entrance driveways	Connie Donovan	x. 6508		COMPLETED 3/12/04	#101988
12/23/03	Veteran's Bldg sidewalk/curb ramp	Per County letter, ramp at Merchant/Walnut has bump in gutter, no grooves or detectable warnings	Connie Donovan	x. 6508		COMPLETED 11/23/04 COMPLETED 3/10/04	#104745 #104747 (bump repair)
12/23/03	Three Oaks	R100B signs	Tom Basye	x. 6503		COMPLETED 9/3/04	
Wilson Complaint	City Hall POT and parking signage	Exterior directional signs	Ron Armstrong	x. 5362		COMPLETED 4/28/04	#107191 #107195 #108336 #108337 #108338
Wilson Complaint	City Hall parking lot signage	Remount R100B signs at 3'6" at all entrances	Ron Armstrong	x. 5362		COMPLETED 3/31/03	#107189
Wilson Complaint	City Hall parking lot	Truncated domes on curb ramps	Ron Armstrong	x. 5362		COMPLETED 10/27/04	#112480
Wilson Complaint	City Hall parking lot	Pairing of van and car accessible stalls	Ron Armstrong	x. 5362		RESOLVED	
Wilson Complaint	City Hall parking lot	Paint "NO PARKING" across access aisles	Ron Armstrong	x. 5362		COMPLETED	
Wilson Complaint	City Hall parking lot	Accessible EV parking	Ron Armstrong	x. 5362		RESOLVED	

Date Received	Location	Issue/Complaint	Complainant/ Primary Contact	Phone #	Priority	Action Taken / Date	Work Order #
Wilson Complaint	City Hall restrooms	Stall handle locations	Ron Armstrong	x. 5362		COMPLETED 4/1/04	#107205
Wilson Complaint	City Hall restrooms: Commtty Dev and Finance	No ISA symbols on stall doors	Ron Armstrong	x. 5362		COMPLETED 9/24/04 (Finance) COMPLETED (CD)	
Wilson Complaint	City Hall restrooms: Commtty Dev and Finance	Seat cover dispenser not on accessible path	Ron Armstrong	x. 5362		COMPLETED 9/24/04 (Finance) COMPLETED 1/5/05 (CD)	
Wilson Complaint	City Hall restrooms: Commtty Dev and Finance	Accessible lavatory not signed	Ron Armstrong	x. 5362		RESOLVED	
Wilson Complaint	City Hall restrooms: Commtty Dev	Towel dispenser intrudes in cfs approach to lavs	Ron Armstrong	x. 5362		RESOLVED	
Wilson Complaint	City Hall restrooms: Commtty Dev and Finance	TP dispenser is protruding object	Ron Armstrong	x. 5362		RESOLVED	
Wilson Complaint	City Hall restrooms: Finance	Insufficient maneuvering space on pull side of door	Ron Armstrong	x. 5362		COMPLETED 9/24/04	
Wilson Complaint	City Hall restrooms: Finance	Distance from wall to centerline of w/c = 20"	Ron Armstrong	x. 5362		COMPLETED 9/3/04	
Wilson Complaint	City Hall restrooms: Finance	Urinal w/o elongated rim at 17" AFF	Ron Armstrong	x. 5362		RESOLVED	
Wilson Complaint	City Hall restrooms: Finance	Side grab bar not mounted to specifications	Ron Armstrong	x. 5362		RESOLVED	
Wilson Complaint	City Hall restrooms: Finance	P-trap leading edge does not meet specifications	Ron Armstrong	x. 5362		COMPLETED 9/3/04	
Wilson Complaint	City Hall restrooms: Finance	Pipes not insulated specifications	Ron Armstrong	x. 5362		COMPLETED 9/13/04	
Wilson Complaint	City Hall doormats	Doormats not securely attached to floor; check all entrances, in/out	Ron Armstrong	x. 5362		COMPLETED 4/15/04	#107200
Wilson Complaint	City Hall payment box	Insufficient cfs at box by Fire Admin entrance	Ron Armstrong	x. 5362		COMPLETED 5/12/04 COMPLETED 6/5/04	#107866 #111259
Wilson Complaint	City Hall wheelchair path	Lack of intermediate landing on path by Fire Admin	Ron Armstrong	x. 5362		RESOLVED	
Wilson Complaint 1a	Three Oaks POT	w/o ISA symbol for POT	Ron Armstrong	x. 5362		COMPLETED 6/28/04	#111448
Wilson Complaint 2a	Three Oaks parking lot signage	Remount R100B signs at 3'6" at all entrances	Ron Armstrong	x. 5362		COMPLETED 4/28/04	#107185
Wilson Complaint 3a	Three Oaks parking	Pairing of van and car stalls	Ron Armstrong	x. 5362		COMPLETED 6/8/04	#111499
Wilson Complaint 3b	Three Oaks parking	# and type of parking	Ron Armstrong	x. 5362		COMPLETED 9/3/04	

