



CITY OF POMONA ADA SELF-EVALUATION AND TRANSITION PLAN

**VOLUME 1: ADA SELF EVALUATION FOR POLICIES, PROGRAMS,
SERVICES AND ACTIVITIES
DECEMBER 2020**



Contents

Executive Summary..... 4

 Introduction.....4

 Purpose.....4

 Methodology4

 Content and Organization of this Report5

 General Recommendations.....5

 Volume 1 Self Evaluation of Policies and Procedures General Recommendations5

 Volume 2 Self Evaluation and Transition Plan for City Facilities General Recommendations6

 Volume 3 Self Evaluation and Transition Plan for Public Right of Way General Recommendations.....7

 Definitions7

 Program Accessibility 10

SECTION 1: PROJECT OVERVIEW..... 12

 1.1 Introduction..... 12

 1.2 Overview..... 12

 1.3 Methodology 13

 1.4 City of Pomona Departments 13

 City Attorney..... 13

 City Clerk..... 13

 City Manager’s Office 14

 Development Services Department 14

 Finance 14

 Fire Department 15

 Human Resources..... 15

 Library..... 15

 Police Department..... 16

 Public Works..... 17

 Neighborhood Services Department..... 17



Water and Wastewater Operations Services 18

1.5 City of Pomona Boards and Commissions 19

SECTION 2: FINDINGS AND RECOMMENDATIONS 21

2.1 Departmental Findings and Recommendations 21

2.2 City-wide Findings and Recommendations 22

 2.2.1 Public Notice and Written Notifications..... 22

 2.2.2 ADA Coordinator..... 25

 2.2.3 Grievance Procedures..... 26

 2.2.4 Fees and Surcharges 29

 2.2.5 Use of Consultants..... 30

 2.2.6 Access to Programs, Services, and Activities 31

 2.2.7 Modifications to Policies, Practices, or Procedures 32

 2.2.8 Public Meetings 35

 2.2.9 Equally Effective Communication..... 36

 2.2.10 Distribution of Publications 38

 2.2.11 Website Accessibility 39

 2.2.12 Emergency Evacuation Procedures 40

 2.2.13 Special Events on City Property and City Sponsored Public Events 41

 2.2.14 Printed Information 42

 2.2.15 Telephones, Communication Devices, and Auxiliary Aids..... 43

 2.2.16 Service Animals..... 44

 2.2.17 Polling Places 46

 2.2.18 Employment 47

 2.2.19 Transportation/Paratransit..... 51

2.3 Review of Documents Findings and Recommendations 51

2.4 List of Resources and ADA Tool kit 52

2.5 Summary of Action Items 62

Volume 1 List of Appendices..... 63



EXECUTIVE SUMMARY

Introduction

The Americans with Disabilities Act (ADA) of 1990 is a Civil Rights Law that mandates equal opportunity for individuals with disabilities. The ADA prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, transportation, and telecommunications.

The City of Pomona has undertaken a comprehensive evaluation of its policies, programs, services, activities and facilities to determine the extent to which individuals with disabilities may be experiencing restricted access to City services and activities.

This document establishes the City's commitment to the development and maintenance of accessible features. It will guide the planning and implementation of necessary program and facility modifications in order to be compliant with the Americans with Disabilities Act.

Purpose

This ADA Self-Evaluation and Transition Plan has been prepared to fulfill the requirements set forth in Title II of the ADA (28 CFR §35.105 and 28 CFR §35.150(d)). The City of Pomona is obligated to observe all requirements of Title I of the ADA in its employment practices, Title II in its policies, programs and services, and any parts of Title IV and V that apply to the City and its programs, services, or facilities.

Title II has the broadest impact on the City of Pomona. Included in Title II are administrative requirements for all government entities employing more than 50 people, as listed below:

- Designation of an ADA Coordinator to monitor and oversee Title II ADA compliance
- Completion of an ADA Self-Evaluation of policies, programs, services and activities
- Development of a Transition Plan to schedule the removal of physical barriers
- Development of an ADA Grievance (Complaint) procedure

Methodology

The City of Pomona contracted with Owen Group for the purpose of facilitating an ADA Self-Evaluation and Transition Plan of City facilities and right of way. City policies regarding the ADA and general City documents and reports were requested and reviewed. Survey questions were developed by Owen Group and disseminated to City staff for the purpose of providing a comprehensive analysis of City functions within the areas associated with the scope of review.



