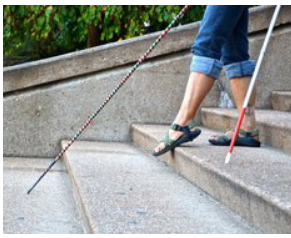

CITY OF LOS ALTOS

AMERICANS WITH DISABILITIES ACT

self evaluation and transition plan

FEBRUARY 2014

Table of Contents

Table of Contents i

1.0 Introduction 4

1.1 Executive Summary 4
1.2 Legislative Mandate 6
1.3 ADA Self-Evaluation and Transition Plan Requirements and Process .. 7
1.4 Discrimination and Accessibility 8
1.5 Undue Burden 9
1.6 Facility Survey 9
1.7 Self-Evaluation 9
1.8 Public Outreach 11

2.0 Policies & Programmatic Accessibility Findings & Actions..... 12

2.1 Introduction 12
2.2 Programmatic Modifications 13
2.3 Findings and Recommended Actions – City-Wide Programs, Activities, and Services 13
Accessible/Adaptive Equipment 13
Customer Service 14
Notice Requirements 16
Printed Information 18
Televised and Audiovisual Public Information 19
Website – City and Departmental Websites 20
Public Telephones and Communication Devices 21
Training and Staffing 21
Program Eligibility and Admission 23
Public Meetings 23
Transportation Services 25
Tours and Trips 25
Use of Consultants for Delivering Program Services 26
Emergency Evacuation Procedures 26
Facilities 27
Special Events on Public Properties 27
2.4 Policy Review: City Municipal Code 28
2.5 Department Reports 30

Building Inspection 31
Administration – City Manager, City Clerk and City Attorney 33
Economic Development 35
Finance 37
Human Resources 39
Information Technology 42
Planning 43
Police 46
Public Works 51
Recreation 55

3.0 ADA Transition Plan 59

3.1 Facilities 60
A. Program Barrier Removal Priorities 60
B. Prioritizing Access to Programs, activities, and services 60
C. Priorities for Barrier Removal within Facilities 60
D. Transition Plan for Facilities 61
E. Phasing Schedule for Facilities 62
3.2 Pedestrian Rights-of-Way (PROW) 64
A. Overview of the PROW 64
B. Surveys of Existing PROW Conditions 64
C. Pedestrian Rights-of-Way Prioritization 64
D. Time Period for Pedestrian Rights-of-Way Improvements 65
E. PROW Construction Details 65
F. Accessibility During Construction 66
G. Street or Sidewalk Closure for Special Events 66
H. Citizen Request Process 66
I. Street-Related Capital Improvement Projects 66

4.0 ADA Policy and Complaint Procedure 69

ADA Grievance Procedure 69

5.0 Definitions 71

5.1 Auxiliary Aids and Services 71
5.2 Complaint 71
5.3 Disability 71
5.4 Discrimination on the Basis of Disability 72

5.5 Having a Record of Impairment 72
5.6 Physical or Mental Impairments 72
5.7 Qualified Individual with a Disability 73
5.8 Reasonable Program Modifications 73
5.9 Regarded as Having a Disability 74
5.10 Substantial Limitations of Major Life Activities 74
5.11 Undue Burden 74

6.0 Program Accessibility Guidelines, Standards & Resources 76

6.1 Introduction 76
6.2 Federal Accessibility Standards and Regulations 76
U.S. Access Board Publications 77
Communications & IT 77
Buildings & Sites 78
Recreation Facilities 78
Streets and Sidewalks 78
6.3 Title II: U.S. Department of Justice Publications 79
6.4 State of California Accessibility Standards and Regulations 81
Resources for Persons with Disabilities in the City of Los Altos 90

Appendices 93

Appendix A: Program Accessibility Questionnaire
Appendix B: Public Meeting Minutes
Appendix C: Facility Reports for City Buildings and Parks
Appendix D: Facility Reports for Downtown Parking Lots
Appendix E: Public Rights-of-Way Reports for City Facilities and Schools
Appendix F: Public Rights-of-Way City Standard Details
Appendix G: Grievance Form

1.0 Introduction

1.1 Executive Summary

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

The City of Los Altos has a long history of providing accessible services to the community. Accessible pedestrian improvements, accessible building renovations and the inclusive delivery of services have been accomplished with consideration of the needs of people with disabilities. Maintenance of existing accessible features has been and will continue to be a priority in City of Los Altos facilities.

Title II of the ADA emphasizes the accessibility of programs, activities and services. This Plan addresses these issues by providing recommendations for action steps based on a comprehensive review of current practices including an on-line questionnaire that was completed by City staff regarding the delivery of services to the public. This process included every office, department and division that provides services to the public.

As noted in Chapter 2.0, many City staff members report making modifications to City practices and procedures to assist people with disabilities in receiving the services provided by the City including providing materials in alternate formats, and holding meetings in accessible locations to ensure that people with disabilities have an opportunity to participate in civic life.

A review of the City of Los Altos Municipal Code and other planning documents was also completed.

When it is not feasible to provide accessible City programs, activities and services by relocating these activities to accessible facilities or providing auxiliary aids and services, the ADA requires that the City complete a Transition Plan describing the physical modifications to facilities that will support accessible programs.

The Transition Plan described in Chapter 3 is the result of a detailed evaluation of all City of Los Altos municipal facilities where programs, activities and services are available to the public. Municipal facilities include City buildings, parks, public parking lots, and city owned and managed facilities operated by private or County entities. Facilities that are not addressed in this ADA Title II Plan include private businesses and offices, private schools, County, State or Federal facilities, places of worship or private clubs.

The facility evaluations were conducted using the most recent ADA 2010 Standards, and California Building Codes. The resulting facility reports for City buildings, parks, and downtown parking lots are contained in the Appendices to this report. Each facility report lists potential barriers, provides information about the relevant State and Federal codes, includes a planning level cost estimate to remove the barrier, and indicates a barrier removal priority.

The Transition Plan is intended to provide a framework for the continuous improvement of City facilities for people with disabilities. Barriers in City facilities will be removed systematically, City-wide, based on established program priorities. It is the intent of the City to address and remove barriers to accessibility in public buildings and parks based upon on the immediate necessity of programmatic access, degree of complexity, and overall cost.

A table contained in Chapter 3 describes the schedule for barrier removal in public facilities owned by the City of Los Altos. This preliminary schedule represents a 12-year plan for barrier removal and has a total estimated cost of 1.8 million dollars. It is the City's intent to review all barriers during the first year of the implementation of this plan and address those barriers that can be resolved through programmatic modifications.

Many of the potential barriers identified are associated with facilities that currently have accessibility features that serve people with disabilities such as designated parking, accessible restrooms, access ramps, accessible door hardware and other code compliant and usable features.

The Transition Plan also contains reports of potential barriers observed in the pedestrian rights-of-way (PROW) adjacent to City facilities, parks, and public schools. The City has established a 15-year time frame to remove PROW barriers that limit program accessibility with a total estimated cost of 1.1 million dollars.

The City of Los Altos has designated the Human Resources Manager as its primary ADA Coordinator. The ADA Coordinator is responsible for coordinating the efforts of the City to comply with Title II and for investigating any complaints that the City has violated Title II of the ADA. The ADA Coordinator is also responsible for coordinating the efforts of the City to comply with Title 24 and all other applicable State and Federal physical and program accessibility requirements.

A public meeting was held on April 17, 2013 to introduce the project and receive questions and comments related to the ADA Plan. Meeting minutes and presentations materials for all community meetings related to the project are located in Appendix B. After the draft plan was internally reviewed by staff, the City met with the Bicycle Pedestrian Advisory Commission, the Parks and Recreation Commission, and the Senior Commission for comment.

1.2 Legislative Mandate

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

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

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

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

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

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

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

1.3 ADA Self-Evaluation and Transition Plan Requirements and Process

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

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

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

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

1.4 Discrimination and Accessibility

There are two kinds of accessibility:

- Program accessibility; and
- Physical accessibility

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

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

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

- Structural methods such as altering an existing facility;
- Acquisition or redesign of equipment;
- Assignment of aides; and

- Providing services at alternate accessible sites.

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

1.5 Undue Burden

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

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

1.6 Facility Survey

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

- City-owned parks
- City-owned buildings
- City-owned parking lots
- City-owned public-rights-of-way adjacent to City-owned facilities and schools

1.7 Self-Evaluation

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

An online questionnaire administered to department staff provided information on the nature of the program, forms and methods used to

advertise the program's services and activities, a profile of current participants, the types of equipment and materials used, testing and entrance requirements, the level of staff training, and any special modifications provided. Questionnaires were distributed and received from the following:

- Building Inspection
- Administration – City Manager, City Clerk and City Attorney
- Economic Development
- Finance
- Human Resources
- Information Technology
- Planning
- Police
- Public Works
- Recreation

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

Customer Service – Policies and practices that ensure individuals with disabilities can participate in the programs, activities, and services provided by the City.

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

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

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

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

Findings from each program provider's responses can be found in section 2.3. A copy of the survey questionnaire can be found in Appendix A.

1.8 Public Outreach

A public meeting was held on April 17, 2013 to introduce the project and receive questions and comments related to the ADA Plan. Meeting minutes and presentations materials for all community meetings related to the project are located in Appendix B. After the draft plan was internally reviewed by staff, the City met with the Bicycle Pedestrian Advisory Commission, the Parks and Recreation Commission, and the Senior Commission for comment. Shortly after that, the Plan will be released for the general public to review in an online format. All comments received will be incorporated into the Final Plan, Appendix B.

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

2.0 Policies & Programmatic Accessibility Findings & Actions

2.1 Introduction

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

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

- Building Inspection
- Administration – City Manager, City Clerk and City Attorney
- Economic Development
- Finance
- Human Resources
- Information Technology
- Planning
- Police
- Public Works
- Recreation

The findings and recommendations contained in this section will serve as a basis for the implementation of specific improvements for providing access to City programs as required by law. Detailed department reports can be found in section 2.5.