Date Received	Location	Issue/Complaint	Complainant/ Primary Contact	Phone #	Priority	Action Taken / Date	Work Order #
Wilson Complaint 3c	Three Oaks parking	Lack of marked crossing when accessible route crosses vehicular way	Ron Armstrong	x. 5362		RESOLVED COMPLETED	
Wilson 3d	Three Oaks parking	W/O stop painted for ped crossing	Ron Armstrong	x. 5362		RESOLVED	
Wilson Complaint 3e	Three Oaks parking	Lack of complying POT from accessible stalls	Ron Armstrong	x. 5362		COMPLETED 9/13/04	
Wilson Complaint 3f & g	Three Oaks parking	"No Parking" not painted on access aisle	Ron Armstrong	x. 5362		COMPLETED 9/13/04	
Wilson Complaint 4a	Three Oaks curb ramps	Need detectable warnings	Ron Armstrong	x. 5362	S1	COMPLETED	#112477
Wilson Complaint 5a	Three Oaks	No ISA symbol on door	Ron Armstrong	x. 5362		COMPLETED 8/31/04	
Wilson Complaint 6a	Three Oaks pay phone	No ISA symbol	Ron Armstrong	x. 5362		RESOLVED	
Wilson Complaint 6b	Three Oaks pay phone	No symbol for hearing impaired	Ron Armstrong	x. 5362		RESOLVED	
Wilson Complaint 6c	Three Oaks pay phone	No volume control	Ron Armstrong	x. 5362		COMPLETED 4/2/04	
Wilson Complaint 6d	Three Oaks pay phone pad	Replace concrete pad under exterior pay phone for appropriate slopes	Ron Armstrong	x. 5362		COMPLETED 4/29/04	#108357
Wilson Complaint	Three Oaks pay phone	Adjust height of phone and center over pad.	Ron Armstrong	x. 5362		COMPLETED 6/4/04	
Wilson Complaint	Three Oaks POT	Move trash receptacle at bus shelter	Ron Armstrong	x. 5362		COMPLETED 4/7/04	#107203
Wilson Complaint 7	Three Oaks	Survey functional areas and restrooms	Ron Armstrong	x. 5362	C	COMPLETED 3/05 (one set of restrooms) ACTIVE	
3/19/04 Chapman complaint	VPAT	Lack of accessible seating	Shana Faber	x. 5304	C	ACTIVE	
Wilson Complaint	City Council Chambers	No ISA symbol on right side of doors	Ron Armstrong	x. 5362		COMPLETED 9/3/04	
Wilson Complaint	Lagoon Vly – Dog Park	Parking area: insufficient spaces, signage	Ron Armstrong	x. 5362		COMPLETED 5/24/04	#82557 #110375
Wilson Complaint	Lagoon Vly – Dog Park	No R100B signs	Ron Armstrong	x. 5362		COMPLETED 5/24/04	#110494
Wilson Complaint	Lagoon Vly – Dog Park	No POT to accessible tables	Ron Armstrong	x. 5362		COMPLETED 6/27	#113781
Wilson Complaint	Lagoon Vly – Dog Park	Accessible tables w/o ISA symbol	Ron Armstrong	x. 5362		COMPLETED 7/19	

Date Received	Location	Issue/Complaint	Complainant/ Primary Contact	Phone #	Priority	Action Taken / Date	Work Order #
Wilson Complaint	Helen Power Bus Stops	Insufficient clearances and slopes	Ron Armstrong	x. 5362	C	ON HOLD	
Wilson Complaint #2	Traffic Control Devices	Color-coded and textured banding	Ron Armstrong	x. 5362	E1	ACTIVE	
Wilson Complaint #2	Painting curbs at ramps	Required to paint curbs red 3' on either side of access ramp	Ron Armstrong	x. 5362		RESOLVED	
03/04	Curb ramp at Merchant/Lover's Lane	Repair utility cut in ramp	Connie Donovan	x. 6508		COMPLETED 10/28/04	#120150
4/5/04	Gold's Gym/Municipal lot	Accessible parking and enforcement of same	Jeanne Casten / Connie Donovan / Ray Harrington			RESOLVED	
	City Hall	Tripping hazard on ramp between CC and Admin				COMPLETED 9/14/04	
6/24/04	Yellowstone Drive & Nut Tree Road	Add audible signal	Ricky Cox; Hazel Lewis	x. 5327		COMPLETED 8/30/04	
7/1/04	Peabody & Marshall	Bus stop access for wheelchairs on both sides of Peabody south of Marshall	Trent Fry / Ingrid Ballinger (469-8872)	x. 5330		COMPLETED/ RESOLVED 8/3/05	#118884 East side completed (except for bus bench)
7/9/04	Buck & Camellia	Curb ramps not compliant	Tom Basye			COMPLETED 9/24/04	
7/20/04	Mariposa & Alamo	Need POT signage from bus stop to Mariposa facility	Gary Nystrom via Ron Armstrong to Linda Crossman			COMPLETED	#119740
7/29/04	Main Street: Jackson Medical Supply	Accessible parking not in area with business serving disabled	Susan Etter (707) 678-6162			RESOLVED	
8/4/04	125 Manzanita Drive	Curb ramps needed in the area	Cindy	448-8045		RESOLVED	
9/17/04	Sidewalk between new library and Senior Center	Sidewalk cross slopes exceed 2%	Rod Moresco			ACTIVE	#127831
9/16/04 Nystrom	Raleigh & Alamo	Lips at curb ramps	Rod Moresco Gary Nystrom			COMPLETED 9/15/04	
9/16/04 Nystrom	132 Gentry Court	Sidewalk in disrepair for a long time after utility company excavation	Rod Moresco Gary Nystrom			COMPLETED	
9/16/04 Nystrom	Lovers Lane and Merchant	Partial ramp removal due to construction and non-compliant replacement	Rod Moresco Gary Nystrom			COMPLETED 10/25/04	
9/16/04 Nystrom	Merchant Street in front of Pacific Hardware	Mailbox within path of travel	Rod Moresco Gary Nystrom			RESOLVED	
9/16/04 Nystrom	Merchant Street across from new Mobil gas station	Exposed aggregate garbage container on sidewalk; move or remove – contact code compliance	Rod Moresco Gary Nystrom			COMPLETED	
9/16/04	Alamo Drive & West Davis	Path of travel less than three feet	Rod Moresco			ACTIVE	