The process to prepare this ADA Self-Evaluation and Transition Plan for City Facilities and right of way included assessment of City-owned facilities and a review of existing City-captured right of way data.

Content and Organization of this Report

The ADA Self Evaluation and Transition Plan is divided into three (3) Volumes as listed below:

- Volume 1: ADA Self Evaluation of Policies, Programs, Services and Activities
- Volume 2: ADA Self Evaluation and Transition Plan of City Facilities
- Volume 3: ADA Self Evaluation and Transition Plan of Public Right of Way

General Recommendations

Detailed recommendations are presented in each Volume of this report; however, the following summarizes general recommendations per Volume.

Volume 1 Self Evaluation of Policies and Procedures General Recommendations

These recommendations are the ongoing efforts and business practices to maintain accessibility to programs and services.

Public Review: This self-evaluation and transition plan should be available for public review (28 CFR §35.150(d)(1)). The City should maintain this plan (in all the appropriate alternate formats) for public access review and inspection.

Terminology: City publications should be reviewed to see if the word “handicapped” is used. The words “individuals with disabilities” or “persons with disabilities” should replace “handicapped”. The term “disabled person” should also be avoided.

Maintenance of Records: For three years after completion of the Self-Evaluation, the City must keep a record of any problems identified (28 CFR §35.105). Ongoing customer satisfaction surveys and other methods for public input will assist with ongoing outreach to enhance the efforts of the City to serve individuals with disabilities; therefore, the City should continue the availability of the public input questionnaire.

Periodic Evaluation: It is recommended that the City periodically evaluate such policies, procedures and practices pertaining to communication, auxiliary aids and services, emergency response, publications, determination for undue burden, public activities, employment, and new construction of facilities, in addition to physical accessibility to City facilities.



Training: On-going compliance with the ADA can only be achieved if City staff and officials receive frequent training. The City should develop and implement an annual training program for all employees. Staff training programs should include the following subjects:

Disability etiquette: Staff members who interact with the public should be aware of the many tips on interacting with individuals with disabilities.

Acceptable methods for reasonable accommodations: Staff members should be aware of simple and easy methods to accommodate individuals with disabilities.

Resources available: Staff members should know about auxiliary aids, services, assistive listening devices etc. available. All staff members should know where to look and who to call.

ADA Coordinator: Consider joining the various organizations that hold training specifically for ADA coordinators, such as the ADA Coordinator Certification Program and the National Association of ADA Coordinators.

Accessible Documents: Regardless of whether documents are created in Adobe PDF, Microsoft Word, or another format, there are right and wrong ways to create documents in order to ensure people with disabilities can access them. It is advisable to provide training to City Staff on PDF accessibility.

Training resources: Various training resources are readily available through the United States Access Board and the Pacific ADA Network, as well as through other state and national organizations. A complete list of resources is provided in Section 1.5 List of Resources and ADA Toolkit.

Volume 1 Implementation Plan for Policies and Procedures: Refer to **Appendix G** for the list of action items which make up the ADA Transition Plan for Policies and Procedures.

Volume 2 Self Evaluation and Transition Plan for City Facilities General Recommendations

- Implement a plan for removal of accessibility barriers to City Facilities per the programs offered at the locations. Consider moving the program to an alternative location until the facility is made compliant.
- The City shall budget and implement the recommendations in the Transition Plan.



Volume 3 Self Evaluation and Transition Plan for Public Right of Way General Recommendations

- Maintenance of accessible features: The City shall develop and implement a maintenance program for their accessible features and elements (28 CFR §35.133).
- The City shall budget and implement the recommendations in the Transition Plan.

Definitions

The following is a summary of various definitions found in the Americans with Disabilities Act and will be found throughout this ADA Self Evaluation and Transition Plan. Please refer to the Americans with Disabilities Act for the full text of definitions and explanations.