2.2 Programmatic Modifications

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

2.3 Findings and Recommended Actions – City-Wide Programs, Activities, and Services

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

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

Accessible / Adaptive Equipment

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

Self-Evaluation Findings:
One department reported allowing the public to use or access electronic equipment such as photocopiers and computers. One department reported providing adaptive aids such as pen, paper, and clipboards. One department reported providing a personal computer to the public.

Recommended Actions:

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

2. Collaborate with community organizations that serve people with disabilities to develop and maintain a current resource list of assistive technology equipment and sources.

3. Establish and maintain a "Resources Toolkit" of adaptive aids and human resources that should be available for use by individuals participating in City programs. Include information about the availability of specific equipment and/or individuals who are available to provide special services (e.g., ASL translation) in public information materials such as brochures and the City's website.

4. Include accessibility as a criterion for purchasing. Whenever possible, evaluate furniture and building materials purchases for compatibility with a wide range of disabilities and sensitivities. Select items that are easily adjustable or can be modified to accommodate a variety of physical and ergonomic needs when purchasing items such as furniture, site furnishings, and office systems. Consultation with disability organizations and persons with disabilities (see Section 6.0 for Disability Resources) will assist in this task.

5. Maintain accessible equipment already in place.

Customer Service

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

Self-Evaluation Findings:
No department reported that they tracked accessibility requests however departments reported that requests are received and responded to on an individual basis. No department reported charging an additional fee for modifying a program for a person with a disability. One department

indicated that they have a partnership with an outside organization that provides services to the elderly. Few departments have a policy or procedure for making informal changes to standard operating procedures to accommodate people with disabilities.

Recommended Actions:

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

2. Develop criteria for determining reasonable modifications to provide program accessibility, which may include acquisition or redesign of equipment, assignment of aides to persons with disabilities, and provision of services at alternative accessible sites. An approach should include:

    - Requests for reasonable modification in programs or services should be made to the department responsible for the program or service.
    - The department offering the program or service should meet with the individual with a disability to identify which aspects of the program limit participation and what modifications can be made.
    - The department offering the program or service should consult with the relevant program or service staff to determine the reasonable modification. The department offering the program or service may also consult with the City's ADA Coordinator or other resources providing services or information regarding persons with disabilities as appropriate.
    - The department offering the program or service should document the modification(s) that was offered and the response of the person with the disability to the modification(s) offered. This documentation should be filed with the City ADA Coordinator's office. All accessibility requests should be tracked. The ADA requests should be analyzed periodically to look for global issues that can be addressed and problems than can be solved proactively.
    - If individuals with a disability are not satisfied with the results of this process, they should be directed to the City's ADA Grievance Procedure.

3. Assess the composition and needs of the population of people with disabilities. Take the necessary steps to improve communication and outreach to increase the effective participation of community members with disabilities in all City programs and activities.

4. Create partnerships with organizations that provide services to people with disabilities to assist in communicating about accessible City programs. Keep programs up-to-date through increased community involvement and partnerships with organizations that offer services to persons with disabilities.

5. Publicize efforts to increase participation by persons with disabilities, which might include activities such as distributing program brochures to members of the disability community.

6. Continue the policy of not charging an additional fee for program modifications or alternative formats.

Notice Requirements

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

Self-Evaluation Findings:
Most departments are aware that the City has a nondiscrimination statement that includes persons with disabilities. No departments reported posting a nondiscrimination statement in a location that maximizes public exposure. The nondiscrimination statement includes information about how to reach the City's ADA coordinator. Some departments notify all persons that meetings, hearings, and conferences will be held in accessible locations and that adaptive aids such as assistive listening devices will be provided upon request to participants with disabilities. Non-discrimination language is included on agendas.

No department reported notifying all persons about how and with whom to file a disability complaint.

Recommended Actions:

1. Increase outreach to persons with disabilities and the organizations that serve them. The City should inform the public of the possible modifications that can be provided to make services, programs, and activities accessible.

2. Include the following or similar notice regarding the City's commitment to providing accessible services in all City publications that provide

information about City services, programs, or activities. The notice should also be placed in all City departments in a location that will maximize public exposure.

> *In accordance with the Americans with Disabilities Act and California Law, it is the policy of the City of Los Altos to offer its public programs, services and meetings in a manner that is readily accessible to everyone, including individuals with disabilities. If you are a person with a disability and require information or materials in an appropriate alternative format; or if you require any other accommodation, please contact department staff. Advance notification within this guideline will enable the City to make reasonable arrangements to ensure accessibility. The City ADA Coordinator can be reached at (650) 947-2607 or by email: ada@losaltosca.gov*

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

> *POLICY ON NON-DISCRIMINATION*
> *ON THE BASIS OF DISABILITY*
>
> *The City of Los Altos does not discriminate on the basis of disability in the admissions or access to its programs or activities. An ADA Coordinator has been designated to coordinate compliance with the non-discrimination requirements contained in the Department of Justice regulations implementing Subtitle A of Title II of the Americans with Disabilities Act (42 U.S.C. 12131), which prohibits discrimination on the basis on disability by public agencies.*
>
> *City Los Altos*
> *ADA Coordinator*
> (650) 947-2607
> *Email:* ada@losaltosca.gov

4. Ensure that the ADA Coordinator can communicate to the hearing impaired with a TTY system. As an interim solution, consider using the 711 California Relay Service.

5. Develop a statement regarding accessible locations and the availability of auxiliary aids upon request that is included on all public announcements, postings for City programs, and applications, including:

- The notice of non-discrimination;
- Information regarding site accessibility, including the accessible bus route serving the program, facility, or event;
- The department's text telephone (TTY) number and/or California Relay Service information, and the phone number and email address of the person who can provide assistance in meeting special needs; and
- A notice that information is available in alternative formats with 72 hours notice.

Printed Information

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

Self-Evaluation Findings:
All departments provide printed information to the public. Some departments reported that they provided printed materials in alternative formats upon request. One department reported including pictures of people with disabilities in their printed materials. Most departments reported that they provide materials in easy to understand language for people with learning disabilities.

Recommended Actions:

1. Provide information to each department on how to produce printed information in alternative formats for persons with various disabilities to ensure that requests are handled in a uniform and consistent manner.

2. Publicize the City's commitment to provide program information in alternative formats on an individual basis as requested.

3. Ensure the uniformity of charges for a publication for all formats of that publication.

4. Include the following notice on all materials printed by the City that are made available to the public:

   This publication can be made available in alternative formats, such as Braille, large print, audiotape, or computer disk. Requests can be made by calling the ADA Coordinator at (650) 947-2607 (Voice) or by using the 711 California Relay Service. Please allow 72 hours for your request to be processed.

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

6. Provide program, facility, permit, and reservation information in a variety of formats upon request (for example, enlarged print format for persons with visual disabilities or in simple language for persons with cognitive disabilities). Provide programmatic changes (e.g., staff assistance), upon request to assist in filling out forms or when alternative formats are unavailable or infeasible.

7. Produce meeting agendas and other public information distributed at meetings in alternative formats when requested.

8. When photos are provided, consider including photos of persons with disabilities.

Televised and Audiovisual Public Information

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

Self-Evaluation Findings:
The few departments that reported providing audiovisual and televised presentations do not provide alternative formats upon request. No departments reported showing pictures of people with disabilities in their audiovisual presentations.

Recommended Actions:

1. Use closed captioning or other alternatives to audio presentations for City programs and for audiovisual presentations produced by the City (including videos, films, and City Council meetings) in order to ensure that persons with hearing impairments can benefit from these presentations.

2. When presenting PowerPoint presentations read all slides and describe all graphics. This will allow the blind and visually impaired to fully understand the information being presented.

3. When including images in audiovisual information, consider including pictures of people with disabilities.

Website – City and Departmental Websites

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

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

Self-Evaluation Findings:
Most departments provide information about their programs on the City's website. However, no department reported including information about access for people with disabilities, such as locations of accessible parking and restrooms. No departments note that they verified their web pages as accessible to people with visual impairments that use speaking browsers. Content is managed by various departments.

Recommended Actions:

1. Increase outreach to persons with disabilities by having the website include more information about the City's commitment to providing accessible services.

2. Publish the City's Policy of Non-Discrimination, including on the Basis of Disability, on the City's website.

3. Provide information regarding programs, facilities, permits, and reservations on the City's website in an accessible format. This information should be easily found by new web users.

4. Include the City's statement regarding accessible locations and the availability of auxiliary aids upon request on the website.

5. Continually improve the accessibility of web pages through the use of web accessibility analysis to meet and/or exceed Section 508 of the Rehabilitation Act guidelines for accessibility of electronic information. Acquire the technological resources necessary to create accessible PDF and graphics files as described in ADAAG standards for electronic and information technology.

6. Assign one department the authority to provide standards and oversight for outside vendors who create pages and for departments who post their own documents. This will support consistent and accessible web pages. Monitor web pages for continued compliance with accessible web page standards.

7. Provide training to City staff members in creating accessible PDF and other electronic files for posting on City or departmental websites.

8. Use services that help web page authors provide an accessible website by identifying and repairing barriers to access for individuals with disabilities.

Public Telephones and Communication Devices

Self-Evaluation Findings:
Few departments reported using the California Relay Service, or 711, to communicate with the people with hearing and/or speech impairment. One department reported that they offer TTY services and have TTY device numbers listed in their publications. Few departments stated that have trainings on how to communicate with people with hearing and/or speech impairment.

Recommended Actions:

1. Train staff members in the use of TTY equipment or other means of communicating over the telephone with a person with a hearing or speech impairment, such as the California Relay Service (CRS) – 711.

2. All publications that list phone numbers should also include information on how people with hearing and/or speech impairment can communicate with departments by phone.

3. Consider Video Remote Interpreting Services (VRI) for communicating with people with hearing and/or speech impairment. There are many situations where a live interpreter is required, such as in medical situations, but RVI is a convenient, flexible, lower-cost alternative to live interpreters.