Date Received	Location	Issue/Complaint	Complainant/ Primary Contact	Phone #	Priority	Action Taken / Date	Work Order #
Nystrom	Street signal	behind signal pole, need to encroach to bring compliant;	Gary Nystrom				
9/16/04 Nystrom	Fairmont School Entrance/Exit	No curb ramps on curb on either side of two entrance/exits	Rod Moresco Gary Nystrom			PENDING	
9/16/04 Nystrom	Marshall & Isabella	Missing curb ramp	Rod Moresco Gary Nystrom			ACTIVE	
9/16/04 Nystrom	Marshall & Tulare	Missing curb ramp	Rod Moresco Gary Nystrom			ACTIVE	
9/16/04 Nystrom	Marshall & Trinity	Missing curb ramp	Rod Moresco Gary Nystrom			ACTIVE	
9/16/04 Nystrom	Marshall & Silver	Missing curb ramp	Rod Moresco Gary Nystrom			ACTIVE	
9/16/04 Nystrom	Alamo & Wildwood	Missing curb ramp	Rod Moresco Gary Nystrom			ACTIVE	
9/16/04 Nystrom	Alamo & Rosewood	Missing curb ramp	Rod Moresco Gary Nystrom			ACTIVE	
9/16/04 Nystrom	Alamo & Amapola	Missing curb ramp	Rod Moresco Gary Nystrom			ACTIVE	
9/16/04 Nystrom	Alamo & Buck	Missing curb ramp	Rod Moresco Gary Nystrom			ACTIVE	
10/6/04	Dobbins & Kendall	Missing detectable warnings				ACTIVE	
10/15/04	Parking Lot #7 behind Heritage House Café	No accessible parking at that end of lot and long time limits prevent access to Heritage House Café	City Manager / Ruth Bradanini			RESOLVED	
10/27/04	Council Chambers	Assistive listening devices not working	Michelle Thornbrugh / Vince Lanovara	447-6633		COMPLETED	
11/3/04	Women's Admin Restroom	Replace second PTD	Joy Apilado			COMPLETED	
11/16/04	Sierra Vista School	Curb ramps and sidewalks	Tom Olson / Tom Basye			PENDING	
12/2/04	Alamo and Peabody	Curb ramps and sidewalks	Carl Young				
12/2/04	Buck and Orchard	Curb ramps and sidewalks	Carl Young				
12/7/04	Ulati library	Accessible parking not close	Pat	447-3420		COMPLETED 3/05	#126647
12/7/04	Main Street	Accessible parking too far from Jackson Medical serving persons with disabilities	Janeen and Don Hixon	448-1679		RESOLVED	
1/7/05	Cernon Street (in the area of 312)	No accessible parking without going way around to get onto sidewalk	Lee Franks	447-7011		PENDING	
1/10/05	KUIC City parking lot	Missing R100 signs at both entrances to lot	Ron Wilson/ Ron Armstrong	5362		ACTIVE	#124391
1/18/05	Missing curb ramp	Foxboro Elementary School crosswalk	Terry Tennyson	449-8596 365-4882		RESOLVED	
2/15/05	Greenwood & Southwood	Missing curb ramp	Manuel Hernandez	447-5517 hm		RESOLVED	

Date Received	Location	Issue/Complaint	Complainant/ Primary Contact	Phone #	Priority	Action Taken / Date	Work Order #
	Drives			695-6330 cell			
3/7/05	Peabody Road Post Office	Offensive door signage regarding service animals	Lee Franks			RESOLVED	
3/14/05	Outside Admin office	Obstruction in front of brochure rack; reach range of rack not compliant	Ron Wilson / Melinda Stewart			COMPLETED 3/16/05	#12755
3/12/05	Sidewalk outside Jack in the Box and Monte Vista	Slope causes an individual in a wheelchair to fight not to be propelled into the street	Gary Cragun	399-9493		ACTIVE	
3/20/05	Sidewalk on Peabody Road across from the prison	Does not have ramp or downgrade	J. Redding via The Reporter (Letter to the Editor); Gail Case-Currier	(714) 744-6426		ACTIVE	#135202 #135203
4/29/05	Driveway at 480 Buck Avenue	Slope makes it difficult for those using wheelchairs to navigate safely	Doris Everett	446-0707 (from Rod)		RESOLVED	
5/11/05	Merchant Street south of Main	Accessible parking space needed	Ozzie Hilton (walk-in declined to provide name/phone)	449-5352		ACTIVE	
6/9/05	Nut Tree & Elmira	Driveway by Vaca Pena School pulls wheelchair user into street, so woman gets out of wheelchair and wobbly pushes across	Kimberly Korff			ACTIVE	
6/16/05	West Monte Vista between Eldridge and Parker	Lack of curb ramps or compliant curb ramps to get to shopping area from 307 W. Monte Vista, including a median in roadway	Mable	448-4387		ACTIVE	

Appendix S



NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990, the City will not discriminate against qualified individuals with disabilities on the basis of disability in the City's services, programs, or activities.

Employment: The City does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the Americans with Disabilities Act (ADA).

Effective Communication: The City will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: The City will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all City programs, services, and activities. For example, individuals with service animals are welcomed in City offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a City program, service, or activity, should contact the ADA Coordinator, at (707) 469-6572 or (707) 469-6578 (TTY) as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the City to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a City program, service, or activity is not accessible to persons with disabilities should be directed to:

ADA Coordinator
City of Vacaville
1001 Allison Drive
Vacaville, CA 95687

The City will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

Appendix T



Accessibility of State and Local Government Websites to People with Disabilities

The Internet is dramatically changing the way that American government serves the public. Taking advantage of new technology, many State and local governments are using the web to offer citizens a host of services including:

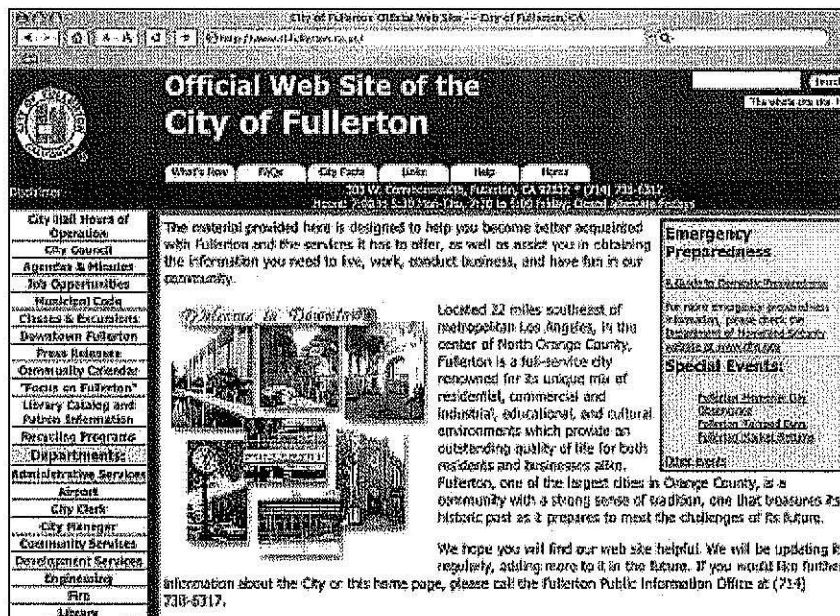
- corresponding online with local officials;
- providing information about government services;
- renewing library books or driver's licenses;
- providing tax information and accepting tax returns; and
- applying for jobs or benefits.