ADA Transition Plan: Required under the Americans with Disabilities Act, a list of action items related to accessibility deficiencies generated from a self-evaluation of an agency's programs, services and activities. Addressing the deficiencies on this list will help to make the transition to better compliance with applicable access codes and laws.

Auxiliary Aids and Services: The term auxiliary aids and services include:

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

Disability: The term disability means, with respect to an individual: A physical or mental impairment that substantially limits one or more of the major life activities of such individual, a record of such impairments, or being regarded as having such impairment.

Qualified Individual with a Disability: 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 a public entity.

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.

Complaint: A complaint is a claimed violation of the ADA.

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 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.

Substantial Limitations of Major Life Activities: An individual is disabled if they have a physical or mental impairment that (a) renders them unable to perform a major life activity, or (b) substantially limits the condition, manner, or duration under which they 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:

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

Having a Record of Impairment: An individual is disabled if they have a history of having an impairment that substantially limits the performance of a major life activity; or have been diagnosed, correctly or incorrectly, as having such impairment.

Regarded as Having a Disability: An individual is disabled if they are treated or perceived as having an impairment that substantially limits major life activities, although no such impairment exists.

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:

- To a registration or application process to enable an individual with a disability to be considered for the program or activity;
- 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
- That enable 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.

Undue Burden:

Undue burden means significant difficulty or expense. In determining whether an action would result in an undue burden, factors to be considered include:

- (1) The nature and cost of the action needed under this part;
- (2) The overall financial resources of the site or sites involved in the action; the number of persons employed at the site; the effect on expenses and resources; legitimate safety requirements that are necessary for safe operation, including crime prevention measures; or the impact otherwise of the action upon the operation of the site;
- (3) The geographic separateness, and the administrative or fiscal relationship of the site or sites in question to any parent corporation or entity;
- (4) If applicable, the overall financial resources of any parent corporation or entity; the overall size of the parent corporation or entity with respect to the number of its employees; the number, type, and location of its facilities; and
- (5) If applicable, the type of operation or operations of any parent corporation or entity, including the composition, structure, and functions of the workforce of the parent corporation or entity.

Program Accessibility

This report analyzes two kinds of accessibility: program accessibility and physical accessibility. Both types of accessibility must be provided in order to be non-discriminatory.

Program Accessibility:

The policies, practices, and procedures that permit people with disabilities to participate and have access to programs, services and activities. People with disabilities shall be provided an equally effective opportunity to participate in or benefit from the City's programs and services. Program accessibility must be achieved by either structural or non-structural methods. Non-structural methods include acquisition or redesign of equipment, assignment of aids, provisions of services at alternate sites, etc.

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 or public rights-of-way.

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



- Structural methods such as altering an existing facility;
- Providing services at alternate accessible sites; and
- Designing or fixing public rights-of-way.

When choosing a method for providing program access, the City should give priority to the solution that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with various types of disabilities. In compliance with the requirements of the ADA, the City must provide equal opportunity. For example, the use of separate auxiliary counters to conduct transactions could be viewed as segregation; therefore, it is recommended that the main counters used for transactions and services are accessible.

As described in the ADA requirements for program accessibility, a public entity shall operate each service, program or activity so that, **when viewed in its entirety**, is accessible and usable by individuals with disabilities.

The ADA does not require the public entity to make all its existing facilities accessible, nor does it require a public entity to take any action that would fundamentally alter the nature of a service, program or activity. Additionally, it does not require implementation of the ADA that would result in undue financial and administrative burdens. In such cases where documentation is provided in keeping with strict procedures outlined in the ADA, there are various methods that may be appropriate for providing program accessibility in lieu of making actual physical changes to facilities.



VOLUME 1

ADA SELF EVALUATION OF

POLICIES AND PROCEDURES

SECTION 1: PROJECT OVERVIEW

This volume describes the evaluation process of the City’s policies, programs, and services, and presents the findings and recommendations.

1.1 Introduction

The City of Pomona is committed to providing access to all its programs, services and activities for qualified persons with disabilities. To ensure appropriate access exists, as well as compliance with State and Federal disability civil rights laws, the City of Pomona conducted this Americans with Disabilities Act (ADA) Self-Evaluation. An ADA Self-Evaluation is an examination of all programs, services and activities provided by the City to ensure that, when viewed in their entirety, they are readily accessible to qualified persons with disabilities.

