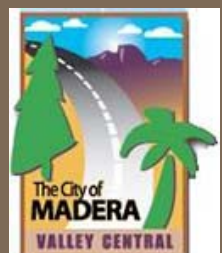


CITY OF MADERA

SELF-EVALUATION & TRANSITION PLAN UPDATE



FINAL PLAN
JUNE 2010

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1.0 Introduction

1.1 Summary

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

This ADA Self-Evaluation and Transition Plan is being prepared to partially fulfill the requirements set forth in Title II of the Americans with Disabilities Act. The ADA states that a public entity must reasonably modify its policies, practices, or procedures to avoid discrimination against people with disabilities. This report will assist the City of Madera, 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 Madera prepared and adopted an ADA Self-Evaluation and Transition Plan in 1997. This 2009 plan updates the existing 1997 plan by describing the process by which policies, programs, and facilities were evaluated for compliance with the ADA; presenting the findings of that evaluation; and providing recommendations to ensure compliance. This section provides an overview of the requirements for developing the Self-Evaluation and Transition Plan and outlines the plan development process. Subsequent sections will describe and evaluate policies and programs and will establish the relationship between physical and programmatic barriers to accessibility.

1.2 Legislative Mandate

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

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

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

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

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

Title II of the ADA provides that public entities must identify and evaluate all programs, activities and services and review all policies, practices, and procedures that govern administration of the entity's program's activities, and services. This report and certain documents incorporated by reference establish 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 and an update of the 1997 Self-Evaluation and Transition Plan. The updated Self-Evaluation identifies and makes recommendations to correct those policies and practices that are inconsistent with Title II requirements. As part of the Self-Evaluation, the City:

- Identified the City's programs, activities, and services; and

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

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

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

1.4 Discrimination and Accessibility

There are two kinds of accessibility:

- Program accessibility; and
- Physical accessibility

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

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

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

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

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

1.5 Undue Burden

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

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

1.6 Facility Survey

From 2008 to 2009, the City conducted a physical audit of City facilities to identify facility barriers and identify recommendations and alterations in order to meet state and federal accessibility standards. The list of facilities surveyed included:

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

1.7 Self-Evaluation

In 2008, the City of Madera 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.

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

- Administration
- City Attorney
- City Clerk
- Building
- Engineering
- Finance
- Fire
- Grants
- Human Resources
- Information Systems
- Madera Municipal Airport
- Parks & Community Services
- Planning
- Police Department
- Public Works
- Purchasing
- Redevelopment Agency

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

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

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

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

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

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

Following planning meetings attended by the core project staff in 2008, the surveys were summarized and the summaries were distributed to the staff for review.

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

1.8 Public Outreach

Two public meetings (July 21, 2009 and April 20, 2010) were held to encourage the public to share their comments regarding the Draft Self-Evaluation and Transition Plan Update. Public participation included persons with disabilities. Meeting minutes can be found in Appendix B.

1.9 City of Madera ADA Advisory Council

The City of Madera has an ADA Advisory Council composed of seven community members who were appointed by the City Council to represent the City of Madera's disability community. The ADA Advisory Council assisted the City in gaining perspective and plan acceptance for their project, as well as assisted in setting priorities for future corrective action.

The council serves a four-year term. Appointees shall be residents of the City of Madera. Regular meetings are held the third Tuesday of each month at 2:00 p.m. (<http://cityofmadera.org/web/guest/ada-advisory-council>).

The ADA Council serves in an advisory capacity to the City Council and staff on ADA matters. ADA Council duties shall include the following:

- Promote pedestrian safety and access to all public streets;
- Promote ADA compliance in all public buildings and facilities, services, programs and activities;

- Promote inclusion of the disabled community in the City's emergency and disaster preparedness plans;
- Develop disability awareness and educational outreach programs;
- Work with various City of Madera Departments to ensure that all public buildings and facilities, remodeled and newly constructed, are in compliance with current laws guaranteeing access for all people with disabilities;
- Promote affordable and accessible housing in the community;
- Work collaboratively with the City of Madera on recommendations regarding unmet transit needs; and
- Ensure grievance procedures are followed and enforced.

Council Members

Cynthia Ortegon – Chair

David Rodriguez – Vice Chair

Loraine Goodwin

Karan Long

Viola Rangel

Ray Royball

2.0 Definitions

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

2.1 Disability

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

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

2.2 Qualified Individual with a Disability

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

2.3 Discrimination on the Basis of Disability

Discrimination on the basis of disability means to:

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

- Use selection criteria that exclude otherwise qualified people with disabilities from participating in the programs or activities offered to the public; and
- Fail to use tests, including eligibility tests, in a manner that ensures that the test results accurately reflect the qualified applicant's skills or aptitude to participate in a program or activity.

2.4 Complaint

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

2.5 Physical or Mental Impairments

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

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

2.6 Substantial Limitations of Major Life Activities

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

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

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

1. The nature and severity of the impairment;

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

2.7 Having a Record of Impairment

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

2.8 Regarded as Having a Disability

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

2.9 Reasonable Program Modifications

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

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

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

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

Modification applies to:

- All decisions and to the application or registration process;

- All services provided in connection with the program or activity;
and
- Known disabilities only.

Modification is not required if:

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

2.10 Undue Burden

The City of Madera 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 Madera, 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.

2.11 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.

3.0 Policies & Programmatic Accessibility Findings & Actions

Introduction

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

Overview

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

- Administration
- City Attorney
- City Clerk
- Building
- Engineering
- Finance
- Fire
- Grants
- Human Resources
- Information Systems
- Madera Municipal Airport
- Parks & Community Services
- Planning
- Police Department
- Public Works
- Purchasing
- Redevelopment Agency

The findings and recommendations contained in this section will serve as a basis for the implementation of specific improvements for providing access to City programs. All departments, divisions and programs will utilize these recommendations to facilitate the participation of persons with disabilities in programs, activities, and services. There were a total of 26 programmatic questionnaires submitted by the City of Madera Staff. Detailed department reports can be found in section 3.3.

Programmatic Modifications

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

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

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

- Accessible/ Adaptive Equipment
- Customer Service
- Notice Requirements
- Printed Information
- 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 abilities to function independently and participate in programs, services, and activities offered by the City.

Self-Evaluation Findings:

Some City departments are unaware of resources for purchasing equipment or supplies that would make their programs more accessible to persons with disabilities. Some City departments reported allowing the public to use or access electronic equipment photocopiers and computers. Few City departments reported providing adaptive aids such as paper and clipboards.

Recommended Actions:

1. Collaborate with local community organizations such as the Resources of Independence – Central Valley, serving the disabled community to develop and maintain a current resource list of assistive technology equipment and sources for acquiring them.
2. Establish a “Resources Toolkit” (see section 6.0) of adaptive aids and human resources that should be available for use by individuals participating in City programs. Include information about the availability of specific equipment and/or individuals who are available to provide special services (e.g., ASL translation) in public information materials such as brochures and the City’s website.
3. Include accessibility as a criterion for purchasing decision making. Whenever possible, evaluate furniture and building material 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.

Customer Service

In-person interaction with the public is one of the primary functions of many City departments. Some City departments may have eligibility requirements for the public to participate in City activities.

Self-Evaluation Findings:

Most staff reported that they are not aware of procedures for determining reasonable modifications to achieve program accessibility. No department reported charging an additional fee for modifying a program for a person with a disability. Some indicated that they consult or have partnerships with outside organizations that provide services to people with disabilities. Many departments reported that they make changes to standard operating procedures to accommodate a person with disabilities.

Recommended Actions:

1. Make appropriate modifications to regular practices to accommodate the needs of individuals with disabilities when providing customer service.
2. Provide accessible facilities such as parking, including van accessible parking, path-of-travel, entry doors, signage, and transaction counters at customer service locations. If alternative locations for providing accessible services are required, provide those services in the most integrated setting, without stigmatizing the user.
3. Provide standard equipment at each site where programs are administered to facilitate basic communications access using alternative formats. Equipment may include, but not be limited to, paper and pencil, an enlarging copy machine, and access to TDD/TTY or relay service technology.
4. Allow the use of service animals to assist persons in accessing programs, activities and services in City facilities. Since service animals are not always dogs, staff should be made aware of the definition of a service animal and the protocol and etiquette for service animals.
5. 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.
- If individuals with a disability are not satisfied with the results of this process, they should be directed to the City's ADA Grievance procedure.

Notice Requirements

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

Self-Evaluation Findings:

Most departments have a nondiscrimination statement that includes people with disabilities. No departments reported posting a nondiscrimination statement in a location that maximizes public exposure that also includes information about how to reach an ADA coordinator. Many 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.

Most departments notify all persons about how and with whom to file a disability complaint. Some departments reported having a formal procedure for making changes to programs to include a person with a disability.

Recommended Actions:

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

departments in a location that will maximize public exposure.

In accordance with the Americans with Disabilities Act and California Law, it is the policy of the City of Madera 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.

Donna Bender, Human Resources Technician
205 West 4th Street
Madera, CA 93637
Phone (559) 661-5401
TTY (559)____ - ____
Email: dbender@cityofmadera.com

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

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

The City of Madera 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.

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- List those City agencies, departments, and specialized services

that offer TTY/TDD in printed City directories and include the following statement:

The City of Madera offers Text Telephone (TTY) services for persons with hearing or speech impairments: (559)____-____

- 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 (TDD/TTY) number, 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, computer disk, or other formats.

Self-Evaluation Findings:

Many City departments and offices produce printed information that is available to the public. Most registration forms, permits, and waivers are only available in written form. While some City departments distribute information about obtaining printed information in alternative formats, other departments do not. Some departments reported including pictures of people with disabilities in their printed materials.

Recommended Actions:

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

2. Publicize the City's commitment to provide program information in alternative formats on an individual basis as requested.
3. Ensure the uniformity of charges for a publication for all formats of that publication.
4. Include the following notice on all materials printed by the City that are made available to the public:

This publication can be made available in alternative formats, such as, Braille, large print, audiotape, or computer disk. Requests can be made by calling (559) ____ - ____ (Voice) or (559) ____ - ____ (TDD). Please allow 72 hours for your request to be processed.

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

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

Self-Evaluation Findings:

Few City departments reported providing audiovisual and televised presentations. Of the departments that provide audiovisual information, some departments provide captioning. Some departments do not provide

alternative formats upon requests. One department reported providing audio tape upon request.

Recommended Action:

1. Use closed captioning or other alternatives to audio presentations 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.

City of Madera Website

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

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

Self-Evaluation Findings:

The City is subject to and must comply with both Title II of the ADA and Section 508 of the Rehabilitation Act. City web sites are hosted either internally by the City's Information Systems Department (ISD), or externally, by a contracted service provider. To the extent that there are inconsistencies between Title II and Section 508 regarding website compliance, departments (including agencies and districts) are advised to comply with the more stringent standards between the two. Departments are responsible for ensuring that all information posted to its website complies with accessibility standards, or that it makes provisions to supply the material in an alternate format. If a department contracts to develop, maintain, or host websites, it will ensure that the contractor meets accessibility standards and that accessibility standards are addressed within the contract.

Most City web pages include information relating to how their services or facilities are accessible to persons with disabilities.

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. List those City agencies, departments, and specialized services that offer TTY/TTD in the website telephone directory (<http://www.cityofmadera.org/web/guest/home;jsessionid=1406078B52A7A0EDBA6F39705FEDB9F2>), and include the following statement:

City of Madera staff and services can be reached through California Relay Services (dial 711 or <http://www.ddtp.org>). The City of Madera also offers Text Telephone (TTY) or Telecommunications Device for the Deaf (TDD) services for persons with speech or hearing impairments.

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. To support consistent and accessible web pages, develop a Website Accessibility Policy that expresses the City's commitment to accessibility and each department's responsibility for accessibility compliance. This includes providing oversight for outside vendors who create web pages.
7. Develop a program to monitor web pages for continued compliance with accessible web standards.
8. Continue to provide training to City staff members in creating accessible PDF and other electronic files for posting on City or departmental websites.
9. Use services that help web page authors provide an accessible website by identifying and repairing barriers to access for individuals with disabilities. One of the most commonly used services is

<http://webxact.watchfire.com/>, but new products and services are constantly being introduced. Other disability-related Internet resources include:

- <http://www.access-board.gov/links/communication.htm>
- <http://www.w3.org>
- <http://www.section508.gov>
- <http://www.ittatc.org>
- <http://www.disabilityinfo.gov>

Public Telephones and Communication Devices

Self-Evaluation Findings:

Few departments reported using the California Relay Service, or 711, to communicate with the hearing and speech impaired. Some departments reported that they publish how they communicate with the deaf, or have TTY/TDD device numbers listed in their publications. Few departments stated they have trainings on how to communicate with the hearing and speech impaired.