Training and Staffing

Self-Evaluation Findings:
Few Departments reported that staff receives regular training for interacting with persons with a disability.

Recommended Actions:

1. Provide all City staff members with on-going awareness and sensitivity training.

2. Provide training to City staff members who have contact with the public about how to provide modifications and use assistive devices to make their programs, activities, and services accessible. Ensure that customer service training includes information about communicating with and providing modifications for persons with a variety of disabilities. Include program-specific adaptations, assistive devices, and modifications in each department's accessibility policy manual.

3. Develop a comprehensive disability access training program. Educate all City staff about their responsibilities under the ADA. The City's ADA Coordinator and department supervisors should be responsible for ensuring that staff members receive training. Reference materials that address special modifications should be included in this training.

4. Develop standard guidelines for training materials. These guidelines should include standard language that appropriately describes the City's policy on inclusion and non-discrimination, and staff members should receive training in using the guidelines effectively.

5. Whenever staff has contact with the public and depending on operational needs, consider offering training to employees who wish to learn basic American Sign Language (ASL) communication skills. This training should emphasize basic communication skills and should not be viewed as a substitute for utilizing qualified ASL interpreters when requested.

6. Train Maintenance Services staff with respect to accessibility compliance and building codes to maintain facilities in an accessible condition.

7. Provide City staff members with training in general building evacuation procedures for assisting persons with hearing, speech, visual, mobility, and learning disabilities in an emergency.

8. Designate one manager in each department to serve as the department's Disability Access Liaison. The Liaison will be required to complete a training program and attend periodic retraining regarding accessibility issues.

Program Eligibility and Admission

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

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

A few departments require an interview prior to participation in City programs activities and practices.

Recommended Actions:

1. Ensure that individuals with disabilities are not excluded from regular programs or are required to accept special services or benefits. Involve individuals with disabilities in regular programs to the maximum extent possible.

2. Modify policies, practices, or procedures to avoid discrimination unless the modification would fundamentally alter the nature of the program or create a hazardous situation.

3. Ensure that when specific requirements that exclude or limit the participation of persons with disabilities are necessary for the safe operation of programs, those requirements are based on real risks, not on speculation, stereotypes, or generalizations.

4. Include a nondiscrimination statement on all forms.

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

Public Meetings

Self-Evaluation Findings:
Most departments hold public meetings. All meetings are required to be held in accessible locations. Some departments reported that they provide auxiliary aids upon request to allow people with disabilities to fully participate in meetings.

Recommended Actions:

1. Continue to schedule public meetings at accessible locations. An accessible location includes, but is not limited to, the following: wheelchair accessible path-of-travel to the meeting room, accessible restrooms, accessible parking, an accessible route from transit and parking to the meeting facility, temperature control, signage, and the ability to provide access to fresh air for persons with chemical sensitivities.

2. Maintain a list of on-call American Sign Language interpreters who may be brought to meetings to assist individuals with hearing impairments (see Section 6).

3. When a fully accessible site is not available, then make reasonable modification so that an individual with a disability can participate.

4. Make information available to City staff on the types of modification requests that may be made by persons with different types of disabilities. Provide information about auxiliary aids such as different types of assistive listening systems, sign language interpreters, readers, descriptive services, and other assistive technologies like "real-time captioning." Provide guidance in the layout of the room, sign-in table and refreshments table, to insure that these features are accessible.

5. Display a notice on meeting agendas indicating the availability of accessibility modifications.

6. Provide agendas and other meeting materials in alternative formats, when requested.

7. Consider assigning a staff member to be a greeter at public meetings and events. Identify the staff member as a resource for persons who may require assistance.

8. Provide flexibility in the time limit on speaking for individuals with communication difficulties.

9. Provide assistive listening devices at public meetings, when requested.

10. Develop a checklist for creating accessible meetings and selecting accessible meeting spaces, and make the list available to all City departments and programs.

11. Prepare a list of already accessible meeting spaces to facilitate the scheduling of meetings and/or the relocation of meetings upon request.

12. Move disability-related agenda items to the beginning of agendas when possible. Some people with disabilities are unable to stay late at meeting because they use para-transit, or have fixed schedules, and/or need to use personal care attendants.

Transportation Services

Self-Evaluation Findings:
No department reported providing transportation services to the public.

Tours and Trips

Self-Evaluation Findings:
Two departments reported that they provide tours and trips to the public. Assistance is offered for people with disabilities.

Recommended Actions:

1. Ensure that tours are provided in a way that allows people with mobility, visual, speech, hearing and cognitive disabilities to fully participate.

2. Evaluate the destination of the tour or trip in order to determine the level of accessibility and any accommodations or modifications that may be required.

3. If a tour route or a portion of a route is not accessible, the City will continue the practice of rerouting the tour or providing alternate accommodation (e.g., photographs, close-captioned videos, etc.) that will allow the tour to be experienced.

4. Provide information to participants in advance of a tour or trip regarding the destination, transportation, and other characteristics of the event so that informed requests for accommodations can be made.

5. Provide information about accessibility of the tour on the program's website.

Use of Consultants for Delivering Program Services

Self-Evaluation Findings:
No department reported the use of consultants for delivering program services.

Emergency Evacuation Procedures

Self-Evaluation Findings:
Some departments were not aware if emergency evacuation procedures were available for people with disabilities.

Recommended Actions:

1. Develop guidelines for the evacuation of persons with disabilities in various types of emergency situations. Each department, division, or program should use these guidelines to create emergency evacuation plans. These plans should:

    - Address what to do when an alarm is triggered;
    - Establish meeting places for assistance and evacuation chairs;
    - Provide direction on what to do if assistance is not available; and
    - Establish floor captains.

2. Specific suggestions for evacuation plans and procedures can be found through the US Access Board:

    http://www.ada.gov/emergencyprepguide.htm

    and the Emergency Procedures for Employees with Disabilities in Office Occupancies document published by FEMA and the US Fire Administration.

3. Train City staff regarding emergency evacuation procedures with periodic drills, both announced and unannounced.

4. Review existing procedures dealing with emergencies to ensure that persons with disabilities can be alerted and that they can alert emergency service providers. Provide all evacuation policies and procedures in alternative formats when requested. Work with disability organizations to explore the use of other technologies such as audible exit signs for orientation and direction and vibrating paging systems.

5. Provide training for public safety personnel to enable them to communicate in basic American Sign Language in the event that there is an emergency condition and the area is being evacuated. For example, this training would be provided to police, firefighters, lifeguards, and building inspectors involved in post-disaster emergencies.

6. Take the necessary steps to ensure that emergency teams are aware of persons with disabilities in their communities who may require special assistance in the event of an emergency.

7. Provide American Sign Language interpreters at emergency facilities, on an as-needed basis. To accomplish this, form a pool of interpreters as a resource from which to draw upon (see Section 6).

Facilities

Self-Evaluation Findings:
No department reported that they tracked accessibility complaints related to City facilities.

Recommended Actions:

1. Provide information about facility accessibility on department publications including the department's website.

2. All requests relating to facility access should be tracked. The ADA requests should be analyzed periodically to look for global issues that can be addressed and problems than can be solved proactively.

Special Events on Public Properties

Self-Evaluation Findings:
One department reported that they offer special events on City property. This department has a policy in place to ensure that the events are accessible to people with disabilities.

Recommended Actions:

1. In situations where private organizations sponsor events in City facilities, the City will inform private organizations about applicable ADA requirements.

2. The City will provide a checklist and information during the application process to inform organizers of their responsibility for accessibility under the ADA. The checklist and information will be available on the City's website.

2.4 Policy Review: City Municipal Code

This review was completed using the electronic copy version of the City of Los Altos Municipal Code in May, 2013:

Overall Recommendations:

- Provide meeting agendas, handouts, forms, and other written materials including information that is sent via postal mail in alternative formats upon request. Alternative formats may include large print, audio tape, CD, Braille, etc.

- All public meetings must be held in accessible locations. Auxiliary aids such as American Sign Language interpreters or captioning must be provided upon request.

- When forms are required for applications, provide alternative accessible formats for a person with disabilities, when requested.

- When signatures are needed, give an alternative for a person with a disability to providing a written signature such as a signature stamp.

Other Recommendations:

TITLE 2 - ADMINISTRATION AND PERSONNEL: Chapter 2.08 City Commissions Generally. Membership (2.08.020)

Recommended action:
Add language that states the composition of boards should also reflect a cross section of the population in terms of people with disabilities, in addition to a cross section of the city population in terms of age, sex, economic status and ethnic background.

TITLE 2 - ADMINISTRATION AND PERSONNEL: Chapter 2.08.050 Organization

Recommended action:
Add language that states all meetings of the commissions open to the public shall be held in accessible locations and alternative formats of printed materials are made available upon request.

TITLE 2 – ADMINISTRATION AND PERSONNEL: Chapter 2.20.020 Purchasing System – Purchasing officer

Recommended action:

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

TITLE 2 – ADMINISTRATION AND PERSONNEL: Chapter 2.28 Emergency Plan

Recommended action:
Include accessibility components in city-wide Emergency Plan including shelter designation.

TITLE 5 - ANIMALS: Chapter 5.04.005 Definitions

Recommended action:
Add language to define the term "Service Animal" and include service animals who service people with cognitive disorders such as anxiety, epilepsy, or glucose-alert dogs in addition to physical disabilities.

TITLE 6 – HEALTH AND SAFETY: Chapter 6.24.130 Live animals in food establishments unlawful

Recommended action:
Add language that specifically allows service dogs in all areas of the facility where the public is allowed to go.

TITLE 8 – VEHICLES AND TRAFFIC: Chapter 8.12 Pedestrians

Recommended action:
Add language that requires all crosswalks to be accessible.

TITLE 9 – STREETS, SIDEWALKS, AND PUBLIC PLACES: Chapter 9.25 Special Events

Recommended action:
Add language that specifies all special events held in City properties must be accessible to people with disabilities.

TITLE 12 – BUILDING AND CONSTRUCTION: Chapter 12.24.080 Fire Code. Fire Evacuation Plans (Section 404.3.1)

Recommended action:
Add language to include accessible emergency egress and escape routes.