1.2 Overview

The City of Pomona has undertaken a comprehensive evaluation of its policies, programs, services, activities and facilities to determine the extent to which individuals with disabilities may be experiencing restricted access to City services and activities. An ADA Self-Evaluation Plan of City services, policies, and practices was completed in 2019 and the results are included in this document.

In addition to identifying and modifying physical barriers, **Title 28 CFR Part 35, Non Discrimination on the Basis of Disability in State and Local Government Services**, requires that a public entity evaluate its policies, procedures and practices.

The following outlines the City’s Self-Evaluation:

Evaluate City policies, procedures, and practices as they pertain to its programs, services and activities; and make the necessary modifications to those policies and practices that do not meet the programmatic requirements of Title II of the ADA.



Public Participation - Public entities shall provide an opportunity to interested persons, including individuals with disabilities or organizations representing individuals with disabilities, to participate in the Self-Evaluation/Transition Plan process by submitting comments. The dissemination of information and requests for comments took place through the following methods:

- City Website and Social Media
- Direct Correspondence with organizations

A public input questionnaire was available at the public counters and posted on the City Website to afford members of the public an opportunity to provide input. The Public Input Questionnaire is provided in **Appendix D**.

1.3 Methodology

A departmental program and policy ADA Self-Evaluation questionnaire was administered to City departments and divisions. Each department questionnaire includes a description of programs and services, a contact person, location of the program, and practices that facilitate the participation of persons with disabilities.

From the information provided in the completed questionnaire and follow-up interviews, staff provided information on the nature of the programs, forms and methods used to advertise the programs, 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.

1.4 City of Pomona Departments

The City is made up of several departments, as described below:

City Attorney

The City Attorney's Office provides legal assistance to all City Departments and to City staff, providing legal guidance, preparing contracts, deeds, ordinances, resolutions, and legal opinions and reports.

City Clerk

The Office of the City Clerk provides municipal election services, maintains the official record of all City Council proceedings, and performs other State and municipal statutory duties for elected officials, voters, City departments, and the public in order that they be guaranteed fair and impartial elections and open access to information and the legislative process.



City Manager's Office

The City Manager serves as the chief administrative officer of the City of Pomona, and is directly responsible to the Mayor and City Council for the efficient and effective administration and daily operation of all City functions. The City Manager makes policy and procedural recommendations to the City Council and is responsible for implementing the final directives of the City Council. The City Manager's office, includes, in addition to the City Manager, Assistant to the City Manager and several support personnel.

Development Services Department

Development Services Department consists of four divisions: Building and Safety, Code Compliance, Cultural Arts, and Planning.

Development Services Department Administration provides for the general oversight, monitoring, technical assistance and coordination of the Planning, Code Compliance, and Building & Safety Divisions.

Building and Safety

Contract Building Division staff reviews and inspects all construction projects that require building permits within the City of Pomona. These projects range from small scale residential remodels to large, multi-story commercial buildings and multi-family residential projects.

Code Compliance

The Code Compliance Division enforces City Ordinances and inspects both residential and commercial properties for violations that may threaten the general public's safety. Violations include landscape maintenance, vacant structures, trash & debris, portable signage, public sign posting, vehicle parking, junk storage, parking on unpaved surfaces, motor home parking, shopping carts, and private property damage.

Planning

The Planning Division provides professional planning services for the Pomona community which includes drafting, implementing, and administering various comprehensive citywide plans, specific plans, neighborhood plans, and the overall zoning code related to development activities.

Finance

The Finance Department manages and maintains financial records in conformity with generally accepted accounting principles and in conformance with State and Federal laws. The department develops and maintains effective financial planning, reporting, and central support systems in order to assist operating departments in achieving their program objectives. The department consists of eight divisions comprised



of Finance Administration, Accounting, Payroll, Budget, Business Licenses, Printing Services, Purchasing and Revenue Management.