These government websites are important because they:


- allow programs and services to be offered in a more dynamic, interactive way, increasing citizen participation;
- increase convenience and speed in obtaining information or services;
- reduce costs in providing programs and information about government services;
- reduce the amount of paperwork; and
- expand the possibilities of reaching new sectors of the community or offering new programs.

When government is constantly being asked to do more with less, the Internet is playing a vital role in allowing government to better serve all of its citizens.

The Americans with Disabilities Act (ADA) and, if the government entities receive Federal funding, the Rehabilitation Act of 1973, generally require that State and local governments provide qualified individuals with disabilities equal access to their programs, services, or activities, unless doing so would fundamentally alter the nature of their programs, services, or activities or would impose an undue burden. One way to help meet these requirements is to ensure that government websites have accessible features for people with disabilities, using the simple steps described in this document. An agency with an inaccessible website may also meet its legal obligations by providing an alternative accessible way for citizens to use the programs or services, such as a staffed telephone information line. These



Local government websites provide important information and services to citizens



alternatives, however, are unlikely to provide an equal degree of access in terms of hours of operation and the range of options and programs available. For example, job announcements and application forms, if posted on an accessible website, would be available to people with disabilities 24 hours a day, 7 days a week.

Online Barriers Faced By People with Disabilities

Many people with disabilities use “assistive technology” to enable them to use computers and access the Internet. Blind people who cannot see computer monitors may use screen readers – devices that speak the text that would normally appear on a monitor. People who have difficulty using a computer mouse can use voice recognition software to control their computers with verbal commands. People with other types of disabilities may use still other kinds of assistive technology. New and innovative assistive technologies are being introduced every day.

Poorly designed websites can create unnecessary barriers for people with disabilities, just as poorly designed buildings prevent some from entering. Designers may not realize how simple features built into a web page will assist someone who, for instance, cannot see a computer monitor or use a mouse.

One example of a barrier would be a photograph of a Mayor on a town website with no text identifying it. Because screen readers cannot interpret images unless there is text associated with it, a blind person would have no way of knowing whether the image is an unidentified photo or logo, artwork, a link to another page, or something else. Simply adding a line of simple hidden computer code to label the photograph “Photograph of Mayor Jane Smith” will allow the blind user to make sense of the image.

Accessible Design Benefits Everyone

When accessible features are built into web pages, websites are more convenient and more available to everyone – including users with disabilities. Web designers can follow techniques developed by private and government organizations to make even complex web pages usable by everyone including people with disabilities. For most websites, implementing accessibility features is not difficult and will seldom change the layout or appearance of web pages. These techniques also make web pages more usable both by people using older computers and by people using the latest technologies (such as personal digital assistants, handheld computers, or web-enabled cellular phones).

With the rapid changes in the Internet and in assistive technologies used by people with disabilities to access computers, private and government organizations have worked to establish flexible guidelines for accessible web pages that permit innovation to continue.

Resources for Web Developers

To make web pages accessible, the web developer needs to know about web page features that can make a web page less accessible or more accessible. Information about such features is easily available and many software developers are adding tools to web development software to make it easier to make web pages accessible.

Two important resources provide guidance for web developers designing accessible web pages. One is the **Section 508 Standards**, which Federal agencies must follow for their own new web pages. To learn more about the Section 508 Standards:

- The Access Board maintains information on its website at www.access-board.gov and has a useful guide for web developers at www.access-board.gov/sec508/guide/1194.22.htm;

- The Department of Justice has information about accessible web page design in an April 2000 report to the President. This report is available at www.usdoj.gov/crt/508/report/content.htm, and
- The General Services Administration hosts an online course for web developers interested in accessible web design. This program was developed in conjunction with

the Access Board, the Department of Justice, and the Department of Education and provides an interactive demonstration of how to build accessible web pages. This course is available at www.section508.gov, which also provides information about the Federal government's initiative to make its electronic and information technology accessible to people with disabilities.

Voluntary Action Plan for Accessible Websites

- **Establish a policy that your web pages will be accessible** and create a process for implementation.
- **Ensure that all new and modified web pages and content are accessible:**
 - Check the HTML¹ of all new web pages. Make sure that accessible elements are used, including alt tags, long descriptions, and captions, as needed.
 - If images are used, including photos, graphics, scanned images, or image maps, make sure to include alt tags and/or long descriptions for each.
 - If you use online forms and tables, make those elements accessible.
 - When posting documents on the website, always provide them in HTML or a text-based format (even if you are also providing them in another format, such as Portable Document Format (PDF)).
- **Develop a plan for making your existing web content more accessible.** Describe your plan on an accessible web page. Encourage input on improvements, including which pages should be given high priority for change. Let citizens know about the standards or guidelines that are being used. Consider making the more popular web pages a priority.
- **Ensure that in-house staff and contractors responsible for web page and content development are properly trained.**
- **Provide a way for visitors to request accessible information or services by posting a telephone number or E-mail address on your home page.** Establish procedures to assure a quick response to users with disabilities who are trying to obtain information or services in this way.
- **Periodically enlist disability groups to test your pages for ease of use;** use this information to increase accessibility.

¹ Web pages are written using a language called HTML (or "hypertext markup language"). HTML is a "markup language" that tells a computer program (called a "browser") how information will appear or will be arranged on a computer screen. HTML tags are specific instructions understood by a web browser or screen reader.