Recommended Action:

1. Request that the phone company provide an amplification device, a shelf, and text telephone (TDD/TTY) or an outlet for a text telephone at each site where public phones are available.
2. Widely disseminate information regarding the availability and location of City Telephone Communication Devices for the Deaf (TDD/TTY), and train staff members in the use of TDD/TTY equipment or other means of communicating over the telephone with a person with a hearing or speech disability, such as the California Relay Service (CRS) – 711.
3. Consider Remote Video Interpreting Services (VRI) for communicating with the deaf. There are many situations where a live interpreter is required, such as in medical situations, but VRI is a convenient, flexible, lower-cost alternative to live interpreters. Please see section 6.0 for more resources for communicating with the deaf and hearing impaired.

Training and Staffing

Self-Evaluation Findings:

In general, city staff members are not familiar with problems encountered by persons with disabilities, and have limited experience working with individuals with disabilities. Many staff members may not be knowledgeable about the different types of reasonable modifications that would make their services accessible. Few programs reported having made adaptations to their programs regarding accessibility.

One of the most frequently identified needs by City departments is more and improved accessibility training. Different types of training are necessary depending on the type of work and the amount of public contact involved with a specific position. There has been staff turnover since the last accessibility trainings. Some staff members have been trained in how to communicate via telephone with individuals with hearing disabilities. However, sufficient numbers of current staff members have not yet been trained in areas such as:

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

Recommended Actions:

1. Provide all City staff members with on-going awareness and sensitivity training. Provide resources such as the County of Long Beach's website, Disability Etiquette: Interacting with Persons with Disabilities (http://www.fcc.gov/cgb/dro/504/disability_primer_4.html).
2. Include persons with disabilities as trainers.
3. 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.
4. Develop a comprehensive disability access training program. Educate all City staff about their responsibilities under the ADA. The City's ADA

Coordinator and line supervisors should be responsible for ensuring that staff members receive training. Reference materials that address special modifications should be included in this training.

5. Develop standard guidelines for training materials. These guidelines should include standard language that appropriately describes the City's policies on inclusion and non-discrimination, and staff members should receive training on using the guidelines effectively.
6. Whenever City 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 employing qualified ASL interpreters when requested.
7. Train maintenance staff with respect to accessibility compliance and building codes to achieve and maintain accessibility.
8. Designate one high-level manager in each department to serve as the department's Disability Access Liaison. The Liaison will be required to complete a training program and attend periodic retraining regarding accessibility issues.

Programs Eligibility and Admission

The public should be able to access all programs, services, and activities, regardless of ability. 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 ratio requirements that would exclude people with disabilities. Some departments note that they have eligibility requirements. These requirements were physical or mental performance standards for staff based on income, performance, and safety standards.

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. Evaluate each request for modification on an individual basis, and, when possible, the individual and the City department should determine an appropriate modification for the individual.

Public Meetings

Many City departments are responsible for planning and conducting public meetings.

Self-Evaluation Findings:

Generally, public meetings are held in locations that are accessible to persons with mobility impairments. Most departments reported that they provide auxiliary aids upon request. However, some City departments indicated that they need training on how to respond to requests for other modifications. Generally, staff is not knowledgeable about how to access assistive listening systems, or American Sign Language interpreters.

Recommended Actions:

1. Schedule public meetings at accessible locations. An accessible location includes, but is not limited to, the following: wheelchair accessible path-of-travel to the meeting room, accessible restrooms, accessible parking, an accessible route from transit and parking to the meeting facility, temperature control, signage, and the ability to provide access to fresh air for persons with chemical sensitivities.
2. When a fully accessible site is not available, then make reasonable modification so that an individual with a disability can participate. These modifications may include phone-in participation, video recording, and meeting transcripts.
3. Make information available to City staff on the types of modification requests that may be made by persons with different types of disabilities. Provide information about auxiliary aids such as different types of assistive listening systems, sign language interpreters,

readers, descriptive services, and other assistive technologies 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.

4. Display a notice on meeting agendas indicating the availability of accessibility modifications.
5. Provide agendas and other meeting materials in alternative formats, when requested.
6. 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.
7. Provide flexibility in the time limit on speaking for individuals with communication difficulties.
8. Provide assistive listening devices at public meetings, when requested.
9. Publicize the availability of American Sign Language (ASL) interpreters in all meeting announcements. Include the following notice in all meeting publicity:

All city public meetings are conducted in accessible locations.

*If you require accommodations to participate in this meeting,
these may be requested by calling:*

(559) ____-____ or (559) ____-____ (TTY)

at least 72 hours in advance.

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

10. Maintain a list of on-call American Sign Language interpreters who may be brought to meetings to assist individuals with hearing impairments (see section 6.0).
11. Develop a checklist for creating accessible meetings and selecting accessible meeting spaces, and make the list available to all City departments and programs.
12. Prepare a list of already accessible meeting spaces to facilitate the scheduling of meetings and/or the relocation of meetings upon request.

Transportation

Self-Evaluation Findings:

Few departments provide transportation as part of their programs, activities and services. Departments who provide transportation services reported that they provide accessible transportation services.

Recommended Actions:

1. Ensure that when transportation is provided for City programs, accessible vehicles are available.

Tours and Trips

Self-Evaluation Findings:

Some departments offer tours or trips as part of their programs, activities and services.

Recommended Actions:

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

Use of Consultants for Delivering Program Services

Self-Evaluation Findings:

Some departments use consultants to provide services to the public. Most of these departments ensure that consultants are aware of their obligations to

facilitate participation of persons with disabilities in programs provided in the written contracts. Few of these departments reported that they monitor consultant's work to ensure that people with disabilities have full access to their services.

Recommended Actions:

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

Emergency Evacuation Procedures

Departments must adopt emergency evacuation plans that establish procedures for evacuating persons with disabilities who may need special assistance in an emergency.

Self-Evaluation Findings:

Most City departments have not established emergency evacuation procedures to safely evacuate persons 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 their own emergency evacuation plans. These plans should:
 - Address what to do when an alarm is triggered;
 - Establish meeting places for assistance and evacuation chairs;
 - Provide direction on what to do if assistance is not available; and
 - Establish floor captains.
2. Specific suggestions for evacuation plans and procedures can be found through the US Access Board (www.access-board.gov/evacplan.htm) and the Emergency Procedures for Employees with Disabilities in Office Occupancies document published by FEMA and the US Fire Administration.
3. 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.

Facilities

Self-Evaluation Findings:

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

Recommended Actions:

1. Provide accessible facilities such as parking, including van accessible parking, path-of-travel, entry doors, signage, and transaction counters at customer service locations for providing accessible services are required, provide those services in the most integrated setting, without stigmatizing the user.
2. Provide information about facility accessibility on department publications including the department's website.
3. All requests relating to facility access should be tracked. The ADA requests should be analyzed periodically to look for global issues that can be addressed and problems that can be solved proactively.
4. If individuals with a disability are not satisfied with the results of this complaint process, they should be directed to the City's ADA Grievance Procedure (see section 5.0).

Special Events on Public Properties

Self-Evaluation Findings:

Some departments reported that they offer special events on City property. Some of the City departments reported that they ensure that special events held on City property 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.

Pedestrian Rights-of-Way (PROW)

City of Madera maintains approximately 163 miles of public roads.

Self-Evaluation Findings:

City of Madera currently operates a number of programs devoted to making streets and sidewalks more accessible, including annual installation, repair, and maintenance programs, a complaint/request process, and pedestrian-related capital projects.

Every year, the City funds annual Capital Improvement Program (CIP) projects to address accessibility problems in the public right-of-way.

3.2 Policy Review: City Municipal Code

This review was completed using the electronic version of the City of Madera, CA Code of Ordinances published by American Legal Publishing Corporation and currently passed 10-15-08.

General Provisions

The following general provisions should apply to all City Policies:

All written materials including forms, applications, and City policies will be provided in alternative formats such as Braille, electronic files, large print, etc. upon request by persons with disabilities.

Add language which states that any forms which require to be completed by hand and/or a signature must be made accessible to persons with a disability who are unable to complete and sign a form.

Add language that all meeting locations shall be held in accessible locations including signage and accessible bathrooms.

Chapter 1 General Provisions

§ 1-9.07 Issuance Of Citation; Written Notice; Delivery Of Notice; Exceptions; Expiration Of Notice; Sufficient Notice Of Subsequent Violations

Recommended Action:

Add language that states that Administrative Citations must be made available to persons with disabilities in accessible formats.

Chapter 2 Administration

§ 2-1.09 Manner of Addressing the Council

Recommended Action:

Add language that persons who are unable to speak shall be provided with alternatives to addressing the council audibly. Also add language that states that persons with speech impairments who speak slowly shall be allowed more time to speak.

§ 2-2.501 Adoption of Purchasing System

Recommended Action:

Add language to include accessibility to persons with disabilities as a priority when purchasing equipment.

§ 2.1.15 Voting

Recommended Action:

Add language that people who are unable to voice their vote shall be accommodated.

Chapter 3 Public Safety

§ 3-4.01 Obstructions Prohibited Without Permit

Recommended Action:

Add language that anything less than 80" from the ground is a hazard.

§ 3-4.02 Trees and Wires

Recommended Action:

Modify language to state that anything less than 80" from the ground is a hazard.

Chapter 4 Public Welfare

§ 4-6.04 Unsafe Trees

Recommended Action:

Add language that any trees with limbs extending below 80" are a hazard.

Chapter 5 Sanitation and Health

§ 5-1.02 Definitions

Recommended Action:

Remove language for definitions of service dogs, guide dogs, and signal dogs to proof of certification is subject to approval by the City. Add language that businesses may ask what tasks the animal has been trained to perform, but cannot require special ID cards for the animal or ask about the person's disability.

Add language to include service animals, as service animals are usually dogs but can also be other animals, such a miniature guide horse for the blind.

Chapter 6 Businesses, Professions, and Trades

No recommended actions.

Chapter 7 Public Works

§ 7-2.08 Time for Commencement and Completion of Work

Recommended Action:

Add language that an accessible alternative Public Right-of-Way must be maintained for the entire time period of construction and clean-up.

Chapter 8 Finance, Revenue, and Taxation

No recommended actions.

Chapter 9 Building Regulations

Recommended Action:

Add a general provision that swimming pools must be accessible to people with disabilities.

§ 9-1.01 Adoption of Building Regulations

Recommended Action:

City standards should include the accessibility codes in Chapter 11 2008 California Access Compliance Reference Manual Last Updated: November 03, 2008 Coordinated with changes reflected in 2007 California Building Standards Code Effective: January 01, 2008 and the 2004 Federal ADAAG codes.

Chapter 10 Planning and Zoning

No recommended actions.

3.3 Department Reports

Administration Department

Description of Programs and Services

The Administration Department provides the overall management of the City. The Administration Department is directly responsible to the City Council, which is the policy-making body of the City of Madera.

The Director of Administrative Services oversees the Administrative Services Division and monitors, contracts and coordinates Downtown Business and Parking District activities; budgets and coordinates the City's Central Services Division; coordinates the Community Development Block Grant Entitlement Program; and conducts special studies as assigned.

ADA Self-Evaluation Contact:

Patty Faiad
205 West Fourth Street
Madera, CA 93637
Telephone number: (559) 661-5404
Email: pfaiad@cityofmadera.com

Website

- The Administration Department posts its contact information and meeting agendas on their website:
- <http://cityofmadera.org/web/guest/city-administrator>

Public Telephones and Communications Devices

- There is a telephone in the lobby which assists deaf individuals. However, this phone is not maintained by the City.

Public Meetings

- The Administration Department requires that public meetings are held in accessible locations.

City Attorney

Description of Programs and Services

The City Attorney is the legal advisor to the City, Redevelopment Agency, Housing Authority, City Council, Planning Commission, Civil Service Commission, and other various boards, commissions and departments of the City. The City Attorney assists in the drafting of ordinances and resolutions. The City Attorney also prosecutes various violations of the Madera Municipal Code and provides and coordinates civil litigation services in which the City is a party.

ADA Self-Evaluation Contact:

Richard Denhalter
205 West Fourth Street
Madera, CA 93637
Telephone number: (559) 661-5483
Email: rdenhalter@cityofmadera.com

Notice Requirements

- The City Attorney contains a statement that departments are prepared to make reasonable modifications to programs or services in order to make them accessible to people with disabilities.
- The City Attorney notifies the public about the accessibility of meeting locations and the availability of modifications provided for people with disabilities.
- Notice is included regarding procedures for filing a disability discrimination complaint.

Public Telephones and Communication Devices

- The City Attorney communicates with the deaf and hard-of-hearing via email.

Public Meetings

- The City Attorney requires that 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.

Emergency Evacuation Procedures

- The City Attorney has a means of evacuating people with mobility impairments in an emergency.

City Clerk

Description of Programs and Services

The office of the City Clerk has three main functions:

- To perform the legal duties of the Clerk of the Council;
- To serve as municipal elections officer; and
- To maintain the official records of the City.

Included in the duties of the Clerk to the Council is the preparation of the Council agenda and related material; preparation and indexing of Council meeting minutes, and processing of ordinances, resolutions and other official documents. The duties as municipal elections officer include assisting Council candidates with filing nomination papers, statements of economic interests and campaign financial statements. In maintaining official City records, the Clerk maintains the Madera Municipal Code and serves as local filing officer for the Fair Political Practices Commission. In summary, the City Clerk documents the history of the City of Madera.