2.5 Department Reports

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

This section documents the ways in which the City is currently providing accessible programs, activities, and services to the public.

- Building Inspection
- Administration – City Manager, City Clerk and City Attorney
- Economic Development
- Finance
- Human Resources
- Information Technology
- Planning
- Police
- Public Works
- Recreation

Building Inspection

Description of Programs and Services

Building Inspection is responsible for performing architectural and structural plan checks, scheduling and performing building inspections, and providing general customer information services. The Division is responsible for administering the California Building Codes and other applicable development regulations. Building staff also work with the Code Enforcement Officer when necessary to document and correct building violations.

Customer Service

- Building Inspection has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- Services provided by Building Inspection can be carried out at the entry lobby tables instead of the nearby counter where height may be uncomfortable.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- The City does not have any policies which exclude service animals.
- Building Inspection does not track accessibility requests, however the City makes accommodations for people with disabilities upon request on an individual basis.

Printed Information

- Building Inspection produces printed materials

Website

- Building Inspection has a page on the City's website.

Public Telephones and Communication Devices

- Building Inspection does not communicate by telephone with people with a hearing or speech impairment using TTY.
- Building Inspection staff are not trained in how to use TTY to communicate with a person with a hearing or speech impairment.

Training and Staffing

- Building Inspection has contact with the public.

Public Meetings

- Building Inspection does not hold regular public meetings, but does present building modifications and updates to the code to the City Council.

Tours and Trips

- Building Inspection does not provide tours and trips.

Facilities

- City Hall

Administration – City Manager, City Clerk and City Attorney

Description of Programs and Services

The City Clerk's office coordinates and administers the City's records retention and management; maintains the legislative history, including preparation of City Council minutes, resolutions and ordinances; and is the custodian of the City Seal and all official City records. In addition, the City Clerk's office is responsible for preparing and publishing all legal notices for the City; receiving and processing initiative petitions; administering and enforcing the Local Conflict of Interest Code as well as federal and state laws regarding election and campaign financing disclosure; and coordinating the municipal elections. The City Manager's office is responsible for the management of all City functions. The City Attorney's office provides legal services for the City. City Attorney services are currently contracted with Berliner Cohen.

Customer Service

- The Administration Office has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- City Council agendas include the language:

  "*In compliance with the Americans with Disabilities Act, the City of Los Altos will make reasonable arrangements to ensure accessibility to this meeting. If you need special assistance to participate in this meeting, please contact the City Clerk 72 hours prior to the meeting at (650) 947-2720.*"
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- The Administration Office does not have any policies which exclude service animals.

Notice Requirements

- Notice is included in meeting agendas regarding the accessibility of meeting locations and the availability of modifications provided for persons with disabilities.

Printed Information

- The Administration Office produces printed materials

Website

- The Administration Office has a page on the City's website.
- Material for The Administration Office web page is produced by The Administration Office.

Training and Staffing

- The Administration Office has contact with the public.

Program Eligibility Requirements and Admission

- There are no circumstances in which the participation of a person with a disability participating in Administration's Office programs, services or activities would be restricted or excluded.

Public Meetings

- The Administration Office holds public meetings.
- Public meetings are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with 72 hours notice.

Tours and Trips

- The Administration Office provides tours and trips.

Facilities

- Council Chambers.

Economic Development

Description of Programs and Services

The Economic Development Manager serves as the liaison between businesses and commercial districts and city government. The office provides support and assistance to both existing and prospective businesses looking to locate within the City of Los Altos. The vision of Economic Development is to preserve and enhance the business climate to ensure the City is financially stable and partners with the community in its commitment to improve the quality of life.

Customer Service

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

Printed Information

- Economic Development does produce printed materials.
- Economic Development does provide printed materials in an electronic format.

Television and Audiovisual Public Information

- Economic Development produces presentations and audiovisual public information.
- Economic Development does not provide alternative formats.

Website

- Economic Development has a page on the City's website. Economic Development staff is responsible for content.

Training and Staffing

- Economic Development staff has contact with the public.

Program Eligibility Requirements and Admission

- There are no circumstances in which the participation of a person with a disability participating in Economic Development programs, activities, and services would be restricted or excluded.

Public Meetings

- Economic Development holds public meetings. Public meetings are required to be held in accessible locations.

Facilities

- Meetings are held at City Hall, Community Center classrooms, and occasionally, a private downtown property.

Finance

Description of Programs and Services

The Finance Department provides fiscal and technological support services to all City departments and programs. The Finance Division manages the development and analysis of the budget, year-end audited financial statements, accounts payable, revenue tracking and collection, payroll and the processing of all business license and other day-to-day financial transactions for the City. Finance also oversees the investment of City funds and provides strategic planning and analysis necessary to preserve the City's superior credit rating and safeguard city resources.

Customer Service

- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- Finance does not have any policies which exclude service animals.

Printed Information

- Finance produces printed materials.
- Finance makes printed materials available in audiotape and electronic formats.

Audiovisual Public Information

- Finance produces audiovisual presentations for most major meetings.
- Finance does not provide alternative formats to the audiovisual presentations.

Website

- Finance has a page on the City’s website.
- The web page provides contact and financial information.

Public Telephones and Communication Devices

- Finance staff communicates by telephone with persons with hearing or speech impairments with the assistance of a 711 operator.

Training and Staffing

- Finance staff has contact with the public.
- Finance does not have training on interacting with people with disabilities.

Program Eligibility Requirements and Admission

- There are no technical and/or educational requirements applicable to particular positions.

Public Meetings

- Finance holds public meetings. Public meetings are required to be held in accessible locations.
- Finance will provide American Sign Language interpreters upon request.

Facilities

- Public meetings are held at City Hall and off-site locations.
- Finance has had requests for improving accessibility and has accommodated these requests.

Human Resources

Description of Programs and Services

Human Resources provides employment support to all City departments. The office coordinates employee recruitment and hiring and provides ongoing salary and benefits support to the City's employees. The office works to promote positive employee and labor relations, to maximize the use of City resources toward a competitive salary and benefit program and to minimize potential losses through a comprehensive risk management program.

Customer Service

- Human Resources is not aware of policies or practices that would require physical ability as an eligibility requirement.
- Human Resources does not consult or work with any outside organizations or groups that assist people with disabilities.
- The City, including Human Resources does not have any policies which exclude service animals

Notice Requirements

- The City, including Human Resources, has a non-discrimination statement that includes persons with disabilities.
- A non-discrimination statement and information about how to reach the ADA coordinator are included in Human Resources recruitment flyers.
- Human Resources will notify all persons that meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities.
- Human Resources has a procedure for filing a disability discrimination complaint and will notify all members of the public on how and with whom to file a disability discrimination complaint. Notifications are listed on recruitment flyers.

Printed Information

- Human Resources produces and manages printed materials.
- The content of documents and publications are available in simple, easy-to-understand language for individuals with learning disabilities.

Website

- Human Resources has a page on the City's website.
- Human Resources provides information about job descriptions, salary information, benefits, and memorandums of understanding.
- The website will provide information about the accessibility of facilities.
- Information regarding Human Resources facilities, programs, and services are created and managed by the office and in collaboration with other employees.

Public Telephones and Communication Devices

- Human Resources communicates by telephone with individuals with hearing and speech impairment.

Training and Staffing

- Human Resources staff has contact with the public.
- Human Resources informs the staff of their obligations and policies that enable persons with disabilities to participate in services through training, webinars, and publications.
- Human Resources staff has received training on interacting with people with disabilities via Libert Cassidy Whitmore - Consortium.
- Human Resources does not provide emergency services.
- There are no limitations or ratios for the number of people with disabilities who may participate in or be admitted to any department program.
- Human Resources uses minimum qualifications and requirements described in job announcements for employment criteria.
- There are no forms required for admission to the program.
- Human Resources requires interviews for employment.

Public Meetings

- Human Resources holds public meetings for recruitment testing.
- Human Resources meetings are held in accessible locations.
- Human Resources does not provide American Sign Language interpreters, readers, or adaptive equipment when requested for meetings, interviews, and conferences.

- Human Resources does not ensure that all individuals with hearing disabilities who do not read sign language can participate effectively in meetings, conferences, and hearings via assistive listening devices or other means.
- Human Resources does not use consultants to conduct programs on their behalf.

Transportation Services

- Human Resources does not provide transportation to its programs.

Tours and Trips

- *Human Resources* does not provide tours and trips to the public.

Facilities

- City Hall
- Human Resources has not received requests for improving accessibility to department programs or facilities.

Information Technology

Description of Programs and Services

Information Technology supports key management information systems through the development and maintenance of the organization-wide network, daily desktop and office software support, systems training, web development, software updates, and equipment replacements. This division is responsible for developing a long term technology plan for the City with a focus on mission critical applications

Customer Service

- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- Information Technology does not have any policies which exclude service animals

Notice Requirements

- The City, including Information Technology, has a non-discrimination statement that includes information about how to reach the ADA coordinator.

Television and Audiovisual Public Information

- Information Technology produces televised presentations of council meetings.
- Information Technology does not provide alternative formats to the audiovisual presentations.

Training and Staffing

- Staff members are required to provide emergency services to the public in the case of a local emergency.
- Consultants conduct some programs on behalf of Information Technology.

Planning

Description of Programs and Services

The Planning Division is responsible for the development and administration of programs to guide the physical development of Los Altos, utilizing the General Plan, a variety of neighborhood Specific Plans and the City's Zoning Ordinance for policy guidance. The Division provides design and environmental review of development proposals and general public information services. Planning provides staffing to the Board of Adjustments, the Planning and Transportation Commission, the Historical Commission, and the City Council with analyses and recommendations on development applications. Planning staff also works with the Code Enforcement Officer when necessary to document and correct building violations.