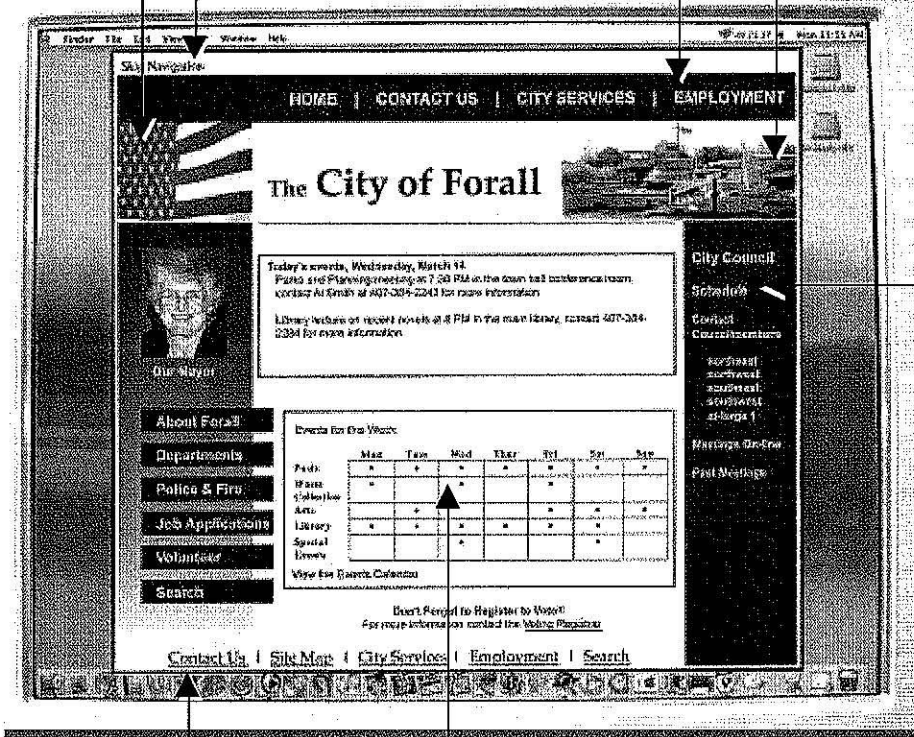
Examples of Accessible Features for Websites

All images and graphics need to have an alt tag or long description.

Use alt tags for image maps and for graphics associated with the image map so that a person using a screen reader will have access to the links and information.

When navigation links are used, people who use a screen reader must listen to all the links before proceeding. A skip navigation link provides a way to bypass the row of navigation links by jumping to the start of the web page content.

Some photos and images contain content that cannot be described with the limited text of an alt tag. Using a long description tag provides a way to have as much text as necessary to explain the image so it is accessible to a person using a screen reader but not visible on the web page.



Text links do not require any additional information or description if the text clearly indicates what the link is supposed to do. Links such as "click here" may confuse a user.

When tables with header and row identifiers are used to display information or data, the header and row information should be associated with each data cell by using HTML so a person using a screen reader can understand the information.

A link with contact information provides a way for users to request accessible services or to make suggestions.

Resources for Web Developers (continued)

A more comprehensive resource is the **Web Content Accessibility Guidelines** developed by the Web Accessibility Initiative. These guidelines help designers make web pages as accessible as possible to the widest range of users, including users with disabilities. The Web Accessibility Initiative is a subgroup of the World Wide Web Consortium — the same organization that standardizes the programming language followed by all web developers.

- Information for web developers interested in making their web pages as accessible as possible, including the current version of the **Web Content Accessibility Guidelines** (and associated checklists), can be found at www.w3c.org/WAI/Resources, and
- Information about the Web Accessibility Initiative can be found at www.w3c.org/WAI.

For More Information

Technical Information Regarding Web Accessibility

For technical assistance regarding Section 508 Standards and how to make web pages accessible to people with disabilities, please contact the Access Board:

800-872-2253 (voice)

800-993-2822 (TTY)

Information about the ADA

The Department of Justice provides technical assistance to help State and local governments understand and comply with the ADA. An important source of ADA information is the Department's ADA Home Page on the World Wide Web. This extensive website provides access to ADA regulations; all Department ADA technical assistance materials, including newly-released publications; proposed changes in the ADA regulations; and access to Freedom of Information Act materials, including technical assistance letters. The website also provides links to other Federal agencies with ADA responsibilities.

ADA Home Page -- www.ada.gov

In addition, the Department of Justice operates a toll-free ADA Information Line that provides access to ADA specialists during business hours.

ADA Information Line

800-514-0301 (voice)

800-514-0383 (TTY)

Reproduction

Reproduction of this document is encouraged.

June 2003

The Attorney General has determined that publication of this periodical is necessary in the transaction of the public business required by law of the Department of Justice.

Appendix U

City of Vacaville Police Department

POLICY STATEMENT REGARDING EFFECTIVE COMMUNICATION WITH PEOPLE WHO ARE DEAF OR HARD OF HEARING

OVERVIEW

It is the policy of this law enforcement agency (Agency) to ensure that a consistently high level of service is provided to all community members, including those who are deaf or hard of hearing. This Agency has specific legal obligations under the Americans with Disabilities Act and the Rehabilitation Act. To carry out these policies and legal obligations, the Agency instructs its officers and employees as follows:

- People who identify themselves as deaf or hard of hearing are entitled to a level of service equivalent to that provided hearing persons.
- The City will make every effort to ensure that its officers and employees communicate effectively with people who have identified themselves as deaf or hard of hearing.
- Effective communication with a person who is deaf or hard of hearing involved in an incident – whether as a victim, witness, suspect, or arrestee – is essential in ascertaining what actually occurred, the urgency of the matter, and type of situation.
- Various types of communication aids – known as “auxiliary aids and services” – are used to communicate with people who are deaf or hard of hearing. These include use of gestures or visual aids to supplement oral communication; an exchange of written notes; use of a computer or typewriter; use of assistive listening devices (to amplify sound for persons who are hard of hearing); or use of qualified oral or sign language interpreters.
- The type of aid that will be required for effective communication will depend on the individual’s usual method of communication, and the nature, importance, and duration of the communication at issue.
- In many circumstances, oral communication supplemented by gestures and visual aids, an exchange of written notes, use of a computer or typewriter, or use of an assistive listening device may be effective. In other circumstances, qualified sign language or oral interpreters are needed to communicate effectively with persons who are deaf or hard of hearing. The more lengthy, complex, and important the communication, the more likely it is that a qualified interpreter will be required for effective communication with a person whose primary means of communication is sign language or speech reading. For example:
 - If there has been an incident and the officer is conducting witness interviews, a qualified sign language interpreter may be required to communicate effectively with someone whose primary means of communication is sign language.
 - If a person is asking an officer for directions to a location, gestures and an exchange of written notes will likely be sufficient to communicate effectively and a sign language interpreter is often not required.