ADA Self-Evaluation Contact:

Sonia Alvarez, City Clerk
205 West Fourth Street
Madera, CA 93637
Telephone number: (559) 661-5409
Email: salvarez@cityofmadera.com

Customer Service

- The City Clerk Department has a process to determine if policies discriminate against people with disabilities.
- The City Clerk Department has a policy to notify the public that it is prepared to make reasonable modifications to programs or services accessible to people with disabilities.
- The City Clerk Department has on-going partnerships with a variety of groups that assist people with disabilities such as the City of Madera's ADA Advisory Council and the League of California Cities.

Notice Requirements

- The public is advised that the City Clerk Department is prepared to make reasonable modifications to programs and services to make them accessible to people with disabilities.

Printed Information

- The City Clerk Department provides audiotapes of meetings upon request.

Website

- The City Clerk Department publicizes information about the accessibility of its programs, services, and activities through its website:
- <http://cityofmadera.org/web/guest/city-clerk>

Public Telephones and Communication Devices

- The City Clerk Department has access to and is aware of the California Relay Service, or 711, and other means for communicating by telephone with individuals with hearing disabilities.

Training and Staffing

- The City Clerk Department has contact with the public. Situations involving providing accessible services are addressed as they occur.
- Facility requests and recommendations have been received for disability seating in Council Chambers.

Public Meetings

- The City Clerk Department requires that public meetings are held in accessible locations.
- Recent Council Chamber upgrades include four assistive listening devices.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences with 72 hours notice.

Tours and Trips

- Tours are limited to the main lobby and Council Chambers. Tour participants are advised of accessibility to all rooms.

Building Department

Description of Programs and Services

The Building Department performs a variety of duties including construction inspection and plan checking. The Building Department also keeps building statistics for the City.

ADA Self-Evaluation Contact:

Steve Woodworth
205 West Fourth Street
Madera, CA 93637
Telephone number: (559) 661-5440
Email: swoodworth@cityofmadera.com

Accessible/ Adaptive Equipment

- The following auxiliary aids and services are available at the Building Department:
- Wheelchair-accessible table
- Accessible transaction counter
- Writing instruments and paper
- Electrical outlets

Customer Service

- The Building Department has a process to determine if policies discriminate against people with disabilities.
- The Building Department has a policy to notify the public that it is prepared to make reasonable modifications to programs or services accessible to people with disabilities. Building permit forms ask if a customer has a disability and needs any accommodations. Staff is ready to help the public as needed.

Notice Requirements

- The public is advised that the Building Department is prepared to make reasonable modifications to programs and services to make them accessible to people with disabilities. This notice is posted on all public hearing notices, public hearing agendas, and throughout the building.

Website

- The Building Department publicizes information about the accessibility of its programs, services, and activities through its website.
- The Building Department ensures that its website is usable to people with disabilities including the blind who use speaking browsers.

Training and Staffing

- Staff members are advised at staff meetings that it may be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

Program Eligibility and Admission

- There are no circumstances in which the participation of a person with a disability in Building Department programs would be restricted or excluded.
- The Building Department forms contain a notice that the Department does not discriminate against people with disabilities.

Engineering Department

Description of Programs and Services

Engineering Department consists of primarily office functions with some front counter assistance of customers. The Engineering Department also has inspectors in the field where ADA accessibility would normally not be an issue at construction sites.

ADA Self-Evaluation Contact:

Keith Helmuth, City Engineer
205 West Fourth Street
Madera, CA 93637
Telephone number: (559) 661-5418
Email: khelmuth@cityofmadera.com

Customer Service

- The Engineering Department has on-going partnerships with the City's ADA Advisory Council for feedback on upgrades to existing facilities.

Notice Requirements

- The public is advised that the Engineering Department is prepared to make reasonable modifications to programs and services to make them accessible to people with disabilities. This notice is posted by the City.

Public Meetings

- The Engineering Department requires that public meetings are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings and interviews with 72 hours notice.

Use of Consultants for Delivering Program Services

- The Engineering Department employs outside consultants. Outside consultants are notified of their responsibilities for providing services in a nondiscriminatory manner. Their contracts include the City's policy regarding accessibility for individuals with disabilities.

Finance Department

Description of Programs and Services

The Finance Department was established when the City was incorporated in 1907. This department provides a full range of fiscal services, as well as a variety of functions that deal with the day-to-day financial operation of the overall City. The Finance Department consists of an accounting division, accounts payable, utilities, business license, miscellaneous accounts receivable, collection, field service, dog license, Parking District, transient occupancy, traffic citation processing, booking fees, purchasing and bond issuance through debt services.

ADA Self-Evaluation Contact:

Bertha Conroy
205 West Fourth Street
Madera, CA 93637
Telephone number: (559) 661-5457
Email: bconroy@cityofmadera.com

Notice Requirements

- There is a statement that the Finance Department is prepared to make reasonable modifications to programs and services to make them accessible to people with disabilities. This notice is posted in a staff-only area.

Public Telephones and Communication Devices

- The Finance Department has access to and is aware of the California relay Service or 711 for communicating by telephone with individuals with hearing disabilities.

Fire Department

Description of Programs and Services

The Madera City Fire Department is administered by the California Department of Forestry and Fire Protection (CDF) pursuant to a cooperative fire protection agreement. Policy direction remains with the Madera City Council and all permanent Fire Department staff is CDF employees. The Department provides a multitude of emergency and non-emergency services to the community. Services include: fire prevention and suppression, emergency medical assistance, rescue, public assistance, fire menace standby, safety inspections, and review of building plans for compliance with applicable codes and ordinances.

The two City fire stations, located at 317 North Lake and 200 South Schnoor, are staffed 24 hours a day. The Fire Department staffs two fire engines and one mini-pumper. One of the engines features a 50' tele-squirt aerial ladder. One reserve fire engine is maintained and staffed as needed by the Volunteer Fire Fighters, who protect the City in a team effort along with the paid force.

ADA Self-Evaluation Contact:

Rhonda Myers
200 South Schnoor Avenue
Madera, CA 93637
Telephone number: (559) 661-5499
Email: Rhonda.myers@fire.ca.gov

Notice Requirements

- There is a statement that the Fire Department is prepared to make reasonable modifications to programs and services to make them accessible to people with disabilities.

Public Telephones and Communication Devices

- The Fire Department has access to TTY and TDD devices.

Grants Department

Description of Programs and Services

The Grants Department consists of three divisions:

Housing

The primary goal of the First Time Homebuyer Program is to increase the supply of new or existing housing for first time homebuyers whose incomes are no more than 80% of Madera County Area Median Income.

Transit

The City of Madera administers the Madera Area Express transit services and Dial-A-Ride paratransit services which are operated by a contract service provider. The current contract service provider is First Transit, Incorporated. The Madera City Council is the policymaking body for the system. A Transit Advisory Board (TAB) composed of citizens appointed by the City Council, acts as a study and steering committee. The City's operational and capital programming are encompassed in Regional, State and Federal transportation plans through the Madera Transportation Commission.

The City provides major equipment items, operations facilities, maintenance, street furnishings, passes and tickets, and marketing materials. The contractor provides operations management and staff, materials and supplies.

Community Development Block Grant (CDBG)

The Community Development Block Grant (CDBG) Program provides funds annually directly to the City of Madera through the U.S. Department of Housing and Urban Development (HUD). Funds are used for activities such as community development, economic development, public services, planning and administration. Applications for CDBG require the applicant to draft and obtain approval for a Consolidated Plan (CP). The CP provides an overall picture of the housing and community development needs for three to five years. Also, the CP outlines the coordinated strategies, necessary actions and funding requirements to meet the identified needs. For each year of funds received from HUD, an Action Plan (AP) is required. The AP outlines activities and funding allocations for programs and projects proposed for the upcoming fiscal year (July 1 to June 30). Funded programs and projects must be consistent with the CP. If a program or project is not consistent with the CP, then the CP may be amended. Federal statutory regulations require the City to adopt a Citizen Participation Plan (CPP). The

CPP serves as a guideline for promoting public participation for all uses of CDBG funds and required CDBG plans.

The City of Madera became an entitlement community in 1994. Including the City's current 2006/2007 entitlement amount, the total amount of Community Development Block Grant (CDBG) funds received is \$10,739,493. Since 1994 the entitlement amounts funded activities such as police supplemental crime prevention, fair housing counseling, youth tutorial/diversity, teen leadership and youth after school programs. Capital improvements funded since 1994 include the Pan Am Community Center, street lights in southeast Madera, airport industrial park improvements, storm drainage projects, curbs, gutters, sidewalks and sewer improvements in southeast and central Madera, the Millview Sports Complex, the Groves subdivision and architectural barrier improvements and code enforcement/graffiti removal. All activities provided benefit to low and moderate income persons and households and were conducted in CDBG eligible census tracts.

Housing Division

ADA Self-Evaluation Contact:

Daniel Abdella
205 West Fourth Street
Madera, CA 93637
Telephone number: (559) 661-3691
Email: dabdella@cityofmadera.com

Program/Activity	Facility Name and Location
First Time Homebuyer Program, Down Payment Assistance Program	205 West Fourth Street

Customer Service

- The Housing Division has a process for determining whether a policy or practice modification would fundamentally alter the nature of the program. The Housing Division is required by the Housing and Urban Development and State Department to make sure that people with disabilities have access to all programs. They get updates on procedures from their funding sources.
- The Housing Division has an on-going partnership with organizations

which provide services to persons with disabilities such as the Resources for Independence – Central Valley (formerly CIL).

Printed Information

- The Housing Division provides accessible printed materials to the blind and visually impaired.

Website

- The Housing Division publicizes information about the accessibility of its programs, services, and activities through its website:
- <http://cityofmadera.org/web/guest/housing>

Public Telephones and Communication Devices

- The Housing Department has access to TTY and TDD devices and have a separate number for the hearing impaired (866) 735-2922 and (800) 735-2929.

Training and Staffing

- Staff members have received informal training regarding the City's obligations and policies that enable people with disabilities to participate in programs and activities. This training was provided through ADA training and the Human Resources Department.

Public Meetings

- The Housing Division requires that public meetings are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings and interviews with 72 hour notice.

Transit Division

ADA Self-Evaluation Contact:

Robert Holman
205 West Fourth Street
Madera, CA 93637
Email: rholman@cityofmadera.com

Customer Service

- The Transit Division has a process for determining whether a policy or practice modification would fundamentally alter the nature of the

program. The Transit Division is required by the FTA to make sure that the disabled have access to all programs.

- The Transit Division has a process for determining whether a policy or practice modification would fundamentally alter the nature of the program.

Notice Requirements

- There is a statement that the Transit Division is prepared to make reasonable modifications to its programs and services to make them accessible to people with disabilities.
- The Transit Division has established a process for responding to requests for modification. Requests are submitted to the Para-transit Service Plan who oversees the eligibility/appeals process.

Public Meetings

- The Transit Division requires that public meetings are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings and interviews with 72 hours notice.

Emergency Evacuation Procedures

- The Transit Division has a means of alerting people with disabilities of an activated alarm. They give verbal instructions to people with visible disabilities.

CBDG Division

ADA Self-Evaluation Contact:

Jorge Rojas
205 West Fourth Street
Madera, CA 93637
Telephone number: (559) 661-3693
Email: jrojas@cityofmadera.com

Program/Activity	Facility Name and Location
Supplemental Patrol Program Community Centers	Police cars

Program/Activity	Facility Name and Location
Youth Programs Community Action Partnership of Madera County	Center for Independent Living – Madera
Coalition for Community Justice/ California Rural Legal Assistance – Youth and Neighborhood Leadership Programs	City Hall – Administration Madera Redevelopment Agency
Code Enforcement Westcare Facility	Fresno-Madera Continuum of Care

Customer Service

- The CDBG Division has a process for determining whether a policy or practice modification would fundamentally alter the nature of the program. The CDBG Department is required by the Housing and Urban Development and State Departments to make sure that the disabled have access to all programs.
- The CDBG Division has a process for determining whether a policy or practice modification would fundamentally alter the nature of the programs and projects.
- The CDBG Division has an on-going partnership with organizations which provide services to people with disabilities such as the Resources for Independence – Central Valley and the Disabilities Advisory Council, the Fresno/Madera Continuum of Care, the Madera County Bioterrorism & Emergency Preparedness Program, and the Deaf and Hard of Hearing Center.

Notice Requirements

- The public is advised that the CDBG Division is prepared to make reasonable modifications to programs and services to make them accessible to people with disabilities.

Printed Information

Type of information	Accessible PDF File	Audio Tape	Computer Disk	Braille	Large Print	Readers
Applications for programs and projects		X	X		X	X

X indicates auxiliary aids or services currently available

Televised and Audiovisual Public Information

- The CDBG Division provided some taped announcements for the 2000 census and a radio station broadcast.