Customer Service

- There are no eligibility requirements for participation.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- There is no policy or formal procedure, but changes to standard operating procedures are allowed when necessary to accommodate a need.
- Planning does not track accessibility requests, however Planning receives requests and makes accommodations for people with disabilities on an individual basis.
- Planning does not have any policies which exclude service animals
- Planning does not consult with outside organizations or groups that assist people with disabilities.

Notice Requirements

- Planning is unaware of a non-discrimination statement that includes persons with disabilities.
- Planning will notify all persons that meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities.
- Planning is unaware of the procedure for filing a disability

discrimination complaint or whom to file it with.

Printed Information

- Planning produces printed materials.
- Planning is unaware of publications being available to individuals with visual disabilities.
- Planning produces printed materials with content that is in simple, easy-to-understand language for individuals with learning disabilities.

Website

- Planning has a page on the City's website.
- The Planning web page contains information relating to Planning and Building.
- Planning web page does not contain information relating to facility accessibility.
- Planning is unaware of documents being accessible for download to persons with visual disabilities.
- Information on the web page is managed by Planning and other City staff.

Public Telephones and Communication Devices

- Planning staff communicates by telephone with persons with a hearing or speech impairment using a 711 operator.

Training and Staffing

- Planning staff has contact with the public.
- Planning meets regularly and stress providing customer service including accommodating disabilities in whatever way possible.
- Planning staff is trained with how to interact with people with disabilities including periodic seminars.
- Planning does not provide emergency services.
- There are no limitations or ratios for the number of people with disabilities who may participate in or be admitted to any department program.
- There are no criteria or tests used for an admissions process.
- There are no forms required for admission to Planning programs.

- Forms contain a notice that the City does not discriminate against people with disabilities.
- Interviews are required prior to an applicant's entrance into the program.

Public Meetings

- Planning holds public meetings.
- Planning Department meetings are held in accessible locations.
- Planning is unaware of accommodations provided to those with hearing disabilities.
- Planning does not provide transportation.

Tours and Trips

- Planning does not provide tours and trips.

Facilities

- City Hall public counter and office
- Community Chambers

Police

Description of Programs and Services

The Police Department provides law enforcement and public safety services to the Los Altos Community. It is responsible for the protection of life and property, the maintenance of order, the control and prevention of crime, and the enforcement of motor vehicle laws and regulations. Primary activities related to these responsibilities include enforcement of the laws of the state and the city, investigation of crimes, apprehension of criminals, and maintenance of a crime prevention program.

Police Administration

Customer Service

- Police Administration has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- Police Administration does not track accessibility requests.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- Police Administration does not consult or work with any outside organizations that assist people with disabilities.
- Police Administration does not have any policies which exclude service animals

Printed Information

- Police Administration produces printed materials.
- Police Administration does not provide alternative formats of printed materials.

Website

- Police Administration has a page on the City's website.
- The Police Administration web page has general law enforcement information and statistics.

Public Telephones and Communication Devices

- Police Administration communicates by telephone with persons with a hearing or speech impairment using accessible technology.
- Police Administration dispatch is trained in how to use accessible technology to communicate with a person with a hearing or speech impairment.

Training and Staffing

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

Public Meetings

- Police Administration holds public meetings
- Public meetings, hearings, and conferences are held in accessible locations and American Sign Language interpreters are available for meetings, interviews, and conferences.

Tours and Trips

- Police Administration provides tours and trips.

Special Events and Private Events on Public Properties

- Police Administration provides public safety services for special events on City properties.

Facilities

- The Police Department.

Police Services

Customer Service

- There are no eligibility requirements for participants in Police Services programs.
- Police Services has a formal procedure for making changes to standard operating procedures. Recommendations are made to the Manager and then implemented. There is also an annual review of the policies and procedures.
- Police Services does not have any policies which exclude service animals.

Printed Information

- Police Services produces printed materials.
- Police Services does not provide alternative formats of printed materials.
- Documents and publications produced by Police Services are available with easy-to-understand language for individuals with learning disabilities.

Website

- Police Services has a page on the City's website.
- The Police Services web page is usable by individuals with disabilities, including those who use speaking browsers.

Public Telephones and Communication Devices

- Police Services communicates by telephone with persons with a hearing or speech impairment using accessible technology.
- Police Services dispatch does not use the California Relay Service (711).
- Police Services dispatch staff are trained on accessible means of communication.

Training and Staffing

- Police Services staff have contact with the public.
- The public is informed on an individual basis about the department's obligation and policies that enable a person with disabilities to participate in Police Services programs, activities, and services.

- Police Department staff training is provided regarding their obligation and policies that enable persons with disabilities to participate in programs, services, and activities.

Public Meetings

- Police Services does not hold public meetings

Tours and Trips

- Police Services provides tours for community groups.

Police Operations, Patrol, Traffic and Investigations

Customer Service

- There are no eligibility requirements for participants in Police Operations programs.
- Police Operations has a formal procedure for making changes to standard operating procedures.
- Police Operations consults with the Santa Clara County District Attorney's Office for victims of financial elder abuse and physical abuse.
- Police Operations has a general complaint procedure which would cover a disability discrimination complaint

Printed Information

- Police Operations produces printed materials.
- Documents and publications produced by Police Operations are available with easy-to-understand language for individuals with learning disabilities.

Website

- Police Operations has a page on the City's website.
- The Police Operations website has general information, contact information, and services provided.

Public Telephones and Communication Devices

- Police Operations communicates by telephone with persons with a hearing or speech impairment using accessible technology.

- Police Operations dispatch does not use the California Relay Service (711).
- Police Operations dispatch staff is trained on using accessible technology to communicate with a person with a hearing or speech impairment.

Training and Staffing

- Police Operations staff has contact with the public.
- The public is informed on an individual basis about the Police Operation's obligation and policy that enables a person with disabilities to participate in Police Department programs, activities, and services.
- Police Operations staff training is provided regarding the obligation and policy that enables a person with disabilities to participate in programs, activities, and services.
- Police Operations provides emergency services to the public.

Public Meetings

- Police Operations Services does hold public meetings
- Police Department public meetings, hearings, and conferences are held in accessible locations.

Tours and Trips

- Police Operations provides tours for schools and boy scouts.
- There is no procedure to make tours and trips accessible to persons who have visual, hearing, mobility, or learning disabilities.
- Police Operations does not have a specific program to notify individuals with visual, hearing, mobility, or learning disabilities about emergency or evacuation procedures.

Facilities

- Police Operations is not typically used for department programs. Front lobby is used for questions, reports etc.

Public Works

Engineering Division

Engineering of Public Works oversees the City's long-range capital improvement program and provides engineering, bidding, and construction administration for City infrastructure. Engineering also provides traffic engineering services.

Customer Service

- Engineering does not track accessibility requests, however Engineering does respond to requests and addresses accommodations for a person with disabilities on an individual basis.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- The City, including Engineering does not have any policy which exclude service animals.
- The City, including Engineering has a non-discrimination statement that includes persons with disabilities.
- Engineering has procedures for making an accessibility complaint.

Notice Requirements

- Engineering has a non-discrimination statement that includes persons with disabilities.
- Engineering staff will notify all persons that meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities.

Printed Information

- Engineering produces printed materials for the public.
- Engineering will enlarge documents upon request.
- Engineering makes the content of documents available in simple, easy-to-understand language for individuals with learning disabilities.

Website

- Engineering has a page on the City's website that provides City standard details, guidance specifications, information related to various engineering CIP project, etc. The content is managed by both Engineering and other City staff.

Public Telephones and Communication Devices

- Engineering staff communicates by telephone with persons with hearing or speech impairments using a 711 interpreter.

Public Meetings

- Engineering holds public meetings. Public meetings are held in accessible locations.
- The Engineering Department does not provide American Sign Language interpreters, but would send a request to The Administration Office if one is requested.

Television and Audiovisual Public Information

- Engineering does prepare audiovisual presentation via web streaming to the public.
- Engineering does not provide alternative formats to the audiovisual presentations.

Training and Staffing

- Engineering staff has contact with the public.
- Engineering staff has not received training on interacting with people with disabilities.

Tours and Trips

- Engineering does not provide tours.

Transportation Services

- Engineering does not provide transportation to the public.

Facilities

- City Hall
- Community Chambers
- Hillview Community Center
- Grant Park

Maintenance Services

Maintenance Services is responsible for maintenance throughout the City of Los Altos, as well as overseeing contracts for street sweeping.

Specific responsibilities include:

- Street Maintenance
- Sewer Maintenance
- Tree Maintenance
- Park Maintenance
- Facility & Fleet Maintenance

Customer Service

- Maintenance Services has safety standards, policies, or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- Maintenance Services will make changes to standard operating procedures to include a person with disabilities.
- Maintenance Services has procedures for making changes to standard operating procedures but they are not formalized.
- Maintenance Services tracks accessibility requests using a work order system.
- The City, including Maintenance Services does not have any policy which exclude service animals.
- The City, including Maintenance Services has a non-discrimination statement that includes persons with disabilities.
- The City, including Maintenance Services has procedures for making an accessibility complaint.

Printed Information

- Maintenance Services produces printed materials for weekly maintenance schedules and is managed within the department.
- Maintenance Services makes electronic copies of schedules available.
- Maintenance Services makes the content of documents available in simple, easy-to-understand language for individuals with learning disabilities.

Website

- Maintenance Services has a page on the City's website. The web page is managed by Maintenance Services and other City staff.
- Maintenance Services provides information about maintenance schedules, sand bag locations, and street cleanings.

Training and Staffing

- Maintenance Services staff has contact with the public.
- Maintenance Services staff receives training on interacting with people with disabilities.
- Staff members provide emergency services to the public.

Tours and Trips

- Maintenance Services does not provide tours.

Facilities

- Maintenance Services has not received requests for improving accessibility to their facilities.

Recreation

Description of Programs and Services

The Recreation Department offers a variety of programs to the public of all ages including special interest classes, camps, theatre arts, athletic programs, and special events.

Accessible/Adaptive Equipment

- Personal computers, tablets, and copy machines are available for public use at the Senior Center.
- Electronic equipment is accessible at low counters and computers can swivel for viewing. The front office is wheelchair accessible.
- Adjustable tables accommodate all age levels. Paper and pen are provided.