Fire Department

The Los Angeles County Fire Department is the fire department with jurisdiction over the City of Pomona. The mission of the Fire Department is to protect lives, the environment and property by providing prompt, skillful and cost-effective fire protection and life safety services. There are nine (9) fire stations in the city of Pomona:

FIRE STATION	ADDRESS
FS 181	590 S. Park Ave, Pomona CA 91766-3038
FS 182	1059 N. White Avenue, Pomona, CA 91768-3038
FS 183	708 N. San Antonio, Pomona 91767-4910
FS 184	1980 W. Orange Grove, Pomona 91768-2046
FS 185	925 E. Lexington, Pomona, 91766-5204
FS 186	280 E. Bonita, Pomona, 91767-1924
FS 187	3325 Temple Avenue, Pomona, 91768-3256
FS 188	18 A Village Loop Road, Pomona, 91766-4811
FS 189	Pomona Fairplex, 1101 McKinley Avenue, Pomona, 91768

Human Resources

Human Resources recruits, develops and retains talented employees and volunteers to provide excellent service to the City of Pomona. Risk Management preserves and protects City assets, employees, and residents through emergency preparedness, safety and liability programs. The department also ensures that employees and members of the public with disabilities have access to City programs and facilities (ADA compliance).

Library

The Pomona Public Library provides library services and materials which meet the diverse informational, educational and recreational needs of all of the citizens of the City of Pomona. The Library's resources and services include a circulating book collection in English and other languages of over 300,000 volumes; newspapers and magazines; adult reference and information services, Internet access; audio-visual materials; a large genealogy collection; and programs for children, young adults and adults.



The Pomona Public Library provides a meeting room for use by community groups/organizations on an "as available" basis. Priority in scheduling the meeting room is given to Library and City of Pomona related meetings, activities, or programs.

Police Department

The Police Department provides law enforcement services to the community which preserve and protect life and property; enforces city, county, state and federal statutes, ordinances and laws; investigates criminal activities; apprehends criminals and recovers stolen property; provides programs to educate the public in crime prevention, and processes all parking citations.

Administrative Services Division

The Administrative Services Division of the Police Department is responsible for providing administrative and other essential support services for the effective and cost efficient delivery of police services. The programs and work activities assigned to this division include the Records and Clerical Program, Budget and Accounting, Fleet and Facility Maintenance, Dispatch Services, Jail Operations and Property and Evidence.

Records Bureau

Records Bureau personnel perform a variety of duties both in a direct and indirect support capacity for other units within the Department as well as for the public. Providing copies of police reports to citizens, insurance companies and government agencies are just a few of the many tasks performed by Records Bureau personnel. Additional tasks include: transcription of taped police reports; assembling court packages for Investigators to review with the District Attorney's Office; providing crime statistics to the California Department of Justice; compiling internal management reports; registering narcotics, arson and sex offenders, and complying with State and Federal laws concerning the privacy of information housed in the Records Bureau files.

Jail Operations

Records Bureau personnel perform a variety of duties both in a direct and indirect support capacity for other units within the Department as well as for the public. Providing copies of police reports to citizens, insurance companies and government agencies are just a few of the many tasks performed by Records Bureau personnel. Additional tasks include: transcription of taped police reports; assembling court packages for Investigators to review with the District Attorney's Office; providing crime statistics to the California Department of Justice; compiling internal management reports; registering narcotics, arson and sex offenders, and complying with State and Federal laws concerning the privacy of information housed in the Records Bureau files.



Dispatch Services

Dispatch Services is the primary answering point for the City's 9-1-1 emergency calls. It is a 24-hour, seven day a week operation that facilitates the delivery of emergency services to the citizens of Pomona. When a service request is received from a citizen or self-initiated by an Officer it is the Dispatchers responsibility to classify the priority of the call, determine the response by the Department and to dispatch emergency personnel and equipment to handle each situation. The Dispatchers assist field personnel by providing vehicle or suspect want information, monitor officer locations, act as the officer's link to victims of in progress crimes, and communicate with field personnel by radio and MDT (Mobile Data Computer). All of the calls for service, 911 calls, and self-initiated activity by the officers are tracked in real time by utilizing a CAD (Computer Aided Dispatch) system.