Website

- The CDBG Division publicizes information about its programs, services, and activities through its website:
- <http://cityofmadera.org/web/guest/cdbg>

Public Telephones and Communication Devices

- There is a phone in the lobby which assists deaf individuals.
- The CDBG Division has access to TTY and training in the California Relay Service, or 711, for communicating by telephone with individuals with hearing disabilities. Deaf and hard of hearing people are advised to call 711 or (800) 735-2929, voice users are advised to call (866) 735-2922 for TTY Relay Services.

Training and Staffing

- The CDBG Staff is trained regarding their obligation and policies that enable people with disabilities to participate in programs and activities. A CDBG funded sensitivity training for communicating with people with disabilities was held. The training was provided by the Deaf and Hard of Hearing Center.

Public Meetings

- CBDG public meetings are required to be held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings and interviews with 72 hours notice.

Transportation

- Staff with CDBG funded programs follow their department procedures to make transportation accessible to persons with visual disabilities.

Tours and Trips

- The CDBG Division provides tours and trips. Trips are made by bus. No accessibility requests have been made to date on the tours.

Use of Consultants for Delivering Program Services

- The CDBG Division employs outside consultants. Outside consultants are notified of their responsibilities for providing services in a nondiscriminatory manner. Their contracts include the City's policy regarding accessibility for individuals with disabilities. Some activity is monitored on quarterly reports.

Facilities

- City Hall accessibility improvements were conducted by staff and requested by the Madera Americans with Disabilities Advisory Council. Youth and neighborhood leadership programs propose Block Parties.

Special Events on Public Properties

- The CDBG Division holds special events. The Madera Americans with Disabilities Advisory Council plans to conduct an Accessibility Awareness function. Youth programs use outside sources to provide nutrition, healthy living, art and physical fitness awareness. Code enforcement conducts neighborhood meetings. Fresno/Madera Continuum of Care conducts point-in-time surveys of homeless people. The City's process for special events is followed to ensure that these events are accessible to people with disabilities.

Human Resources Department

Description of Programs and Services

The Human Resources Department manages personnel, employee relations and risk management programs. These activities include recruitment, affirmative action, employee benefits, personnel records, labor contract negotiations, classification and compensation, training, insurance/self-insurance, and safety/loss control. Individual departments may assist in the recruitment process.

ADA Self-Evaluation Contact:

Wendy Silva, Human Resources Director
205 West Fourth Street
Madera, CA 93637
Telephone number: (559) 661-5481
Email: wsilva@cityofmadera.com

Customer Service

- The Human Resources Department has eligibility requirements to participate in some of their programs. However, they ensure that these policies do not discriminate against people with disabilities.
- The Human Resources Department has an informal process for making changes to standard operating procedures to include a person with disabilities.
- The Human Resources Department has an on-going partnership with the City of Madera's ADA Advisory Council.

Notice Requirements

- The public is advised that the Human Resources Department is prepared to make reasonable modifications to programs and services to make them accessible to people with disabilities.

Printed Information

Type of information	Accessible PDF File	Audio Tape	Computer Disk	Braille	Large Print	Readers
Job Announcements					X	X
Claim Forms					X	X
Agendas			X		X	X

X indicates auxiliary aids or services currently available

- The Human Resources Department printed materials are written in simple, easy-to-understand language.

Website

- The Human Resources Department places job announcements, employment applications, personnel rules, MOU's and benefit information on the City of Madera's website:
- <http://cityofmadera.org/web/guest/human-resources>

Training and Staffing

- The Human Resources Department staff is trained regarding their obligation and policies that enable people with disabilities to participate in programs and activities. Staff takes online risk management training courses.

Program Eligibility and Admission

- Clients are required to complete a written form in order to participate in human resources programs. Job applications and other forms contain a notice that the Human Resources Department does not discriminate against people with disabilities.

Public Meetings

- The Human Resources Department requires that public meetings are held in accessible locations.
- Meeting and interview room tables are moveable and at a height to allow access for a variety of mobility devices. Clipboards, paper, and writing implements are available upon request.
- The public is advised through agendas and posted meeting notices that disability related aids and services are available to make meetings more

accessible by contacting specific staff personnel.

- Auxiliary aids and services (such as sign language interpreters) are currently in use at some public meetings in response to participant request with 72 hours notice.

Use of Consultants for Delivering Program Services

- The Human Resources Department employs outside consultants. Outside consultants are notified of their responsibilities for providing services in a nondiscriminatory manner. Their contracts include the City's policy regarding accessibility for individuals with disabilities. Some activity is monitored on quarterly reports.

Information Systems Department

Description of Programs and Services

The Information Systems Department provides development, support and operations for all information and telecommunication systems used with the City of Madera.

The Information Systems Department is dedicated to customer service and enhancing the technological resources available to the citizens and employees of Madera through the award winning implementation of open source solutions.

ADA Self-Evaluation Contact:

Paul Wheeler
1030 South Gateway Drive
Madera, CA 93637
Telephone number: (559) 661-5493
Email: pwheeler@cityofmadera.com

Notice Requirements

- The public is advised that the Information Systems Department is prepared to make reasonable modifications to programs and services to make them accessible to people with disabilities. The Information Systems Department uses the standard Human Resources policy.

Website

- The Information Systems Department places contact information for City staff on the City of Madera's website:
- <http://www.cityofmadera.org/web/guest/home>

Facilities

- The Information Systems Department has had requests for electronic access to equipment.

Madera Municipal Airport (MAE)

Description of Programs and Services

The airport is situated three miles northwest of the City of Madera and is operated by the City. The main runway, R/W 12-30, is 5,544 feet long, lighted for night operations, equipped with visual glide-slope indicators, has a straight-in, non-precision instrument approach, and will accommodate most business jet and turbojet aircraft. A 3,900 foot secondary runway is in service for restricted daylight operations. Aviation gasoline and jet fuel is available 24 hours a day from a card operated facility.

Facilities consist of the Terminal/Administration building, T-hangars, permanent and transient tie-down spaces, three Fixed Base Operations (FBO) hangars, corporate hangars, and an agricultural aerial application complex. The Madera Parachute Center, fully accredited by the United States Parachute Association, operates year-round at the Madera Airport and various special events are staged at the airport.

ADA Self-Evaluation Contact:

Becky McCurdy
4020 Aviation Drive
Madera, CA 93637
Telephone number: (559) 661-3687
Fax number: (559) 674-7165
Email: rmccurdy@cityofmadera.com

Training and Staffing

- Madera Municipal Airport staff is trained regarding their obligation and policies that enable people with disabilities to participate in programs and activities. Staff is trained verbally.

Parks & Community Services Department

Description of Programs and Services

The Parks & Community Services Department provides an array of special events that celebrates the rich culture and history of the community. The Parks & Community Services Department consists of four divisions:

Park Division

The Park Division has a team of qualified staff who maintain the City's public parks, landscape medians, and public facility landscaped areas. There is also a multitude of municipal areas within the public park spaces which are maintained and repaired such as group pavilions, amphitheaters, picnic shelters, playgrounds, gymnasiums and the municipal swimming pool.

Recreation Division

The Recreation Division provides a multitude of classes, activities and special events as part of its operation. This Division hosts the best sports facilities in the Central Valley and coordinates softball, basketball and t-ball for youth and adults. Special interest classes special to each season are also provided for all age groups. A municipal swimming pool is open each summer for lessons & private pool rentals.

Older Adult Services Division

The Older Adult Services Division provides services for county-wide senior citizens 60 years of age and older. The emphasis and purpose is to create opportunities for social contacts, recreation, nutritious meals, special outings, health services, information & assistance, and resource information. The Senior Nutrition Program is funded by the Fresno-Madera Area Agency on Aging, client donations, Madera County, City of Chowchilla, and the City of Madera.

The Senior Nutrition Program offers participants a delicious balanced hot meal at seven sites. Meals are served Monday through Friday, except holidays. The Frank Bergon Senior Center and Pan-American Community Center offer a central location within the City limits for current information regarding services available to seniors. The Centers are prepared to assist in the areas of tax assistance, housing information, agency referrals and public information.

The Madera County Council on Aging is the Advisory Board for the Older Adult Services Division. An Adult Day Care & Respite Center for caregivers to care for a loved one for the day is also part of this Division.

There are arts and crafts, exercise, and many other activities for older adults.

Golf Course Division

Completed in June 1991 the Madera Municipal Golf Course, located on Avenue 17 just west of the Airport, offers the public a full 18-hole, par-72 championship golf course. There are three sets of tees, with yardages from 6,900 yards from the blue trees to 5,400 yards from the red. On site is a pro shop with a complete line of quality golf equipment and apparel; food and drink are available at the bar and grill; and spacious banquet facilities can accommodate any occasion.

Park Division

ADA Self-Evaluation Contact:

Olga Saucedo-Garcia
1030 South Gateway Drive
Madera, CA 93637
Telephone number: (559) 661-5426
Email: ogarcia@cityofmadera.com

Accessible/ Adaptive Equipment

- The following auxiliary aids and services are available at the Park Division facilities:
- Adjustable work stations
- Movable light sources
- Step Stools

Customer Service

- The Park Division has a process to determine if policies discriminate against people with disabilities.
- The Park Division has a policy of notifying the public that it is prepared to make reasonable modifications to programs or services accessible to people with disabilities.

Notice Requirements

- The public is advised that the Park Division is prepared to make reasonable modifications to programs and services to make them accessible to people with disabilities.
- Notice is included regarding procedures for filing a disability discrimination complaint. Disability complaints are filed through the Human Resources Department.

Printed Information

Type of information	Accessible PDF File	Audio Tape	Computer Disk	Braille	Large Print	Readers
Fliers, Bi-annual brochures			X			

X indicates auxiliary aids or services currently available

- The Park Division printed materials are written in simple, easy-to-understand language.

Website

- The Park Division puts information about its programs on the City of Madera website. This information includes information about accessibility of programs and accessible facilities:
- <http://cityofmadera.org/web/guest/parks-division>

Training and Staffing

- The Park Division staff are trained regarding their obligation and policies that enable people with disabilities to participate in programs and activities. Staff has bi-weekly staff meetings and bi-annual staff meetings with supervisors.

Public Meetings

- Park Division meetings are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings and interviews with 72 hours notice.

Transportation

- The Park Division provides accessible transportation. Staff assists participants as needed.

Emergency Evacuation Procedures

- The Park Division has a means of alerting people with disabilities of an activated alarm. They use sirens and blow horns. Signage is also posted throughout the facilities.

Recreation Division

ADA Self-Evaluation Contacts:

Olga Saucedo-Garcia
1030 South Gateway Drive
Madera, CA 93637
Telephone number: (559) 661-5426
Email: ogarcia@cityofmadera.com

Freddy Arias
1030 South Gateway Drive
Madera, CA 93637
Telephone number: (559) 661-5489
Email: farias@cityofmadera.com

Program/Activity	Facility Name and Location
Teens After-School Programs	Pan American Community Center
After-School Programs	Kennedy, McNally Park, Lions Town & Country Parks - Camp
Special Events (ex. Resource Faire)	Various Locations
Aquatics: Senior Aerobics, Swim Team Nights, Adult Swim, Public Swim	Swim Pool Park
Sports Programs: Basketball, Softball, Tee ball, Flag Football, Youth Sports	Various Locations

Customer Service

- The Recreation Division has an informal process for making changes to standard operating procedures to include a person with disabilities. They provide accommodations upon request.

Notice Requirements

- There is a statement that the Recreation Division is prepared to make reasonable modifications to programs and services to make them accessible to people with disabilities.
- There is an informal process for filing complaints. Complaints are filed verbally or in writing.

Printed Information

- The Recreation Division provides printed materials in simple, easy-to-understand language.

Website

- The Recreation Division puts information about its programs on the City of Madera website:
- <http://cityofmadera.org/web/guest/recreation-division>

Training and Staffing

- The Recreation Division staff is trained regarding their obligation and policies that enable people with disabilities to participate in programs and activities. They are trained in their orientation and have live training and literature distributed throughout the season. Trainings address the situation upon request.

Public Meetings

- The Recreation Division public meetings are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings and interviews with 72 hours notice.

Emergency Evacuation Procedures

- In the Aquatics Programs, lifeguards are trained in the Emergency Action Plan.

Older Adult Services Division

ADA Self-Evaluation Contact:

Olga Saucedo-Garcia
1030 South Gateway Drive
Madera, CA 93637
Telephone number: (559) 661-5426
Email: ogarcia@cityofmadera.com

Program/Activity	Facility Name and Location
Supplemental Patrol Program Community Centers	Police cars
Youth Programs Community Action Partnership of Madera County	Center for Independent Living – Madera
Coalition for Community Justice/ California Rural Legal Assistance – Youth and Neighborhood Leadership Programs	City Hall – Administration Madera Redevelopment Agency
Homebound and Congregate Meals	Various Locations

Customer Service

- The Older Adult Services Division has a process for making changes to standard operating procedures to include a person with disabilities.
- The Older Adult Services Division has an on-going partnership with the City of Madera ADA Advisory Council, OASIS Valley Caregiver Center and the Fresno-Madera Agency on Aging.