Customer Service

- Recreation has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- Recreation will make reasonable accommodations to standard operating procedures for participants and their attendants.
- There is a formal procedure in place for making changes to standard operating procedures through the registration process.
- Recreation does not track accessibility requests, however, does modify programs for people with disabilities.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- Recreation consults with the Santa Clara County Council on Aging.
- The City, including Recreation does not have any policy which exclude service animals.

Notice Requirements

- Recreation has a non-discrimination statement that includes persons with disabilities for employment application purposes.

Printed Information

- Recreation produces printed materials.
- Printed materials are managed by both Recreation and central management.

Television and Audiovisual Public Information

- Parks and Recreation Department Commission meetings are recorded. Formats include videotape, television, and film.
- Recreation does not provide alternative formats to audiovisual presentations.

Website

- Recreation has a page on the City's website. The web page is managed by Recreation staff.
- Recreation provides information about classes, events, and programs.
- Recreation provides information about facility amenities and access.

Public Telephones and Communication Devices

- Recreation communicates by telephone with individuals with hearing or speech difficulties.

Training and Staffing

- Recreation staff has contact with the public.
- Recreation informs the staff of their obligation and policies that enable persons with disabilities to participate in services at staff meetings.
- Recreation trains staff on interacting with people with disabilities.
- Recreation uses contracted instructors for most classes.
- Recreation will inform class instructors of any special needs or accommodations required when contacted by an individual with a disability.
- Recreation will monitor this obligation with a follow up with the instructor.

Public Meetings

- Recreation holds public meetings in accessible locations.

Transportation Services

- Recreation does not provide transportation services.

Tours and Trips

- Recreation provides tours and trips.
- Recreation Department will provide assistance as needed to persons with disabilities

Special Events and Private Events on Public Properties

- Recreation organizes special annual events on City property including summer concerts, fun runs, the egg hunt, the Halloween event down town, the holiday ginger bread house, the encore event for volunteers, and luncheons for seniors.
- Recreation ensures that these events are accessible to people with disabilities.
- Recreation does ensure that both private entities and staff are aware of their obligations to facilitate participation of individuals with disabilities on a case-by-case basis.

Facilities

1. Almond School 550 Almond Ave - field for outdoor sports
2. Blach Middle School 1120 Covington Rd - indoor sports
3. Village Park Edith Ave/San Antonio Rd - passive park
4. Egan Middle School 100 W Portola Ave - indoor sports
5. Garden House 400 University Ave - indoor fitness
6. Grant Park 1575 Holt Ave - recreation classes, camps, fitness
7. Heritage Oaks Park Portland/Miramonte Ave - outdoor sports
8. Hillview Community Center 97 Hillview Ave - recreation classes, outdoor sports, camps and classes
9. Lincoln Park University/Lincoln Ave - passive park
10. Los Altos High School 201 Almond Ave - outdoor sports i.e. tennis
11. Los Altos Youth Center LAYC - 1 N San Antonio Rd - indoor fitness and special events
12. Marymeade Park Fremont/Grant Rd - tennis
13. McKenzie Park 707 Fremont Ave - outdoor sports, classes, tennis

14. Montclaire Park St. Joseph Ave - tennis

15. Bus Barn Theatre 161 S San Antonio Rd - performances

16. Redwood Grove Nature Center 482 University Ave - nature programming, archery

17. Rosita Park 401 Rosita Ave - outdoor sports, tennis

18. San Antonio Club-Tiny Tots 647 San Antonio Rd - preschool program, skateboard classes, birthday parties, meetings

19. Shoreline Aquatic Center 3160 N Shoreline Blvd, Mountain View - sailing and windsurfing camps

20. Shoup Park 400 University Ave - camps and group picnic rentals

21. The Underground- Teen Center 400 University Ave - teen drop in center, birthday parties

22. Twisters Gymnastics 2359 Terminal Blvd, Mountain View - gymnastics and rock climbing

Additional Program Locations:

1. Deep Cliff Golf Course, 10700 Clubhouse Ln, Cupertino - golf classes and camps FIT;
2. 600 Rancho Shopping Center, Los Altos - fitness classes;
3. Flex, 4600 El Camino Real, Ste 201, Los Altos - scholastic courses
4. Melody Academy of Music (inside Global Fluency Bldg) 4151 Middlefield Rd #105, Palo Alto - music classes
5. Nazareth Ice Oasis, 3140 Bay Rd, Redwood City - Ice Skating classes
6. Purissima Park, 27500 Purissima Rd, Los Altos Hills - boot camp
7. Skateworks, 379 State Street, Los Altos - skate boarding classes
8. Spring Down Equestrian Center, 725 Portola Rd, Palo Alto - horseback riding classes and camps
9. *Young Chef's Academy, 1336 S. Mary Ave, Sunnyvale - cooking*

3.0 ADA Transition Plan

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

This Transition Plan combines the findings of the facility surveys, public rights-of-way surveys, policy assessments, and program evaluations. Specific policy and program recommendations can be found in Section 2.0. The specific architectural modifications required to make programs accessible are listed in the City of Los Altos—Facility Reports (please see Appendix C). Each facility report contains a complete list of architectural barriers and barrier removal actions. Not all of these barriers must be removed in order to provide program access. The first priority is to remove those barriers limiting access to programs.

This Transition Plan is divided into two parts: facilities, which includes buildings, parks, and their related grounds; and the public pedestrian rights-of-way, which includes sidewalks and curb ramps in front of City-owned facilities and public schools, as well as Downtown parking lots.

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

3.1 Facilities

A. Program Barrier Removal Priorities

A prioritization meeting was conducted with City staff on May 2, 2013. All facilities in which the City provides programs, activities, and services were reviewed and ranked based on the following criteria. Each of these criteria is deemed by the City to have equal importance with no single criteria having priority over another:

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

B. Prioritizing Access to Programs, activities, and services

City staff from each department listed the programs, activities, and services provided to the public and locations where the programs are provided. Each program was evaluated using the criteria listed above.

C. Priorities for Barrier Removal within Facilities

A prioritization meeting was held on May 2, 2013. The following guidelines will assist the City to prioritize barriers found in City facilities:

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

Examples:

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

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

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

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

- Drinking fountains
- Public telephones
- Vending machines

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

D. Transition Plan for Facilities

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

- Identification of the barriers to program access
- Identification of the specific barrier removal action(s)

- Identification of a schedule for barrier removal and
- Identification of responsibility for ensuring barrier removal

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

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

E. Phasing Schedule for Facilities

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

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

The following tables describe the priorities and schedule for barrier removal in public facilities owned by the City of Los Altos. This preliminary schedule represents a 12-year plan for barrier removal. It is the City's intent to review all barriers during the first year of the implementation of this plan and address those barriers that can be resolved through programmatic modifications. The City will then revise the following schedule for the removal of the remaining barriers.

Table of barrier removal schedule for City owned facilities.

Time Frame	**City Parks**	**Civic Center Campus**	**Public/City Buildings**	**County Operated Facilities Owned by the City**	**Privately Operated Facilities Owned by the City**	Total Estimated Cost
1-3 Years	Shoup Park; Rosita Park; Grant Park	Hillview Communit y Center; Hillview Park	Blach Gym; Egan Gym	Main Library	History Museum	$557,975
4-6 Years	Heritage Oaks Park; Marymeade Park	City Hall; Police Station	Grant Park Center	Woodland Library	History House	$667,950
7-10 Years	Montclaire Park; Community Plaza, *Lincoln Park	Civic Center Path of Travel and Parking	Garden House; San Antonio Club	Los Altos Fire Station	Neutra House	$339,700
11-12 Years	McKenzie Park; Redwood Grove; Village Park	Youth Center	Underground Teen Center	Loyola Fire Station	Bus Barn Theater	$330,750
Total Estimated Cost	$383,575	$857,325	$493,625	$93,500	$68,350	$1,896,375

*County owned park facility

3.2 Pedestrian Rights-of-Way (PROW)

A. Overview of the PROW

The ADA addresses accessible pedestrian rights of way where sidewalks are provided by the City of Los Altos. The ADA does not mandate the installation of sidewalks, but does require curb ramps at intersections where existing sidewalks are provided on both sides of the roadway. Many neighborhoods in the City do not have sidewalks.

The Circulation chapter in the City's General Plan includes recommendations on pedestrian improvements. The plan outlines the City's desire to provide safe and convenient pedestrian connections to and between Downtown, other commercial districts, neighborhoods, and major activity centers within the City, as well as with surrounding jurisdictions.

The City is currently working on a Pedestrian Master Plan. The plan will provide an inventory of sidewalks, paths, intersections, traffic calming, lighting, and other amenities. The plan will also include descriptions of ADA connectivity provided throughout the City related to curb ramps, countdown signals, sidewalk continuity and sidewalk quality. Completion of the Pedestrian Master Plan is scheduled for August, 2014.

B. Surveys of Existing PROW Conditions

For the ADA Transition Plan, the City completed a study that included sidewalks and curb ramps associated with the PROW of City-owned facilities and public schools. Additionally, the study analyzed the designated accessible parking spaces in the City-owned parking lots located in the Downtown area.

C. Pedestrian Rights-of-Way Prioritization

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

The City will prioritize PROW projects in the following order:

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

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

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

D. Time Period for Pedestrian Rights-of-Way Improvements

The City should establish a 15-year time frame to remove PROW barriers that limit program accessibility. Funding improvements for pedestrian facilities is costly and competitive for State and Federal funding sources. Pedestrian improvements are often paired with other roadway improvements, Safe routes to School projects and Capital Improvement Projects. The ADA Title II regulations states that if a Transition Plan will take more than one year to fully implement, it must contain interim steps that will be done to provide program accessibility.