- To serve each individual effectively, primary consideration should be given to the communication aid or service that works best for that person. Officers must ask persons who are deaf or hard of hearing what type of auxiliary aid or service they need. Officers must defer to those expressed choices, unless there is another equally effective way of communicating, given the circumstances, length, complexity, and importance of the communication, as well as the communication skills of the person who is deaf or hard of hearing.
- The City is not required to provide a particular auxiliary aid or service if doing so would fundamentally alter the nature of the law enforcement activity in question, or if it would cause an undue administrative or financial burden. Only the City head or his or her designee may make this determination. For example:

– If the City has limited financial resources and providing a particular auxiliary aid would cost a large sum of money, the City head may determine that it would be an undue financial burden (note: the City’s budget as a whole must be considered). In this situation, the most effective means of communication that does not involve an undue burden must be used.

- The input of people who are deaf or hard of hearing who are involved in incidents is just as important to the law enforcement process as the input of others. Officers must not draw conclusions about incidents unless they fully understand – and are understood by – all those involved, including persons who are deaf or hard of hearing.
- People who are deaf or hard of hearing must never be charged for the cost of an auxiliary aid or service needed for effective communication.

ON-CALL INTERPRETIVE SERVICES

- The City will maintain a list of sign language and oral interpreting services that are available (on-call 24 hours per day) and willing to provide qualified interpreters as needed. Each of these services will be chosen after having been screened for the quality and skill of its interpreters, its reliability, and other factors such as cost. The City will update this list annually.
- A qualified sign language or oral interpreter is one who is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary. Accordingly, an interpreter must be able to sign to the deaf individual (or interpret orally to the person who does not use sign language) what is being said by the hearing person and to voice to the hearing person what is being signed or said by the deaf individual. The interpreter must be able to interpret in the language the deaf person uses (e.g., American Sign Language or Signed English) and must be familiar with law enforcement terms and phrases. Because a qualified interpreter must be able to interpret impartially, a family member, child, or friend of the individual who is deaf may not be qualified to render the necessary interpretation because of factors such as professional, emotional, or personal involvement, or considerations of confidentiality. Additionally, although a “qualified” interpreter may be certified, a certified interpreter is not necessarily “qualified,” if he or she is not a good communications match for the deaf person (e.g., where the deaf person uses Signed English and the interpreter uses American Sign Language) or the

situation (e.g., where the interpreter is unfamiliar with law enforcement vocabulary). Certification is not required in order for an interpreter to be “qualified.”

TTY AND RELAY SERVICES

- In situations when a person without a disability would have access to a telephone, officers must provide persons who are deaf or hard of hearing the opportunity to place calls using a text telephone (TTY, also known as a telecommunications device for people who are deaf). Officers must also accept telephone calls placed by persons who are deaf or hard of hearing through the Telecommunications Relay Service.

TECHNIQUES FOR OFFICERS TO COMMUNICATE EFFECTIVELY

- Officers must review and have a working knowledge of *Guide for Law Enforcement Officers When In Contact With People Who Are Deaf or Hard of Hearing*. This document reviews how officers should communicate effectively in the types of situations officers will encounter. These situations include:
 - Issuing a noncriminal or motor vehicle citation.
 - Communicating with a person who initiates contact with an officer.
 - Interviewing a victim or critical witness to an incident.
 - Questioning a person who is a suspect in a crime.
 - Making an arrest or taking a person into custody.
 - Issuing *Miranda Warnings* to a person under arrest or in custody.
 - Interrogating a person under arrest or in custody.

PROCEDURES FOR OBTAINING AUXILIARY AIDS AND SERVICES

- Officers must utilize the following auxiliary aids, when available, to communicate effectively:
 - Use of gestures
 - Use of visual aids
 - Exchange of written notes
 - Use of computers or typewriters
 - Use of assistive listening devices
 - Use of teletypewriters (TTY’s)
 - Use of qualified oral or sign language interpreters



GUIDE FOR LAW ENFORCEMENT OFFICERS

When In Contact With People Who Are Deaf or Hard of Hearing

As a law enforcement officer, you can expect to come into contact with people who are deaf or hard of hearing.

Title II of the Americans with Disabilities Act (ADA) of 1990 prohibits State and local government from discriminating against an individual with a disability. Municipal and State police and county sheriff departments are bound by this Federal law. Your office has adopted a more detailed policy regarding law enforcement officers' communication with people who are deaf or hard of hearing. You should become familiar with this policy.

What does title II require of you when interacting with persons who are deaf or hard of hearing? Among other things, your communication with such an individual must be as effective as your communication with hearing people.

How do you communicate? Provide aids or services as necessary to ensure that the deaf or hard of hearing individual understands what you are saying and that you understand him or her. These can include:

- use of qualified sign language or oral interpreters
- for people who are hard of hearing, speaking loudly and clearly, and use of assistive listening devices (to amplify sound)
- use of gestures or visual aids to supplement oral communication
- an exchange of written notes
- or use of a computer or typewriter.

What method of communication should you use? The law requires you to give primary consideration to the individual's preference. Ask how the person wishes to communicate.

For example, some people who are deaf do not use sign language and may need to use a different aid or rely on lipreading. In one-on-one communication with an individual who lip reads, an officer should face the individual directly, and should ensure that the communication takes place in a well-lit area.