Notice Requirements

- There is a statement that the Older Adult Services Division is prepared to make reasonable modifications to programs and services to make them accessible to people with disabilities. This statement is posted in a location that maximizes public exposure.
- The public is notified that meetings will be held in accessible locations.
- Participants are notified on how to file an ADA complaint. They receive

a mailing with information on how to file a complaint.

- The Older Adult Services Division tracks disability complaints.

Printed Information

- The Older Adult Services Division printed materials are written in simple, easy-to-understand language.
- Individuals with disabilities are portrayed in program flyers and newsletters.

Website

- The Older Adult Services Division puts information about its programs on the City of Madera website:
- <http://cityofmadera.org/web/guest/older-adult-services>

Training and Staffing

- The Older Adult Services Division staff is trained regarding their obligation and policies that enable people with disabilities to participate in programs and activities. Staff is trained in meetings, through staff training, and written materials from the Fresno-Madera Agency on Aging.

Program Eligibility and Admission

- There are circumstances in which the participation of a person with a type of impairment would be restricted or excluded in programs offered by the Older Adult Services Division. These exclusions or restrictions are necessary to the operation or if the participation of a person with a disability provides a direct threat to themselves or others.

Public Meetings

- Older Adult Services Division requires that public meetings are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings and interviews with 72 hours notice.

Emergency Evacuation Procedures

- The Older Adult Services Division has a means of alerting people with disabilities of an activated alarm. They use sirens and blow horns. A written emergency plan is also posted.

Golf Division

ADA Self-Evaluation Contact:

Steven Showers
Madera Municipal Golf Course
23200 Avenue 17
Madera, CA 93637
Telephone number: (559) 675-1239
Email: sshowers@cityofmadera.com

Program/Activity	Facility Name and Location
Golf Lessons	Madera Municipal Golf Course
Special Events	Madera Municipal Golf Course

Customer Service

- The Golf Division has an informal process for making changes to standard operating procedures to include a person with disabilities. The golf course is available for the general public with no restrictions.

Notice Requirements

- Employees are given information regarding procedures for filing a disability discrimination complaint.

Printed Information

Type of information	Accessible PDF File	Audio Tape	Computer Disk	Braille	Large Print	Readers
Fliers, Bi-annual brochures						X

X indicates auxiliary aids or services currently available

Website

- The Golf Division puts information about its programs on the City of Madera website:
- <http://cityofmadera.org/web/guest/golf-course>

Training and Staffing

- The Golf Division Staff is trained regarding their obligation and policies that enable people with disabilities to participate in programs and activities. Staff is trained in meetings and through staff training.

Tours and Trips

- Tours are provided to grade school aged children.

Special Events on Public Properties

- The Golf Division holds special events such as weddings, receptions, and meetings, and the 4th of July celebration. Organizers of these special events are made aware of their obligations to provide accessible events through meetings with management.

Planning Department

Description of Programs and Services

The Planning Department is responsible for processing conditional use permits, zoning permits, land divisions, and other entitlement applications, and for assisting the public in explaining zoning and planning matters. The Planning Department maintains an enforcement program and issues citations for violations of the land use and construction regulations. The department is also responsible for implementing a variety of programs adopted at the state level, including those dealing with environmental review of projects, agricultural land conservation, surface mining, affordable housing, etc.

ADA Self-Evaluation Contact:

Zelda Leon
205 West Fourth Street
Madera, CA 93637
Telephone number: (559) 661-5430
Email: zleon@cityofmadera.com

Customer Service

- The Planning Department has a process for making changes to standard operating procedures to include a person with disabilities. They have standard language which addresses accessibility, translation, and assistive listening.

Notice Requirements

- There is a statement that the Planning Department is prepared to make reasonable modifications to programs and services to make them accessible to people with disabilities. This statement is posted in a location that maximizes public exposure.
- The public is notified that meetings will be held in accessible locations.
- Participants are notified on how to file an ADA complaint. Complaints are handled through the Human Resources Department.

Print Information

Type of Information	Accessible PDF File	Audio Tape	Computer Disk	Braille	Large Print	Readers
Agendas			X			
Notice of Public Hearings			X			
Section of Municipal Code			X			
Entitlement Criteria			X			

X indicates auxiliary aids or services currently available

- The Planning Department printed materials are written in simple, easy-to-understand language.

Televised and Audiovisual Public Information

- Audiovisual presentations such as PowerPoint presentations are provided in written and spoken format.

Public Telephones and Communication Devices

- The Planning Department has access to a TTY device and California Relay Service, 711.

Training and Staffing

- The Planning Department staff is trained regarding their obligation and policies that enable people with disabilities to participate in programs and activities. Planning Department Staff is referred to standard ADA language.

Public Meetings

- The Planning Department requires that public meetings are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, and interviews with 72 hours notice. Assistive listening devices are also available to the public.

Use of Consultants for Delivering Program Services

- The Planning Department employs outside consultants. Meetings by consultants are held in accessible locations and translation and assistive listening devices are provided upon request.

Police Department

Description of Programs and Services

The Police Department is divided into two divisions: Administrative Services and Operations. Fifty officers and fifteen civilians are employed full-time. Civilian volunteers supplement the department effort.

Administrative Services Division

The Administrative Services Division is responsible for managing the budget, the facilities, license and regulatory compliance, records, communications, property and evidence, investigations, gang task force, crime prevention, volunteer program and personnel and training.

The Division operates the twenty-four hour dispatch center where both emergency 911 and non-emergency calls for service are received. The records unit is responsible for maintaining records of the activity related to the calls for service. The property unit is responsible for securing the property received and evidence retrieved from crime scenes. The unit also arranges for forensic examination of evidence for the department.

The investigations unit of the division is comprised of five investigators responsible for follow up on the preliminary investigations conducted by officers responding to initial calls. These investigators also respond to the scene of major crimes and consult with the officers handling the incident.

The gang task force unit is responsible for gathering, verifying, and validating the existence of gang affiliation and activity for the department. While not a unit that is responsible for primary enforcement activities, the unit does perform enforcement support when the need arises.

The unit is also responsible for training of all employees of the department. The department maintains a training plan that is specific for each position in the department and an automated system to manage the records. Training needs are developed and reviewed yearly in order to plan and implement the training.

Operations Division

The Operations Division is responsible for the department's initial response to calls for service.

The patrol unit is divided into four work teams each supervised by a sergeant.

Administrative Services Division

ADA Self-Evaluation Contact:

Steve Frazier
330 South C Street
Madera, CA 93638
Telephone number: (559) 675-4200
Fax number: (559) 675-6618
Email: policedepartment@cityofmadera.com

Program/Activity	Facility Name and Location
Community Meetings	School gymnasiums, community centers

Customer Service

- The Police Administrative Services Division has an on-going partnership with organizations that assist people with disabilities.

Notice Requirements

- There is a statement that the Police Administrative Services Division is prepared to make reasonable modifications to programs and services to make them accessible to people with disabilities. This statement is posted in a location that maximizes public exposure.
- Participants are notified on how to file an ADA complaint. Complaints are handled through the Human Resources Department. Notification is verbal and in writing as needed.

Printed Information

- The Police Administrative Services Division printed materials are written in simple, easy-to-understand language.

Website

- The Police Administrative Services Division puts information about its programs and services on the City of Madera website:
- <http://www.cityofmadera.org/police-department/front-page>

Public Telephones and Communication Devices

- The Police Administrative Services Division has access to a TDD device and California Relay Service, 711.

Training and Staffing

- Staff members have received informal training regarding the City's obligations and policies that enable people with disabilities to participate in programs and activities. Staff is trained through in service trainings.

Program Eligibility and Admission

- There are circumstances in which the participation of a person with a type of impairment would be restricted or excluded in programs offered by the Police Administrative Services Division as an employee. These exclusions or restrictions are necessary to the operation of the programs or because of a direct threat to themselves or others.

Public Meetings

- Meetings are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings with 72 hours notice. Assistive listening devices are also available to the public.

Tours and Trips

- Tours are provided to individuals or groups, such as the Grand Jury or school-aged children. The Police facility accommodates wheelchair users.

Operations Division

ADA Self-Evaluation Contacts:

Randall Williams
330 South C Street
Madera, CA 93638
Telephone: (559) 675-4205
Email: rwilliams@cityofmaderapd.org

Program/Activity	Facility Name and Location
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Program/Activity	Facility Name and Location
Community Policing Facility	330 South C Street
Crime Prevention Office, Neighborhood Watch Program, Business Watch Program, Vacation Watch Program, Bike Registry Program	600 South Lake Street, 330 South C Street

Customer Service

- The Police Operations Division continually monitors its policies, procedures, training and equipment, and incorporates changes as needed. Past examples included changes in the use of the carotid restraint, hobble restraint, and TASER.
- There is a formal process for making alterations to Police Operations Divisions operating procedures. The Department's Policy Manual is reviewed by a legal consultant every two years.
- The Police Operations Division has an on-going partnership with Adult Protective Services (Multi-Discipline Team), Madera County Mental Health Services.

Notice Requirements

- The public is notified that meetings will be held in accessible locations.
- Participants are notified on how to file an ADA complaint. Complaints are referred to the City's Human Resources Department.

Website

- The Police Operations Division puts information about its programs and services on the City of Madera website:
- <http://www.cityofmadera.org/police-department/front-page>

Training and Staffing

- Staff members have received informal training regarding the City's obligations and policies that enable people with disabilities to participate in programs and activities. Staff is trained through Policy Manual and City Rules & Regulations are provided to employees.

Program Eligibility and Admission

- There are circumstances in which the participation of a person with a type of impairment would be restricted or excluded in programs offered by the Police Operations Division as an employee. There are no eligibility requirements for community members using the Department's services.

Public Meetings

- Meetings are held in accessible locations such as school and recreational facility auditoriums.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings with 72 hours notice. Assistive listening devices are also available to the public.

Tours and Trips

- Tours are provided to individuals or groups, such as the Grand Jury or the Boy Scouts, by specific request. Trips are arranged for PAL participants to attend competitions. The Police facility accommodates wheelchair users.
- The Police Operations Division uses ambulance service to transport arrestees with mobility impairments.

Special Events on Public Properties

- The Police Operations Division occasionally conducts award banquets for the members and families of the department, using facilities that are accessible to people with disabilities.

Public Works Department

Description of Programs and Services

The Public Works Department is responsible for maintenance and operation of a wide range of City equipment and facilities as well as providing assistance to members of the public.

It is the goal of the Public Works Department to provide quality services to the City and the public which include: sufficient clean fresh water, reliable sewer services, street maintenance, storm drainage systems, street cleaning, street lights and traffic signals, while complying with numerous State and Federal regulations which must be adhered to in order to ensure public health.

The department is composed of the following divisions:

- Facilities/Electrical Maintenance;
- Street & Storm Drainage;
- Wastewater Treatment Plant; and
- Water & Sewer.

Facilities Maintenance Division

The Facilities Maintenance Division is responsible for maintenance of a wide variety of buildings, equipment and other facilities.

Activities include painting, plumbing, roof repair, general building maintenance, and electrical repair (including traffic signal repair and maintenance of City owned street lights). The manager administers contractual service agreements for maintenance of heating and air conditioning and custodial service.

The main goal is to maintain all systems in an energy efficient and reliable condition, with top priority being given to public safety buildings, traffic signals, water wells, storm pumps, sewer lift stations and the Wastewater Treatment Plant.

Street & Storm Drainage Division

The Street Division is divided into three sub-divisions:

- Street Maintenance,
- Street Cleaning, and
- Storm Drainage.

They are responsible for maintenance and repair of the City's streets, street signs, pavement markings, alleys, storm drainage systems, the annual leaf removal program, maintaining a regular street sweeping schedule, and performing other related work as well as responding to emergency situations that may arise.

It is their goal to maintain streets in a safe condition and provide preventative maintenance to postpone the need for expensive reconstruction. In addition they remove debris from road surfaces to increase safety, improve the appearance of the roadways, improve drainage and reduce dust and air pollution. They maintain aboveground and underground collection and transmission systems designed for the removal of rainwater from street surfaces to protect the public from potential storm water damage to their person and/or property.

Wastewater Treatment Plant Division

The Wastewater Treatment Plant Division is the regional facility for disposal of waste water. The treatment plant handles waste water and sewage from approximately 13,000 residential, commercial and industrial accounts.

The primary goal of the Wastewater Treatment Plant Division is protection of public health and safety. In addition to complying with many State and Federal discharge and laboratory testing requirements, the Division is charged with preventative maintenance and upkeep of all mechanical equipment and facilities; maintaining energy efficient plant operations; pretreatment program administration; ground water monitoring; septage waste management; and maintenance of grounds, landscaping and effluent disposal fields.