Facility	Estimated Cost
Downtown Parking Lots	$154,500
Pedestrian ROW adjacent to City Facilities and Public Schools	$861,525
Total:	$1,076,025

E. PROW Construction Details

The City of Los Altos' standard construction details are available on the City's website:

http://www.losaltosca.gov/publicworks/page/standard-details

The plans and specifications are consistent with state and federal accessibility requirements. Standard details pertaining to PROW standards can be found in Appendix F.

F. Accessibility During Construction

The City ensures that an accessible path of travel is provided during construction.

Large City Projects: The engineer or architect that designs the project describes the project conditions and includes in the design a construction detour plan for vehicles and pedestrians. Modifications may be requested by the contractor and are reviewed for accessibility before approval by the project engineer.

Large Private Projects: City engineering provides conditional approval for the project before a building permit is issued and requires that the contractor develop and submit for engineering approval a detour plan that includes pedestrian detouring, emergency vehicles, and traffic detouring if necessary.

G. Street or Sidewalk Closure for Special Events

When there is special event that requires street or sidewalk closure, an encroachment permit is required. The applicant is then responsible to ensure accessibility at their event. The City also has an outdoor display program for downtown merchants. To participate in this program, the vendor must acquire a permit. The permit includes specific instructions for providing pedestrian passway and other clearances related to providing ADA compliance in the PROW.

H. Citizen Request Process

See Section 4 for the City's formal grievance procedure.

I. Street-Related Capital Improvement Projects

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

approval. Additionally, the City has an annual concrete maintenance program that focuses on the installation of high priority sidewalks along school routes and other areas. This includes methods such as grinding to help mitigate trip hazards, as well as replace damaged sidewalks.

Some recently completed ADA PROW projects are as follows:

2013 – San Antonio Road Streetscape Project - 2011 –This project created ADA compliant sidewalks and pedestrian access ramps in the public right-of-way on San Antonio Road adjacent to Parking Plaza South.

2013 – First Street Streetscape Phase 1B Project – This project continued the reconstruction of First Street the ADA compliant sidewalks and pedestrian access ramps in the public right-of-way on First Street between the intersections of State and Shasta Streets.

2012 – First Street Streetscape Phase 1A Project – This project reconstructed the ADA compliant sidewalks and pedestrian access ramps in the public right-of-way on First Street between the intersections of State and Main Streets.

2011 - Woodland Library Renovation – In addition to several building upgrades, new ADA compliant doors, ramps, and restrooms were installed in the facility.

2011 – San Antonio Club Renovation – Scope of the renovation work included the installation of a new ADA ramp to access the building and the renovation of the interior restrooms.

2011 – Patriot Corner Renovation – This project installed new ADA compliant picnic tables and surfacing materials the group picnic area located in Shoup Park.

2010 – Garden House ADA Lift – This project installed a new ADA compliant wheelchair lift in the Garden House located in Shoup Park. Users may access both the Underground teen center and the social hall via the new lift.

2010 – Downtown Intersection Renovation Project – Scope of this project includes the installation of new ADA compliant ramps and sidewalks in the intersections of Second and Third Streets at State and Main Streets.

2010 – Hillview Recreation Office and Senior Center Door Replacement Project – ADA compliant entry doors were installed in the Recreation Department offices and the Senior Center located at the Hillview Community Center.

2010 – Rosita Park Renovation - This project involved reconstruction of all the athletic and playground facilities in Rosita Park including the installation of new ADA compliant playground and restroom facilities, surfacing materials and access ramps.

2009 – Pedestrian Push Button Signal Controls – This project installed new ADA compliant pedestrian signal activation buttons on all city owned signal poles.

2009 - Heritage Oaks Playground Renovation - This project involved installation of new ADA compliant playground facilities, surfacing materials and access ramps.

2009 – Montclaire Park Playground Renovation - This project involved installation of new ADA compliant playground facilities, surfacing materials and access ramps.

2008 – Grant Park Playground Renovation - This project involved installation of new ADA compliant playground facilities, surfacing materials and access ramps.

4.0 ADA Policy and Complaint Procedure

ADA Grievance Procedure

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

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

All complaints must be submitted by the complainant or his/her designee to the ADA Coordinator at the below location or, upon approval of a request to submit in an alternative method, by telephone at (650) 947-2607 (voice); or via e-mail at: adacoordinator@losaltosca.gov Complaints should be submitted as soon as possible, but no later than 60 calendar days, after the date of the alleged violation or discriminatory act.

City of Los Altos
ADA Coordinator
One North San Antonio Road
Los Altos, CA 94022

If a complaint is regarding building or facility inaccessibility, the ADA Coordinator will forward the complaint within 5 business days to the City of Los Altos' Public Works Division for investigation and will formally acknowledge receipt of the complaint to the complainant.

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

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

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

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

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

5.0 Definitions

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

5.1 Auxiliary Aids and Services

The term *auxiliary aids* and services include:

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

5.2 Complaint

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

5.3 Disability

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

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

5.4 Discrimination on the Basis of Disability

Discrimination on the basis of disability means to:

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

5.5 Having a Record of Impairment

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

5.6 Physical or Mental Impairments

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

The following conditions are not physical or mental impairments: transvestitism; illegal drug use; homosexuality or bisexuality; compulsive gambling; kleptomania; pyromania; pedophilia; exhibitionism; voyeurism;

pregnancy; height; weight; eye color; hair color; left-handedness; poverty; lack of education; a prison record; and poor judgment or quick temper if not symptoms of a mental or physiological disorder.

5.7 Qualified Individual with a Disability

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

5.8 Reasonable Program Modifications

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

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

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

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

Modification applies to:

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

Modification is not required if:

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

5.9 Regarded as Having a Disability

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

5.10 Substantial Limitations of Major Life Activities

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

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

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

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

5.11 Undue Burden

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

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

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

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

6.0 Program Accessibility Guidelines, Standards & Resources

6.1 Introduction

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

6.2 Federal Accessibility Standards and Regulations

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

U.S. Department of Justice

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

- ADA Regulation for Title II: This publication describes Title II of the

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

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

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

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

U.S. Access Board Publications

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

Communications & IT

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

- Section 508 Standards: http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards

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

- Telecommunications Act Accessibility Guidelines : http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-telecommunications-act-guidelines

Buildings & Sites

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

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

- 2010 ADA Standards: http://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-ada-standards

Recreation Facilities

Access to recreation facilities, including play areas, swimming pools, sports facilities, fishing piers, boating facilities, golf courses, and amusement rides is addressed in the ADA and ABA standards. New provisions will cover access to trails, picnic and camping sites, and beach access routes.

- Recreation Facilities: http://www.access-board.gov/guidelines-and-standards/recreation-facilities/about-recreation-facilities

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

Streets and Sidewalks

New guidelines the Board is developing will cover access to public rights-of-way, including sidewalks, intersections, street crossings, and on-street

parking. The Board is also addressing access to shared use paths providing off-road means of transportation and recreation.

- Public Rights-of-Way: http://www.access-board.gov/guidelines-and-standards/streets-sidewalks/public-rights-of-way
- Shared Use Paths: http://www.access-board.gov/guidelines-and-standards/streets-sidewalks/shared-use-paths/about-this-rulemaking

6.3 Title II: U.S. Department of Justice Publications

Title II Technical Assistance Manual | Supplement

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

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

The ADA and City Governments: Common Problems | PDF

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

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

ADA Guide for Small Towns | PDF

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

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

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

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

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

ADA Checklist for Polling Places | PDF

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

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

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

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

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

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

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

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

Commonly Asked Questions About the ADA and Law Enforcement

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

http://www.ada.gov/q&a_law.htm

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

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

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

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

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

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

Questions and Answers: The ADA and Hiring Police Officers

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

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

6.4 State of California Accessibility Standards and Regulations

Title 24, California Building Code

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

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

Division of State Architect

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

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

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

Resources for Providing Accessible Programs and Facilities

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

- American Association of Museums: Accessible exhibit design publications are available for purchase from AAM's website, including Everyone's Welcome (available in a variety of formats), which addresses

museum programs and the ADA, The Accessible Museum, which offers model programs of accessibility for older people and people with disabilities, and What Museum Guides Need to Know to provide access to blind and visually impaired visitors (http://www.aam-us.org).

- Beneficial Design: Beneficial Designs works toward universal access through research, design, and education. Beneficial Designs develops assistive and adaptive technology, performs rehabilitation research, contract design, legal consultation, standards development, and serves as a rehabilitation information resource. Contact Beneficial Designs, Inc. at 2240 Meridian Blvd, Suite C, Minden, NV 89423-8628, (775) 783-8822), (http://www.beneficialdesigns.com/).

- California State Parks Accessibility Guidelines: A State outdoor recreation resource: (http://www.parks.ca.gov)

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

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

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

- Smithsonian Institution: The Accessibility Program has developed the Smithsonian Guidelines for Accessible Exhibition Design (1996), which are available for downloading from their website: (http://accessible.si.edu).

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

Resources for Assistive Technologies (General)

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

ABLEDATA

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

CALIFORNIA ASSISTIVE TECHNOLOGY SYSTEM (CATS)

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

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

ALTERNATIVE FORMAT COMMUNICATIONS

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

- American Council of the Blind: ACB (http://www.acb.org/) is a national organization advocating on behalf of persons who are blind or have low vision. ACB also publishes A Guide to Making Documents Accessible to People Who Are Blind or Visually Impaired, which is available online, in regular print, large print, Braille, or on cassette tape. ACB is located at 1155 15th St. NW, Suite 1004, Washington, DC 20005 (800) 424-8666 or by email at info@acb.org.

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

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

American Sign Language Interpreters

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

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

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

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

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

Assistive Listening Systems and Devices

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

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

Closed Caption Machine

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

- See the on-line directory of On-site and remote real-time captioning services available at the California Assistive Technology System website (http://www.atnet.org).

Optical Readers

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

Text Telephone (TTY)

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

- TDI: TDI's (formerly known as Telecommunications for the Deaf, Inc.) mission is to promote equal access in telecommunications and media for people who are deaf, hard of hearing, late deafened, or deaf blind. TDI's

on-line resources include information about telecommunications access such a TTY, pagers, telephony, VoIP, and more (http://tdiforaccess.org/).