Honor the individual's choice unless it would significantly interfere with your law enforcement responsibilities or you are confident that other means of communicating, that may be easier to provide, are just as effective. Remember that deaf or hard of hearing persons must be able to understand you as well as those who do not have hearing impairments.

DO NOT ask a family member or friend to interpret for a deaf individual unless it is urgent to communicate immediately and that is the only option. If the deaf person requests that arrangement and the other person agrees, however, you can proceed.

How do you know when you are communicating clearly to an individual who is deaf or hard of hearing? Ask the person to summarize what you are saying. Test his or her understanding.

If the person uses sign language, what kinds of communication require an interpreter?

Consider the length, importance, and complexity of the communication, as well as the context.

– In a simple encounter, such as checking a driver’s license or giving directions, a notepad and pencil or perhaps gestures will normally be sufficient.

– During interrogations and arrests, a sign language interpreter will often be necessary.

– If the legality of a conversation will be questioned in court, such as where *Miranda* warnings are issued, a sign language interpreter may be necessary. You should be careful about misunderstandings in the absence of a qualified interpreter. A nod of the head may be an attempt to appear cooperative in the midst of misunderstanding, rather than consent or a confession of wrongdoing.

– In general, if an individual who does not have a hearing disability would be subject to police action without interrogation, then an interpreter will not be required, unless one is necessary to explain the action being taken.

Example: An officer clocks a car on the highway driving 15 miles above the speed limit. The driver, who is deaf, is pulled over and issued a noncriminal citation. The individual is able to understand the reasons for the citation, because the officer exchanges notes and points to information on the citation. A sign language interpreter is not needed.

Example: An officer responds to an aggravated battery call and upon arriving at the scene observes a bleeding victim and an individual holding a weapon. Eyewitnesses observed the individual strike the victim. The individual with the weapon is deaf, but the officer has probable cause to make a felony arrest without an interrogation. An interpreter is not necessary to carry out the arrest.

Example: An officer responds to the scene of a domestic disturbance. The husband says the wife has been beating their children and he has been trying to restrain her. The wife, who is deaf, requests an interpreter. The officer begins by exchanging notes but the woman’s responses indicate a lack of comprehension and poor grammar. An interpreter is necessary to carry out any arrest. In this situation, it would be inappropriate to use a family member to assist with communication, even if it is offered.

Do you have to take a sign language interpreter to a call about a violent crime in progress or a similar urgent situation involving a person who is deaf? No. An officer's immediate priority is to stabilize the situation. If the person being arrested is deaf, the officer can make an arrest and call for an interpreter to be available later at the booking station.

Contact number for sign language interpreters:

Linda Crossman
469-6572
469-6578 (TTY)

Appendix V

The service request E-Service allows residents and businesses to submit ADA requests related to a wide variety of issues including, but not limited to curb ramps, sidewalk obstructions, facilities access, and program accessibility. The form will be reviewed by the ADA coordinator and a response will be provided via email.

Please provide as much information as possible. The more complete the information, the better we are able to serve you.

* Required Field

Complaint

Choose primary complaint from the list below. Describe additional issues at this location using the Describe Problem box.

Type of ADA Complaint:*	<input type="checkbox"/> Curb ramp <input type="checkbox"/> Sidewalk <input type="checkbox"/> Facility <input type="checkbox"/> Obstruction <input type="checkbox"/> Trip Hazard <input type="checkbox"/> Signage <input type="checkbox"/> Signal <input type="checkbox"/> Other _____
-------------------------	---

Problem Address

Street Number: *
(enter none if unknown or not applicable)

Street Name: *

Street Suffix: * ▼

Cross Street:

Describe Problem:*



Requestor Information:

Please note that any complaints and/or information regarding the complaining party are kept confidential.

First Name:

Last Name:

Company name:
(if applicable)

Street Number:

Street Name:

Street Suffix:

Suite/Apartment/Unit:

City:

State:

Zip:

Phone:

(standard format: XXX-XXX-XXXX)

e-mail:

Do you want to
submit another
service request?

 Yes No

Please print a copy of this page before sending if you want to retain a copy of your E-Services transaction. To print the page, use the File menu and choose Print.

Appendix W



City of Vacaville CONDUCTING SPECIAL EVENTS ADA Compliance

A special event is any temporary event held on property owned and/or managed by the City of Vacaville including the right-of-way. A special event may last for many days or may be as brief as a partial day. Approval from the ADA Coordinator is required whether or not the City of Vacaville sponsors the event.

Special events must meet the current accessibility standards adopted by the City, even if the event is not being sponsored by the City. This ensures that barriers are addressed ahead of time, so all participants can enjoy the event. We recognize that some events have larger operating budgets than others, but the standards must be applied evenly. The ADA Coordinator can assist you in determining possible solutions to accessibility challenges you may face during the planning and set-up of your event.

Your event must be approved by the ADA Coordinator prior to the first day of the event itself, or prior to the first day set-up affects the surrounding area in certain ways, whichever comes first.

Non-compliance with ADA requirements may result in withdrawal of the approval to use the City facility or property in question for your event. You are, therefore, **strongly encouraged** to submit the Special Event Application form (see below) as soon as possible, to allow yourself time to make any changes that may be necessary to come into compliance with ADA standards.

The form also contains "awareness material" - information you are responsible for knowing when you hold an event on City property.

There is **no fee** required for filing or receiving ADA approval for your event.

Special Event Application form: You can print the application and fill it in by hand, or you can fill it in online and then print it (if you do so, please remember that the printed version still requires your signature). The City's ADA mailing address and fax number are on the form.

When your event has been approved, the form will be returned to you, signed and dated by the City ADA Coordinator.

ADA Coordinator • 1001 Allison Drive • Vacaville, CA 95687
Phone: (707) 469-6572 • Fax: (707) 469-6576 • TTY: (707) 449-5162 • CA Relay: 711
Email: lcrossman@cityofvacaville.com
URL: http://www.cityofvacaville.com/content/accessibility_info



CITY OF VACAVILLE

SPECIAL EVENT APPLICATION AND AWARENESS MATERIAL

Special events on City property are required to meet the Americans with Disabilities Act (ADA) standards for accessibility. Application for an event and signature on this Special Event Application indicate that you are aware of the ADA requirements and agree to provide a barrier-free event. This application must be completed by the event organizer and returned to the ADA Coordinator.