Water & Sewer Division

This Division is divided into three sub-divisions:

- Water Maintenance Division
- Water Quality Division
- Sewer Maintenance Division

Their goal is to provide a safe, efficient and continuous supply of fresh water, ensuring the pot-ability of the City's water supply and making sure that the City sewer infrastructure can effectively collect and deliver waste water to the Wastewater Treatment Plant. They are mandated by State and Federal regulations to keep a variety of records regarding water production and consumption, testing for biological and mineral contaminants, system performance and frequency and type of water treatment. They administer the Water Waste Patrol program and oversee a city wide cross connection control and backflow prevention program as well as testing, repairing and certifying City owned backflow devices. They maintain approximately 140 miles of sanitary sewer mains in a system that includes five sewer lift pump stations and main pipe lines ranging in size from 6" to 48".

They frequently interact with the public, providing assistance when emergency repairs are needed as well as responding to questions from the public regarding water and sewer concerns.

ADA Self-Evaluation Contact:

Matt Bullis
1030 South Gateway Drive
Madera, CA 93637
Telephone number: (559) 661-5466
Email: mbullis@cityofmadera.com

Customer Service

- The Public Works Department has a process for making changes to standard operating procedures to include a person with disabilities.
- The Public Works Department has a system for tracking customer complaints.
- The Public Works Department has an on-going partnership with the

City of Madera's ADA Advisory Council.

Printed Information

Type of information	Accessible PDF File	Audio Tape	Computer Disk	Braille	Large Print	Readers
Solid Waste Info			X			
Street Sweeping Schedules			X			
Water Use Schedules			X			

X indicates auxiliary aids or services currently available

- The Public Works Department printed materials are written in simple, easy-to-understand language.

Televised and Audiovisual Public Information

- The Public Works Department uses radio commercials.

Website

- The Public Works Department puts information about its activities on the City of Madera website:
- <http://cityofmadera.org/web/guest/public-works>

Training and Staffing

- Public Works Department requires that public meetings are held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings with 72 hours notice. Assistive listening devices are also available to the public.

Special Events on Public Properties

- The Public Works Department holds special events.

Purchasing – Central Supply

Description of Programs and Services

Purchasing - Central Supply primary function is to assist other City Departments in their procurement efforts, securing materials and services which meet necessary standards.

Department personnel prepare the City's procurement program; establish standards for quality assurance; purchase products and services; and administer contracts. Staff prepares specifications and schedule purchases; develop advantageous contractual terms; solicit and evaluate bids; award and administer contracts; place legal advertisements; prepare contract documents; maintain procurement records for all City Departments; and formulate policy for the disposition of excess and/or obsolete material. Additionally, the department performs specialized specification writing functions for acquisition of all automotive vehicles, heavy equipment and related service contracts.

ADA Self-Evaluation Contact:

Becky McCurdy
1030 South Gateway Drive
Madera, CA 93637
Telephone number: (559) 661-5463
Email: rmccurdy@cityofmadera.com

Notice Requirements

- There is a statement that the Purchasing Central Supply Department is prepared to make reasonable modifications to programs and services to make them accessible to people with disabilities. This statement is posted in a location that maximizes public exposure.

Redevelopment Agency

Description of Programs and Services

Established in 1990, the Madera Redevelopment Project Area encompasses 3,609 acres. Since inception, assessed valuation has increased from \$248,082,078.00 to \$557,533,230.00. This represents an increase of 125%.

Expressed goals for the Redevelopment Agency are as follows:

- Expansion and diversification of the community's economic and employment base through the facilitation of more year-round employment opportunities, including industrial development and expansion;
- Improvement and revitalization of the community's service commercial and industrial areas;
- Recapture of general retail sales leakage from the City of Madera to other trade centers;
- Improvement of traffic circulation throughout the Project Area, including better access to developable properties;
- Improvement of infrastructure supporting the Project Area, including street pavement, curb, gutter, sidewalk, sewer, water, and storm drainage;
- Enhancement of community facilities available to residents of the Project Area and supportive of the local population at large; and
- Elimination or mitigation of other existing blighting conditions and influences, including incompatible land uses, obsolete or substandard structures, inadequate public facilities, and/or small, irregular, or landlocked parcels.

ADA Self-Evaluation Contact:

Yolanda Barrios
5 East Yosemite Avenue
Madera, CA 93638
Telephone number: (559) 661-5114
Email: ybarrios@cityofmadera.com

Customer Service

- The Redevelopment Agency has a formal process for making changes to standard operating procedures to include a person with disabilities. They have standard language which addresses accessibility, translation, and assistive listening.

Notice Requirements

- There is a statement that the Redevelopment Agency is prepared to make reasonable modifications to programs and services to make them accessible to people with disabilities. This statement is posted in a location that maximizes public exposure.
- The Redevelopment Agency notifies the public about the accessibility of meeting locations and the availability of modifications provided for people with disabilities.
- Participants are notified on how to file an ADA complaint. Complaints are handled through the Human Resources Department.

Printed Information

- Redevelopment Agency printed materials are written in simple, easy-to-understand language.

Website

- The Redevelopment Agency posts its contact information and information about how to apply for grants on the City of Madera website:
- <http://cityofmadera.org/web/guest/redevelopment-agency-rda>

Training and Staffing

- Staff members are advised by Human Resources that it might be necessary to modify program policies or practices to enable people with disabilities to participate in and benefit from programs or services.

Program Eligibility and Admission

- There are circumstances in which the participation of a person with a type of impairment would be restricted or excluded in programs offered by the Redevelopment Agency. The Redevelopment Agency seeks help from Heartland when determining safety standards.

Public Meetings

- The Redevelopment Agency requires that 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.

Use of Consultants for Delivering Program Services

- The Redevelopment Agency employs outside consultants and is responsible for notifying outside contractors of their responsibilities for providing services in a nondiscriminatory manner and monitoring their work.

Special Events on Public Properties

- The Redevelopment Agency holds special events such as the Neighborhood Networking meetings.

4.0 Transition Plan

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

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

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

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

The Facilities Transition Plan combines the findings of the facility surveys, policy assessments, and program evaluations. Specific policy and program recommendations can be found in section 3. The specific architectural modifications required to make programs accessible are listed in the City of Madera—Facility Reports. Each facility report contains a complete list of architectural barriers and barrier removal actions. Not all of these barriers must be removed in order to provide program access. The first priority is to remove those barriers limiting access to programs.

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

4.1 Facilities

A. Program Barrier Removal Priorities

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

- Hazards: Facilities that have received any complaints concerning injuries;
- 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. This information was entered into the City's database of identified barriers so that barriers in the facilities can be linked to programs. The ADA Advisory Council and the public reviewed and confirmed these priorities.

C. Priorities for Barrier Removal within Facilities

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

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

Examples:

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

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

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

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

- Drinking fountains
- Public telephones
- Vending machines

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

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 Madera's ADA Coordinator.

E. Phasing Schedule for Facilities

Barriers in city facilities will be removed systematically, City-wide, based on established program priorities. It is the intent of the City to address 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 Madera reserves the right to modify barrier removal priorities in order to allow flexibility in accommodating community requests, petitions for reasonable modifications from persons with disabilities, changes in City programs, and funding constraints and opportunities. It is the goal of this Transition Plan to provide access to the programs, activities and services provided by the City. Interim measures will be explored and implemented in order to provide programmatic access to the public pending the implementation of physical barrier removal projects.

The following tables describe the priorities and schedule for barrier removal in public facilities. This preliminary schedule represents a 10 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. This revised schedule will be available for review on the City's website: <http://cityofmadera.org>

City Facilities	Facility Name	Years 1 - 3	Years 4 - 6	Years 7-10
1	City Hall	X		
2	Public Works & Parks Admin Bldg.	X		
3	Intermodal Facility	X		
4	Madera Municipal Airport	X		
5	Police Facility	X		
6	Fire Station #6		X	
7	Fire Station #7		X	
8	Redevelopment Center		X	
9	Chamber of Commerce		X	
10	City of Madera Golf Course			X
11	Engineering Annex		X	
Community Centers	Facility Name	Years 1 - 3	Years 4 - 6	Years 7-10
1	Frank Bergon Senior Center	X		
2	Pan -American Community Center	X		
3	Millview Community Facility		X	
4	Mexican Community Center		X	
5	Westside Community Center		X	
6	Youth Hut		X	
Parks	Facility Name	Years 1 - 3	Years 4 - 6	Years 7-10
1	Centennial Park	X		
2	McNally Park	X		
3	Millview Sports Complex		X	
4	Town & Country Park			X
5	Pan -American Community Park			X
6	Rotary Park			X

4.2 Pedestrian Rights-of-Way (PROW)

A. Overview of the PROW

As stated in the City's General Plan, walking is an increasingly important part of life in Madera and is one of the major facets of the City's goals to become a healthier and more livable place.

Walking has always been a part of the transportation system in Madera. Automobiles were not widely available when the City was founded, and for many years the City remained compact enough that the average person could easily walk from one edge of the City to the other. Madera's downtown grid of roadways reflects these early days—its short blocks are easy to walk, and the many intersecting roads make it easy to select the best route from point A to point B.

The Circulation and Infrastructure Element chapter of the General Plan states that the City's goal is to create an extensive, complete, smooth, interconnected, and continuous pedestrian network that is a safe and attractive option for local or regional trips or recreation and that connects to the City's neighborhoods, parks and schools, employment areas, and retail centers.

The City intends to maintain walkability and pedestrian safety by considering roadway width and roadway design features such as islands, pedestrian refuges, count down timers, and other such mechanisms. This policy applies to new roadway construction and existing roadways where pedestrian hazards may occur due to roadway design or width.

B. Surveys of Existing PROW Conditions

As part of the PROW Transition Plan process, the City of Madera has completed inventories of existing conditions of the City's pedestrian network. The purpose of these inventories was to collect baseline data regarding accessibility to pedestrian facilities within the City. In turn, this inventory data will be used to strategize on priorities for the improvement of accessibility of pedestrian facilities throughout the City. The inventory can be summarized as follows:

Curb Ramps

In 2010, it is estimated that 129 curb ramps will be installed in the City of Madera.

In 2009, a gap analysis of the curb ramp network in the City was completed. This data was used to identify the lack of curb ramps in highly used pedestrian areas in the City. The collected data has been entered into AutoCAD format for use by the Engineering Department.

Sidewalk Slope Conditions

In 2009, key areas were surveyed by an ADA consultant to examine accessibility barriers caused by driveways crossings and other sidewalk slope conditions. The collected data has been entered into AutoCAD format for use by the Engineering Department.

Sidewalk Obstructions

In 2009, key areas were surveyed by an ADA consultant to examine obstructions along City sidewalks. The survey checked for elements such as protruding or overhanging objects or vegetation, obstructions due to placement of poles or utility boxes, and lifted or displaced sidewalk. The collected data has been entered into AutoCAD format for use by the Engineering Department.

C. Pedestrian Rights-of-Way Prioritization

To promote efficiency and accessibility, some cities construct curb ramps at every point where a sidewalk intersects a curb; however, under Title II of the ADA, a City is not necessarily required to do so. 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 levels of 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 has established a 12-year time frame to remove PROW barriers that limit program accessibility. The ADA Title II regulations states that if a Transition Plan will take more than one year to fully implement, it must contain interim steps that will be done to provide program accessibility. An interim action the City may consider is to publish accessibility maps on the City website that show the most accessible routes to follow.

E. PROW Construction Details

City of Madera makes its construction plans and details available on the City website: <http://www.cityofmadera.org/web/guest/standard-drawings>

The plans and specifications are consistent with state and federal accessibility requirements. See Appendix C for examples of construction details related to the pedestrian rights-of-way.

F. Accessibility During Construction

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

G. Street or Sidewalk Closure

The City currently provides advance warning for street closure using signage posted at the area undergoing alteration or repair. Although this approach is satisfactory for non-disabled residents, sidewalk closure creates problems for disabled pedestrians when routes change or all routes in a City are not accessible. It is recommended that the City also post alternate path of travel information as needed on its website.

H. On-Street Accessible Parking

The City's Engineering Department coordinates the installation of on-street accessible parking. Currently, there is no on-going program for the installation of on-street accessible parking. This must be done through a Citizen Request Process and is evaluated on a case by case basis.

I. Citizen Request Process

If a citizen would like to make a request related to the PROW, they must contact the Public Works department to receive a hard copy of the request form. A sample of this form is available in Appendix D of this document.

J. Street-Related Capital Improvement Projects

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

5.0 ADA Policy and Complaint Procedure

ADA Grievance Procedure

The City of Madera has incorporated appropriate due process standards and provides for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Housing and Urban Development regulations implementing Section 504 of the Rehabilitation Act of 1974, as amended and the American Disability Act of 1990. These regulations state, in part, that "no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in programs, services or activities sponsored by a public entity".

The City of Madera has designated the Human Resources Director as its "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 Coordinator is also responsible for coordinating efforts of the City to comply with Title 24 and all other applicable State and Federal physical and programmatic accessibility requirements.