- See the Text Telephones Technical Bulletin available on the U.S. Access Board's website (http://www.access-board.gov/).

Video Relay Services (VRS)

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

- Hands on Video Relay Service: (877) 467-4877 English or (877) 467-4875 Spanish
- Sorenson Video Relay: Using a standard telephone, simply call the toll-free number 1-(866)-327-8877. Have the contact information of the deaf or hard-of-hearing individual (i.e. name, videophone number or IP address) ready. Remain on hold until the call is answered by the next available interpreter.
- Sprint VRS Directions: (877)709-5776 or website www.sprintvrs.com

Enlarging Printed Materials

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

Guide to Disabilities and Disability Etiquette

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

- Disability Etiquette: Interacting with People with Disabilities is available on-line at the County of Long Beach's website: (http://www.longbeach.gov/hr/ada/disability_etiquette.asp).

Lending Library of Assistive Technology Equipment

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

- DisabilityInfo.gov's online resources for High School: Guidelines for Accessing Alternative Format, inclusion materials, educational technology, a comprehensive list including college preparatory materials, transition issues for children with special needs and more (https://www.disability.gov/education).

- Accessibility Connections Community Map: A Directory of Bay Area Assistive Technology Services is an on-line service available at (http://www.cforat.org/BARD/).

- American Association of People with Disabilities: The American Association of People with Disabilities is the largest nonprofit, nonpartisan, cross-disability organization in the United States (http://www.aapd.com/).

- American Foundation for the Blind: The American Foundation for the Blind is committed to improving accessibility in all aspects of life—from cell phones to ATMs, on web sites and in workplaces. Services include assistance in making products and services accessible to people with visual impairments. AFB offers expert consulting services and accessible media production. AFB provides objective product evaluations of adaptive technologies through its assistive technology product database (http://www.afb.org/). Local assistance is available through the American Foundation for the Blind-West, 44 Montgomery Street, Suite 1305, San Francisco, CA 94040 (415) 392-4845 or by email at sanfran@afb.net.

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

- The Arc: The Arc (formerly Association for Retarded Citizens of the United States) is the country's largest voluntary organization committed to the welfare of all children and adults with mental retardation and their families (http://www.thearc.org). Local information is available from Arc Alameda County, 14700 Doolittle Drive, San Leandro, CA 94577, (510)

357-6619 or by email via the website (www.arcalameda.org) and The Arc San Francisco, 1500 Howard Street, San Francisco, CA 94103, (415) 255-7200 or by email via the website (www.thearcsf.org).

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

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

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

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

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

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

- State Council on Developmental Disabilities, 1507 21st Street, Ste. 210, Sacramento, CA 95814-5299 (916) 322-8481,

email: scdd@dss.ca.gov or website (http://www.scdd.ca.gov/).

- State Office for Deaf Access, Department of Social Services, 744 P

Street, MS 6-91, Sacramento, CA 95814 (916) 653-8320.

email: deaf.access@dss.ca.gov or website (http://www.dss.cahwnet.gov)

- State Office of Services to the Blind, California Department of Social Services, 744 P Street, MS 6-94, Sacramento, CA 95814 (916) 657-3327, email: BlindAccess@dss.ca.gov or website: http://www.dss.cahwnet.gov.

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

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

- World Institute on Disability: WID is an international public policy center dedicated to carrying out research on disability issues. WID maintains an online information and resource directory on technology, research, universal design, and ADA (http://www.wid.org/resources/).

Resources for Persons with Disabilities in the City of Los Altos

Abilities United
http://www.abilitiesunited.org/
525 E. Charleston Road
Palo Alto, CA 94306
Phone: (650) 494-0550

Children's Health Council
http://www.chconline.org/
650 Clark Way
Palo Alto, CA 94304
Phone: (650) 326-5530

Council on Aging – Silicon Valley
http://www.coasiliconvalley.com

De Anza College Disability Support Services
http://www.deanza.edu/dss/
Student Community Services Building, Room 141
Phone: (408) 864-8753
TTY: (408) 864-8748
Fax: (408) 864-5492

Foothill College Disability Resource Center
http://www.foothill.edu/al/
Disability Resource Center, Room 5801
12345 El Monte Road
Los Altos Hills, CA 940222-4599
Phone: (650) 949-7017
Fax: (650) 949-7017

Learning Disabilities Association of California, Santa Clara Valley Chapter
http://www.kidsource.com/lda-ca/index.html
1021 Suffolk Way
Los Altos, CA, 94024-5527
Phone: (415) 498-8531

Los Altos Senior Center
http://www.losaltosrecreation.org/los-altos-senior-center.html
97 Hillview Avenue
Los Altos, CA 94022
Phone: (650) 947-2797
Email: info@losaltosrecreation.org

Los Altos Unified School District – Special Education
http://www.losaltos.k12.ca.us/District/Portal/Special-Education
201 Covington Road
Los Altos, CA 94024
Phone: (650) 947-1150
Fax: (650) 947-0118

Mountain View Los Altos High School District – Special Education
http://www.mvla.net/SpecialEd/Pages/default.aspx
1299 Bryant Avenue
Mountain View, CA 94040
Phone: (650) 940-4658
Fax: (650) 691-2492

NAMI of Santa Clara County
http://www.namisantaclara.org/
1150 S. Bascom Ave., Suite 24
San Jose, CA 95128
Phone: (408) 453-0400
Fax: (408) 453-2100

San Jose State University Disability Resource Center
http://www.sjsu.edu/aec/
Administration Building, Room 110
Phone: (408) 924-6000
Fax: (408) 924-5999
Email: drc-info@sjsu.edu

San Mateo County Council for the Blind
http://www.smccb.org/index.html

Santa Clara Valley Blind Center
http://www.visionbeyondsight.org
101 North Bascom Avenue
San Jose, CA 95128
Phone: (408) 295-4016

Silicon Valley Council of the Blind
http://www.svcb.cc/

Silicon Valley Independent Living Center
http://www.svilc.org/
2202 N. First Street,
San Jose, California, 95131
Phone: (408) 894-9041
TTY: (408) 894-9012
Fax: (408) 894-9050

Silicon Valley Lions Club of Mountain View
http://siliconvalleylions.org/

Veteran's Affairs
http://www.paloalto.va.gov/
3801 Miranda Avenue
Palo Alto, CA 94304
Phone: (650) 493-5000

Vista Center for the Blind and Visually Impaired
http://www.vistacenter.org/index.html
2470 El Camino Real, Suite 107
Palo Alto, CA 94306
Phone: (650) 858-0202
Fax: (650) 858-0214

Appendices

Appendix A: Program Accessibility Questionnaire

Appendix B: Public Meeting Minutes

Appendix C: Facility Reports for City Buildings and Parks

Appendix D: Facility Reports for Downtown Parking Lots

Appendix E: Public Rights-of-Way Reports for City Facilities and Schools

Appendix F: Public Rights-of-Way City Standard Details

Appendix G: Grievance Form

Appendix A: Program Accessibility Questionnaire

Appendix B: Public Meeting Minutes

Public Meeting #1 – April 17, 2013

City of Los Altos, Bicycle Pedestrian Advisory Committee Meeting – November 20, 2013

City of Los Altos, Parks and Recreation Commission Meeting – December 11, 2013

City of Los Altos, Senior Commission – January 6, 2014

Appendix C: Facility Reports for City Buildings and Parks

Facility	Cost Estimate
Blach Gym	$5,100
Bus Barn Theater	$37,100
City Hall	$269,625
Civic Center Path of Travel and Parking	$63,825
Community Plaza	$17,000
Egan Gym	$23,500
Garden House	$115,350
Grant Park	$14,100
Grant Park Center	$172,900
Heritage Oaks Park	$18,300
Hillview Community Center	$366,250
Hillview Park	$36,200
History House	$1,500
History Museum	$28,250
Lincoln Park	$53,150
Los Altos Fire Station	$8,150
Loyola Fire Station	$6,750
Main Library	$36,450
Marymeade Park	$104,550
McKenzie Park	$78,250
Montclaire Park	$23,600
Neutra House	$1,500
Police Station	$58,925
Redwood Grove	$5,500
Rosita Park	$19,225
San Antonio Club	$57,125
Shoup Park	$28,900
Underground Teen Center	$119,650
Village Park	$21,000
Woodland Library	$42,150
Youth Center	$62,500
TOTAL	**$1,896,375**

Appendix D: Facility Reports for Downtown Parking Lots

Parking Lot	Cost Estimate
Parking Lot 1	$14,500
Parking Lot 2	$17,500
Parking Lot 3	$13,000
Parking Lot 4	$5,500
Parking Lot 5	$24,500
Parking Lot 6	$25,000
Parking Lot 7 (Not Surveyed)	$0
Parking Lot 8	$31,500
Parking Lot 9	$20,500
Parking Lot 10	$2,500
TOTAL	**$154,500**

Appendix E: Public Rights-of-Way Reports for City Facilities and Schools

Public Rights-of-Way	Cost Estimate
Civic Center Campus PROW	$67,550
Community Plaza PROW	$9,900
Los Altos Fire Station PROW	$13,250
Loyola Fire Station PROW	$9,700
Marymeade Park PROW	$23,100
Montclaire Park PROW	$33,850
San Antonio Club - Tiny Tots PROW	$9,000
Shoup Park PROW	$21,100
Village Park PROW	$29,825
Woodland Library PROW	$45,650
Almond Elementary School - PROW	$9,100
Blach Intermediate School - PROW	$95,800
Covington Elementary School - PROW	$26,100
Egan Junior High School - PROW	$178,400
Los Altos High School - PROW	$139,500
Loyola Elementary School - PROW	$23,300
Montclair Elementary School - PROW	$93,700
Oak Elementary School - PROW	$15,000
Santa Rita Elementary School - PROW	$17,700
TOTAL	**$861,525**

Appendix F: Public Rights-of-Way City Standard Details

Appendix G: Grievance Form