Event Name: _____ Event Location: _____
 Event Organizer: _____ Organizer Email: _____
 Organizer Address: _____ Event Date(s): _____
 Event Set-Up Date(s): _____ Organizer Phone Number: _____
 Organizer Fax Number: _____

Description of Event: _____

NOTICE: An event layout map **MUST** be submitted for each event, identifying all elements such as portable toilets, tents, ramps, companion seating, etc.

Circle the appropriate response (Yes, No, or Not Applicable) about the issues below, or enter the required information:

Request for Accommodation Notice on Printed Material (see requirement below*)	Yes	No	N/A	Assistive Listening Devices Available	Yes	No	N/A
Parking for the Event	Yes	No	N/A	Hose Bridges or Cord Covers	Yes	No	N/A
Accessible Parking (If parking is provided, accessible parking is required.)	Yes	No	N/A	Sales or Service Counters (36" maximum height)	Yes	No	N/A
Accessible Passenger Loading/Unloading Zone (If parking is not provided, a loading/unloading zone is required.)	Yes	No	N/A	Marked Accessible Path of Travel with Temporary Signs (required if the entire area is not accessible)	Yes	No	N/A
Barricades (example: tent tie-downs require some form of barricade)	Yes	No	N/A	Total Number of Toilets			
Temporary Directional Signage (60" minimum height)	Yes	No	N/A	Number of Accessible Toilets			
Temporary Ramps (marked with temporary signage)	Yes	No	N/A	Number and Size of Tents			
Seating Provided	Yes	No	N/A	Number of Soft Play Structures			

* The following **Request for Accommodation Notice** is required on all printed materials for your event, and must be in text no smaller than the smallest text otherwise on the material:

For an ADA accommodation, contact [Contact Person's Name] at [Contact Person's Phone].

Event's Responsible Contact Person

ADA Coordinator Approval

Name (Print Legibly): _____

Name (Print Legibly): _____

Signature: _____

Signature: _____

Date Signed: _____

Date Signed: _____

Return this completed application with event layout map to:

ADA Coordinator • 1001 Allison Drive • Vacaville, CA 95687
Phone: (707) 469-6572 • Fax: (707) 469-6576 • TTY: (707) 449-5162 • CA Relay: 711
Email: lcrossman@cityofvacaville.com

(Next page for Special Event ADA Awareness Material)

03/30/05



SPECIAL EVENT ADA AWARENESS INFORMATION

All City-sponsored workshops, conferences, hearings, events, or any other activities related to the City of Vacaville, must be accessible to people with disabilities. All workshops, conferences, hearings, events, or any other activities held on City property must be accessible to people with disabilities. The ADA Coordinator provides the following information to assist you in ensuring that your events are accessible.

GENERAL

- Concern should be given to the accessibility of your event's location.
- An event layout map with all elements (such as parking, portable toilets, ramps, seating, accessible paths of travel, etc.) is required with this application.
- All printed material for an event is to include the Request for Accommodation notice with the international symbol for accessibility, a contact name, and the contact's phone number.
- Requests for accommodation may include material in an alternate format, an interpreter, or assistive listening devices.

BARRIERS

- Concern should be given to elevation changes of more than ¼" vertical or ½" beveled. This classifies as a barrier and requires a temporary ramp.
- All cords, wires, hoses, etc., that are located within a path of travel must be ramped or placed within a cord cover.

PATHS OF TRAVEL

- An alternate path of travel is required with the public right-of-way is obstructed.
- If an alternate path of travel is provided, signage designating the alternate path of travel is required.
- An alternate path of travel must be provided whenever the existing pedestrian access route in a public right-of-way is blocked by temporary conditions.
- Where possible, the alternate path of travel shall be parallel to the disrupted pedestrian access route, and on the same side of the street.
- An alternate path of travel shall have no protrusions up to a height of 80", including scaffolding and scaffolding braces. Where the alternate path of travel is adjacent to potentially hazardous conditions, the path must be protected with a barricade.

PARKING

- If parking is provided for an event, accessible parking is required.
- If no parking is provided for an event, an accessible passenger loading and unloading zone is required.
- Accessible parking and passenger loading and unloading zones are required to be identified using the international symbol for accessibility.
- Signs with the international symbol for accessibility are to be mounted at a minimum of 60" from the finished floor or the ground.

SALES OR SERVICE COUNTERS

- If sales or service counters are provided for your event, the height must be no more than 36" from the finished floor or the ground, and the width must be at least 36" wide.

ACCESSIBLE ROUTE

- An accessible route is required from the accessible parking, and from the passenger loading and unloading zone to the event entrance.
- An accessible route is required within the event.
- An accessible route must be a minimum of 36" in width.
- Accessible routes must be identified with the international symbol for accessibility, including directional arrows, a minimum of 60" from the finished floor or the ground.
- Temporary ramps that do not exceed a 8.33% grade may be required to provide an accessible route.

SEATING

- If seating is provided, accessible seating and companion seating are required.
- Accessible seating and companion seating areas must be identified using the international symbol for accessibility, placed at a minimum height of 60" above the finished floor or the ground.

PORTABLE TOILETS

- If portable toilets are provided, they must be accessible and located on a level area not to exceed a 2% cross-slope in any direction.
- The total numbers of portable toilets that are being provided for the event determines the required number of accessible portable toilets. This number is 5% of the total, but in no event less than one for each location. If a single unit is placed, it must be accessible. The placement of single units will increase the number of accessible portable toilets required for your event.
- An accessible route to each portable toilet is required.
- Accessible portable toilets must be identified with the international symbol of accessibility.

To request this form in an alternate format, contact the ADA Coordinator at (707) 469-6572 (voice) • (707) 469-6576 (fax) • (707) 449-5678 (TTY) • via CA Relay at 711 • email: lcrossman@cityofvacaville.com

(Previous page for Special Event Application)