Wendy Silva
Human Resource Director
Department of Human Resources
205 West Fourth Street
Madera, CA 93637
Phone: (559) 661-5481
Email: wsilva@cityofmadera.com

A complaint should be filed in writing, contain the name, address, and telephone number of the person filing it, and briefly describe the alleged violation of the regulations. 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. All complaints or grievances must provide all the information required consistent with the format of the official complaint form.

A complaint must be filed no later than 30 calendar days after the complainant becomes aware of the alleged violation.

An investigation, as may be appropriate, shall follow a filing of a complaint.

The appropriate investigation will be conducted by the Section 504 & ADA Coordinator or a designated representative. These rules contemplate informal but thorough investigations affording all interested persons an opportunity to submit evidence relevant to a complaint. Under 24 CFR 8.53, the City need not process complaints from applicants for employment or housing. These complaints may be referred to the State Office of Fair Employment and Housing located in Fresno.

A written determination as to the validity of the complaint and a description of resolution, if any, shall be issued by the Section 504 & ADA Coordinator and a copy forwarded to the complainant no later than 30 calendar days after its filing.

Complainant may appeal the Section 504 & ADA Coordinator's decision to the City Administrator within 10 calendar days of receipt of the decision. The City Administrator will review the decision and within 30 days provide complainant with a written response to the appeal. The response shall be kept in the complaint file and acted upon as per the decision.

Complainant may appeal the decision of the City Administrator by filing an appeal with the City Council. An appeal to the City Council must be received within 10 days of the complainant's receipt of the decision from the City Administrator. The complaint and decisions will then be reviewed by the City Council. Council will then make a final decision regarding the complaint and the matter will be closed.

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

The Section 504 & ADA Coordinator shall maintain all records to the complaint filed.

6.0 Program Accessibility Guidelines, Standards and Resources

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.

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 (TDD)]. Publications are available in standard print as well as large print, audiotape, Braille, and computer disk for people with disabilities. Documents, including the following publications, can also be downloaded from the Department of Justice website (<http://www.ada.gov/>).

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

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

U.S. Access Board

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

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

Guidelines and Standards for Facilities

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

Access Board is issuing final guidelines to provide additional guidance to the Department of Justice and the Department of Transportation in establishing accessibility standards for new construction and alterations of State and local government facilities covered by Title II of the Americans with Disabilities Act (ADA) of 1990. The guidelines will ensure that newly constructed and altered State and local government facilities are readily accessible to and usable by individuals with disabilities in terms of architecture, design, and communication.

- **Building Elements for Children: ADAAG Amendments:** The Access Board is issuing final guidelines to provide additional guidance to the Department of Justice and the Department of Transportation in establishing alternate specifications for building elements designed for use by children. These specifications are based on children's dimensions and anthropometrics and apply to building elements designed specifically for use by children ages 12 and younger.
- **Play Areas: ADAAG Amendments:** The Access Board is issuing final accessibility guidelines to serve as the basis for standards to be adopted by the Department of Justice for new construction and alterations of play areas covered by the Americans with Disabilities Act (ADA). The guidelines include scoping and technical provisions for ground level and elevated play components, accessible routes, ramps and transfer systems, ground surfaces, and soft contained play structures.
- **Recreation Facilities: ADAAG Amendments:** The Access Board is issuing final accessibility guidelines to serve as the basis for standards to be adopted by the Department of Justice for new construction and alterations of recreation facilities covered by the Americans with Disabilities Act (ADA). The guidelines include scoping and technical provisions for amusement rides, boating facilities, fishing piers and platforms, golf courses, miniature golf, sports facilities, and swimming pools and spas.

Guidance Material and Advisory Reports for Facilities

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

- **Using ADAAG Technical Bulletin:** This bulletin was developed to serve the specific needs of architects and other design professionals who must apply the ADA Accessibility Guidelines (ADAAG) to new construction and alterations projects covered by Titles II and III of the ADA. It is also

intended to clarify accessibility regulations generally, including those that apply to existing facilities covered by the ADA.

- **Visual Alarms Technical Bulletin:** In passing the Americans with Disabilities Act in 1990, Congress specifically directed the Access Board to provide greater guidance regarding communications accessibility. Thus the ADA Accessibility Guidelines (ADAAG) require that where emergency warning systems are provided in new or altered construction, they must include both audible and visible alarms that meet certain technical specifications. This bulletin was developed to provide more technical information about the types of visual fire alarms available and how and where their use is required.
- **Text Telephones Technical Bulletin:** Text telephones are machinery or equipment that employs interactive graphic (i.e., typed) communications through the transmission of coded signals across the standard telephone network. Text telephones can include, for example, devices known as TDDs (telecommunications display devices or telecommunications devices for deaf persons) or computers. This bulletin was developed to provide more technical information about the types of text telephones available and how and where their use is required.
- **Ground and Floor Surfaces Technical Bulletin:** Over twenty-seven million Americans report some difficulty in walking. Of these, eight million have a severe limitation and one-fifth of this population is elderly. Ambulatory persons with mobility impairments—especially those who use walking aids—are particularly at risk of slipping and falling even on level surfaces. The information in this bulletin is intended to provide designers with an understanding of the variables that affect the measurement and performance of materials specified for use on walking surfaces and to better describe the requirements of an accessible route.
- **Parking Technical Bulletin:** Accessible parking requires that sufficient space be provided alongside the vehicle so that persons using mobility aids, including wheelchairs, can transfer and maneuver to and from the vehicle. Accessible parking also involves the appropriate designation and location of spaces and their connection to an accessible route. This bulletin was developed to provide more detailed information about the requirements for accessible parking including the configuration, location, and quantities of accessible parking spaces.
- **Detectable Warnings Update (March 2003):** Currently, the Access Board is in the process of developing guidelines on public rights-of-ways that, once finalized, will supplement the new ADAAG. While ADAAG covers various features common to public streets and sidewalks, such as curb ramps and crosswalks, further guidance is necessary to address conditions unique to public rights-of-way. Constraints posed by space

limitations at sidewalks, roadway design practices, slope, and terrain raise valid questions on how and to what extent access can be achieved. Guidance on providing access for blind pedestrians at street crossings is also considered essential. This bulletin outlines the requirements of detectable warnings, a distinctive surface pattern of domes detectable by cane or underfoot, which are used to alert people with vision impairments of their approach to streets and hazardous drop-offs. The ADA Accessibility Guidelines (ADAAG) require these warnings on the surface of curb ramps, which remove a tactile cue otherwise provided by curb faces, and at other areas where pedestrian ways blend with vehicular ways. They are also required along the edges of boarding platforms in transit facilities and the perimeter of reflecting pools.

- **Assistive Listening Systems Technical Bulletins:** Assistive listening systems (ALS) are devices designed to help people with hearing loss improve their auditory access in difficult and large-area listening situations. Typically, these devices are used in such venues as movie houses, theaters, auditoriums, convention centers, and stadiums, where they are piggybacked on a public address system. They may also be used in smaller listening locations like courtrooms, museums, classrooms, and community centers. This bulletin provides information about the types of systems that are currently available and tips on choosing the appropriate systems for different types of applications.
- **Guide to the ADA Accessibility Guidelines for Play Areas:** The Access Board has developed accessibility guidelines for newly constructed and altered play areas. This bulletin is designed to assist in using the play area accessibility guidelines and provides information regarding where the play area guidelines apply, what a play component is considered to be, how many play components must be an accessible route, and the requirements for accessible routes within play areas.
- **Summaries of Accessibility Guidelines for Recreation Facilities:** The Access Board issued accessibility guidelines for newly constructed and altered recreation facilities in 2002. The recreation facility guidelines are a supplement to ADAAG. They cover the following facilities and elements: amusement rides, boating facilities, fishing piers and platforms, miniature golf courses, golf courses, exercise equipment, bowling lanes, shooting facilities, swimming pools, wading pools, and spas.
- **Accessibility Guidelines for Outdoor Developed Areas:** The Regulatory Negotiation Committee on Accessibility Guidelines for Outdoor Developed Areas was established in June 1997. The accessibility guidelines proposed by the Committee include consideration of the latest information, design, and construction practices in existence. Proposed section 16 of ADAAG requires all areas of newly designed or newly

constructed and altered portions of existing trails connecting to designated trailheads or accessible trails to comply with this section. This proposed section also provides design guidelines for all newly constructed and altered camping facilities, picnic areas, and beach access routes. It is recognized that compliance with this section will not always result in facilities that will be accessible to all persons with disabilities. These guidelines recognize that often the natural environment will prevent full compliance with certain technical provisions, which are outlined in this publication.

Guidelines for Transportation

- **ADA Accessibility Guidelines for Transportation Vehicles:** This publication provides minimum guidelines and requirements for accessibility standards for transportation vehicles required to be accessible by the Americans with Disabilities Act (ADA) of 1990, including over-the road bus and tram systems.
- **ADA Accessibility Guidelines for Transportation Vehicles; Over-the-Road Buses:** This publication outlines the amendments to the accessibility guidelines for over-the-road buses (OTRB) made by the Architectural and Transportation Barriers Compliance Board and the Department of Transportation to include scoping and technical provisions for lifts, ramps, wheelchair securement devices, and moveable aisle armrests. Revisions to the specifications for doors and lighting are also adopted. The specifications describe the design features that an OTRB must have to be readily accessible to and usable by persons who use wheelchairs or other mobility aids.

Guidance Material for Transportation

- **Manuals on ADA Accessibility Guidelines for Transportation Vehicles:** This technical assistance document is one of a series provided to help in understanding the background and underlying rationale of the Americans with Disabilities Act Accessibility Guidelines for Transportation Vehicles (Vehicle Guidelines) and how the guidelines may apply in a particular case. The documents in this series include:
 - Buses, vans, and systems
 - Over-the-road buses and systems
 - Automated guide way transit vehicles and systems
 - Trams, similar vehicles, and systems
- **Securement of Wheelchairs and Other Mobility Aids:** As a public or private transit authority, the responsibility of safe, efficient service from

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

Guidelines and Standards for Communication

- **Standards for Electronic and Information Technology:** The Access Board is issuing final accessibility standards for electronic and information technology covered by section 508 of the Rehabilitation Act Amendments of 1998. Section 508 requires the Access Board to publish standards setting forth a definition of electronic and information technology and the technical and functional performance criteria necessary for such technology to comply with section 508. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Guidance Material for Communication

- **Bulletin on the Telecommunications Act Accessibility Guidelines:** As technology continues to improve our means of telecommunication, it can pose challenges to accessibility on one hand, while on the other hold the key to innovative access solutions. Section 255 of the Telecommunications Act requires telecommunications products and services to be accessible to people with disabilities. This is required to the extent access is "readily achievable," meaning easily accomplishable, without much difficulty or expense. Telecommunications products covered include: wired and wireless telecommunication devices, such as telephones (including pay phones and cellular phones), pagers, and fax machines; other products that have a telecommunication service capability, such as computers with modems, and equipment that carriers use to provide services, such as a phone company's switching equipment.
- **Summary of Standards for Electronic and Information Technology: An Overview:** This bulletin presents an overview of the new standards for electronic and information technology and section 508.

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

State of California Accessibility Standards and Regulations

Title 24, California Building Code

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

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

Division of State Architect

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

- DSA's 2003 California Access Compliance Reference Manual: The purpose of this book of regulations and statutes together is to clarify the obligations for architectural accessibility in California.

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

Resources for Providing Accessible Programs and Facilities

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

Federal programs, services, and resources for people with disabilities, their families, employers, service providers, and other community members.

- American Association of Museums: Accessible exhibit design publications are available for purchase from AAM's website, including Everyone's Welcome (available in a variety of formats), which addresses museum programs and the ADA, The Accessible Museum, which offers model programs of accessibility for older people and people with disabilities, and What Museum Guides Need to Know to provide access to blind and visually impaired visitors (<http://www.aam-us.org>).
- Beneficial Design: Beneficial Designs works toward universal access through research, design, and education. Beneficial Designs develops assistive and adaptive technology, performs rehabilitation research, contract design, legal consultation, standards development, and serves as a rehabilitation information resource. Contact Beneficial Designs, Inc. at 2240 Meridian Blvd, Suite C, Minden, NV 89423-8628, (775) 783-8822), (<http://www.beneficialdesigns.com/>).
- Smithsonian Institution: The Accessibility Program has developed the Smithsonian Guidelines for Accessible Exhibition Design (1996), which are available for downloading from their website: (<http://www.si.edu/opa/accessibility/exdesign/start.htm>).
- Further information is available from the Smithsonian Accessibility Program at the Arts and Industries Building, Room 1239 MRC 426, Washington, D.C. 20560 (202) 786-2942.
- National Center on Accessibility: The Center is a cooperative project between the National Park Service and Indiana University to provide information and technical assistance, primarily on recreation access. An example of the research activities of the NCA is the National Trails Surface Study. This study is primarily the result of questions that NCA has, for many years and continues to receive from organizations, agencies and individuals who desire to make their trails accessible; are interested in an unobtrusive surface that blends and is friendly to the environment; and provides a quality trail experience for people with and without disabilities. NCA also publishes 'What is an Accessible Trail?' which summarizes the federal guidelines for outdoor developed areas and is available for downloading from its website. The NCA website also has information on campground accessibility, accessible picnic tables, access to beaches, and inclusion of people with disabilities in aquatic venues. (<http://www.ncaonline.org/>)
- National Center on Physical Activity and Disability: The Center provides information and resources on physical activity to help people

with disabilities find ways to become more active and healthier. The Center also provides information on how to provide access to fitness centers, schools, recreation facilities, camps, and health and leisure services (<http://www.ncpad.org/>).

- California State Parks Accessibility Guidelines: A State outdoor recreation resource:
(http://www.parks.ca.gov/pages/21944/files/ca_stateparksaccessguiderev_titlepagewithdisclaimer.pdf)

Resources for Assistive Technologies (General)

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

ABLEDATA

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

CALIFORNIA ASSISTIVE TECHNOLOGY SYSTEM (CATS)

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

INTERNATIONAL COMMISSION ON TECHNOLOGY AND ACCESSIBILITY

ICTA initiates, facilitates and provides information regarding technology and accessibility through the World Wide Web. This information is available to people with disabilities, advocates and professionals in the field of disability, researchers, legislative bodies, and the general community. Information and resources are available at the ICTA website (<http://www.ictaglobal.org/>).

ALTERNATIVE FORMAT COMMUNICATIONS

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

American Sign Language Interpreters

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

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

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

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

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

Assistive Listening Systems and Devices

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

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

Closed Caption Machine

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

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

Optical Readers

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

Text Telephone (TDD)

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 as a TTY, pagers, telephony, VoIP, and more (<http://www.tdi-online.org/>).
- See the Text Telephones Technical Bulletin available on the U.S. Access Board's website (<http://www.access-board.gov/>).

Video Relay Services (VRS)

Video Relay Service (VRS) is a form of Telecommunications Relay Service (TRS) that enables persons with hearing disabilities who use American Sign Language to communicate with voice telephone users through video equipment, rather than through typed text. Video equipment links the VRS user with a TRS operator – called a “communications assistant” (CA) – so that the VRS user and the CA can see and communicate with each other in signed conversation. Because the conversation between the VRS user and

the CA flows much more quickly than with a text-based TRS call, VRS has become an enormously popular form of TRS (<http://www.fcc.gov/cgb/consumerfacts/videorelay.html>).

- 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 (<http://www.sprintvrs.com>).

Transportation

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

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

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

Enlarging Printed Materials

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

Guide to Disabilities and Disability Etiquette

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

- Disability Etiquette: Interacting with People with Disabilities is available on-line at the County of Long Beach's website: (<http://www.crinet.org/interact.php>).

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 (<http://www.disabilityinfo.gov/digovpublic/public/DisplayPage.do?parentFolderId=79>).
- Accessibility Connections Community Map: A Directory of Bay Area Assistive Technology Services is an on-line service available at (<http://www.cforat.org/home/bard/>).
- American Association of People with Disabilities: The American Association of People with Disabilities is the largest nonprofit, nonpartisan, cross-disability organization in the United States (<http://www.aapd-dc.org/>).
- American Foundation for the Blind: The American Foundation for the Blind is committed to improving accessibility in all aspects of life—from cell phones to ATMs, on web sites and in workplaces. Services include assistance in making products and services accessible to people with visual impairments. AFB offers expert consulting services and accessible media production. AFB provides objective product evaluations of adaptive technologies through its assistive technology product database (<http://www.afb.org/>). Local assistance is available through the American Foundation for the Blind-West, 44 Montgomery Street, Suite 1305, San Francisco, CA 94040 (415) 392-4845 or by email at sanfran@afb.net.

- **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 California, 1225 Eighth Street, Suite 590, Sacramento, CA 95814 (916) 552-6619 or by email at arcca@quicknet.com.
- **Bay Area Outreach and Recreation Program:** BORP was founded in 1976 by people with disabilities to create access to the outdoors, to fitness, to sports, and to recreation for a population who'd been left out. BORP offers a number of competitive sports programs, as well as outdoor adventures, family outings, and integrated cycling. BORP staff has extensive experience in providing recreation services to people with disabilities, including involving disabled immigrants and minorities in recreation programs. BORP (<http://www.borp.org/>) is located at 830 Bancroft Way, Suite 205, Berkeley, CA 94710 (510) 849-4663 or by email at info@borp.org.
- **Resources for Independence, Central Valley (formerly CIL):** Resources for Independence, Central Valley is a national leader in helping people with disabilities live independently and become productive, fully participating members of society. The staff and board, most of whom have disabilities, are strongly committed to supporting others in their efforts towards self sufficiency. For assistance with programs and for information, contact CIL at 3008 North Fresno Street, Fresno, CA 93703, phone (559) 221-2330 Voice/ (559) 221-2342 TTY/TDD or website (<http://www.ricv.org>).
- **Disability Resources, Inc.:** Disability Resources, Inc. is a national nonprofit organization that provides information about resources for independent living. DRI maintains an on-line directory of assistive technology resources (<http://www.disabilityresources.org/>).
- **Environmental Health Network:** EHN's focus is on issues of access and developments relating to the health and welfare of the environmentally sensitive and to promote public awareness of environmental sensitivities and causative factors. EHN provides information environmental and chemical sensitivities at EHN, P.O. Box 1155, Larkspur, California, 94977-

1155 (415) 541-5075 and on its website (<http://users.lmi.net/wilworks/>).

- 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/site/PageServer?pagename=sports_main) 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/cdssweb/OfficeofDe_189.htm)
- State Office of Services to the Blind, California Department of Social Services, 744 P Street, MS 6-94, Sacramento, CA 95814 (916) 657-3327, email: BlindAccess@dss.ca.gov website: http://www.dss.cahwnet.gov/cdssweb/blindservi_187.htm.
- United Cerebral Palsy Association: UCP's mission is to advance the independence, productivity and full citizenship of people with cerebral palsy and other disabilities, through 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/ucp_channel.cfm/1/15).

- **United Spinal Association:** United Spinal Association is a membership organization serving individuals with spinal cord injuries or disease. Formerly known as the Eastern Paralyzed Veterans Association, the organization expanded its mission to serve people with spinal cord injuries or disease regardless of their age, gender, or veteran status. Information on accessibility training and consulting services and recreational opportunities for people with spinal cord injuries or disease is available on their website (<http://www.unitedspinal.org>).
- **World Institute on Disability:** WID is an international public policy center dedicated to carrying out research on disability issues and overcoming obstacles to independent living. WID maintains an on-line information and resource directory on technology, research, universal design, and the ADA (<http://www.wid.org/resources/>).

Resources for Persons with Disabilities in the City of Madera

Arc Fresno

4567 North Marty Avenue
Fresno, CA 93722
(559) 226-6268 Voice
(559) 226-6269 Fax

Website: <http://www.arcfresno.org>

Arc Fresno empowers individuals with developmental disabilities to attain greater independence by offering everyday life experiences in a supportive community. Arc Fresno was founded in 1953 by a group of parents who wanted to create more opportunities and life experiences for their children with developmental disabilities. Their vision and passionate dedication has grown into an organization that serves over 550 developmentally disabled adults through nine diverse programs.

Central Valley Regional Center

4615 North Marty Avenue
Fresno, CA 93722
(559) 276-4300 Voice
(559) 276-4360 Fax

Website: <http://www.cvrc.org>

Central Valley Regional Center's (CVRC) mission is to help individuals with developmental disabilities, and children at risk, to reach their goals. Their goals are to serve as an advocate for persons with developmental disabilities, to identify specific client and family needs and to establish a person-centered plan, to provide the most effective client services, through utilization of community resources, to assist the community in the prevention and early identification of developmental disabilities and to assist in the establishment of new and innovative programs and to expand existing community resources.

Deaf and Hard of Hearing Service Center

5340 North Fresno Street
Fresno, CA 93710
(559) 225-3323 Voice
(559) 225-0415 TTY
(559) 225-0116 Fax

(559) 225-3382 Voice for Interpreting Services

(559) 334-5001 TTY for Interpreting Services

(559) 221-8224 Fax for Interpreting Services

Email: info@dhhsc.org

Website: <http://www.dhhsc.org>

Deaf and Hard of Hearing Service Center, Inc. (DHHSC) serves individuals who are deaf, hard of hearing, deaf-blind, and late-deafened, their families, friends, and community service providers. DHHSC's mission is to empower deaf and hard of hearing individuals to advocate, seek equality, and promote self-determination through empowerment for those who seek our assistance; and to enhance the awareness and understanding of Deaf Culture and the unique communication needs of Deaf and Hard of Hearing individuals.

Department of Rehabilitation

209 East 7th Street

Madera, CA 93638

(559) 662-4567 Voice

Website: <http://www.rehab.cahwnet.gov>

The Department of Rehabilitation serves anyone with a physical, mental, or emotional problem that interferes with a person's ability to secure and hold a job. You may qualify for job training and placement, help with transportation, vocational and personal counseling and more.

Fresno County Department of Behavioral Health

4411 East Kings Canyon Road

Fresno, CA 93702

(559) 253-9180 Voice

(559) 453-4085 TTY

Website: <http://www.co.fresno.ca.us/Departments.aspx?id=120>

The Department of Behavioral Health (DBH) provides mental health and substance abuse services to adults within the County of Fresno. DBH provides the residents of Fresno County with superior mental health and alcohol and other drug services in terms of quality, timeliness and value in order to improve the region's quality of life.

Fresno-Madera Area Agency on Aging

3845 North Clark Street, Suite 103

Fresno, CA 93726

(559) 453-6494 Voice

(559) 453-5111 Fax

Email: services@fmaaa.org

Website: <http://www.fmaaa.org>

Fresno-Madera Area Agency on Aging (FMAAA) was established in 1980 through a Joint Powers Agreement between the City of Fresno and Fresno and Madera Counties. FMAAA's mission is to provide leadership in addressing issues that relate to older Californians; to develop community-based systems of care that provide services which support independence within California's interdependent society, and which protect the quality of life of

older persons and persons with functional impairments; and to promote citizen involvement in the planning and delivery of service.

Heartland Opportunity Center

323 North E Street

Madera, CA 93638

(559) 674-8828 Voice

(559) 674-8857 Fax

Website: <http://www.heartlandopportunity.com>

Since June 26, 1973, Heartland has provided a continuum of services for adults with developmental disabilities residing in Madera County. While Madera County continues to be the primary service area for our association, adjacent counties such as Mariposa are served. It is Heartland Opportunity Center's mission to provide employment, job placement, vocational and life skills training to adults with mental, physical and/or emotional disabilities in order to help them reach their personal and vocational goals.

Resources for Independence, Central Valley (formerly CIL - Fresno)

3008 North Fresno Street

Fresno, CA 93703

(559) 221-2330 Voice

(559) 221-2342 TTY

(559) 221-2340 Fax

Website: <http://www.ricv.org>

Resources for Independence, Central Valley provides peer counseling, information and referral, independent living skills training, individual advocacy for a particular individual and systems advocacy for the community

The Talking Book Library

2420 Mariposa Street

Fresno, CA 93721

(559) 488-3195 Voice

Website: <http://www.fresnolibrary.org>

The Talking Book Library for the Blind serves as a sub-regional library of the National Library Service for the Disabled Community. They provide books and magazines on cassette tape and in Braille to people of all ages who are blind, visually impaired, or have physical disabilities preventing reading of standard print.

United Cerebral Palsy

4224 North Cedar Avenue

Fresno, CA 93726

(559) 221-8272 Voice

(559) 221-9347 Fax

Website: <http://www.ccucp.org>

United Cerebral Palsy of Central California is a non-profit social service organization dedicated to serving men, women, and children with disabilities. Programs include adaptive services, assistive technology services, summer programs, life skills training, and a center for arts and technology.

Valley Center for the Blind

2491 West Shaw Ave, Suite 124

Fresno, CA 93711

(559) 222- 4447 Voice

(559) 222- 4844 Fax

Website: <http://valleycenterfortheblind.org>

Valley Center for the Blind provides many different types of assistance for all ages. They provide group and individual counseling, classes for Braille, computers, independent living skills, cooking, knitting, crocheting and guitar.

VisionTech Solutions

6465 North Blackstone Avenue

Fresno, CA 93710

(559) 444-0544 Voice

(559) 444-0644 Fax

Email: john@visiontechsolutions.net

Website: <http://www.visiontechsolutions.net>

VisionTech Solutions was founded in 2007 with the mission of providing quality services to the blind and low vision individuals in the Fresno area. Their goal is to help individuals find resources and provide training in order for individuals to regain their independence, re-enter the workforce, and improve their quality of life.

Appendices

Appendix A: Program Accessibility Questionnaire

Appendix B: Public Meeting Minutes

Appendix C: City Standard Pedestrian Rights-of-Way Construction Details

Appendix D: Sample Citizen Request Form

Appendix E: Pedestrian Rights-of-Way Reports

Appendix F: Facility Reports