Public Works

The Public Works Department provides a broad base of services for the community through its divisions. Services include quality customer care in the areas of: delivery of trash and recycling collection to Pomona residents and businesses, and the maintenance of all City equipment, including; construction and maintenance of streets, street lighting and traffic signals; maintenance of City buildings and facilities; landscape of City parks and medians as well as maintenance of trees located within the public rights-of-way; engineering and contract administration of public improvements; review of design and construction of public/private development, environmental compliance and oversight, plan review, permit issuance for and inspection of building development within the City. Additionally, the Department oversees the implementation of the City's Capital Improvement Plan and General Sanitation Fee program.

The Public Works Department is divided into the following Divisions:

- Administration
- Engineering Services
- Environmental Programs
- Equipment Maintenance
- Recycling
- Solid Waste
- Public Services (Streets and Solid Waste)
- Parks and Facilities

Neighborhood Services Department

The Neighborhood Services Department is responsible for providing a variety of services to the community including:



Housing: The Housing Division provides resources that address the needs of its citizens for affordable housing and community development through various programs such as the Community Development Block Grant Program (CDBG), the Fair Housing Program, and others. Housing also plans, coordinates and organizes strategies to assist the City's homeless population in collaboration with other public and private organizations.

Community Services/Parks & Recreation: Community Services/Parks & Recreation provides low-cost/free recreation programs for all ages, provides assistance to Pomona's Youth and Family Master Plan, coordinates rentals of city facilities (including community centers and picnic pavilions), and issues permits for special events and park usage. Programs offered include youth sports leagues, recreation and senior services such as aquatics, movies in the park, concert series, various classes and volunteering opportunities

Water and Wastewater Operations Services

Water Operations

The Water Operations Division provides safe, high quality water, and delivers this water upon demand in an efficient manner at a reasonable cost to residents and businesses within the City of Pomona. The Division maximizes locally produced groundwater and locally collected surface water to minimize reliance on more expensive purchased water through the efforts of production, distribution and construction, water quality, and water treatment sections.

Administration & Engineering

The Administration and Engineering program provides an overall administration, fiscal control, and interagency coordination with affiliates, including the oversight for water quality, production, delivery, engineering designs, and the implementation of the City's Capital Improvement Plan (CIP) programs, ensuring the effective and efficient operation of the water system.

Water Production

Maximize locally produced groundwater and locally collected surface water to minimize reliance on more expensive purchased water from Metropolitan Water District (MWD) and Three Valleys Municipal Water District (TVMWD) so that the highest quality water can be supplied upon demand to the City's customers in an effective and efficient manner at the least cost to the City. Program activities include acquiring and storing sufficient quantities of high quality water and recycled water to serve residents and businesses.

Water Distribution & Wastewater

Distribution -Provides the maintenance of the City's water distribution system by carrying out scheduled inspections of operations and providing for the repair of gate valves, pressure regulating valves, meters



and fire hydrants. In addition to providing emergency repair service for broken mains, service lines, fire hydrants and other distribution system equipment so that the City's water customers have a safe, sufficient and uninterrupted supply of water to meet their varied needs.

Wastewater - Provides for the safe, effective, and efficient operation of the wastewater collection and conveyance system through maintenance services, engineering services, customer service, and financial oversight.

Water Quality Control

Water Quality Control ensures the highest quality of delivered water and the proper operation of water physical plant facilities, by providing cross-connection control, chemical analysis and bacteriological testing, as well as reporting on the quality of the City's water to its customers and various governmental agencies. A primary goal is that the City's water utility remains in compliance with the Environmental Protection Agency (EPA), California Department of Public Health (DPH) and Los Angeles County Health Department requirements.

Environmental Programs - Stormwater, Energy Efficiency and Water Conservation

The Environmental Programs Division strives to protect and conserve our natural resources through education, planning, waste reduction, and pollution prevention. This division is responsible for the implementation, promotion, and management of the City's Energy Efficiency projects, Storm Water Pollution Prevention Program, and Water Conservation.

Water Treatment

Operates and maintains the City's water treatment facilities, air stripping towers, anion exchange plants, and includes the inspection, repair and maintenance of plant equipment. Determine the optimum blending ratios of water in accordance with the California Department of Public Health (DPH). Water Treatment determines proper dosage of chemicals to ensure that treatment objectives are met and that the delivered water is safe for consumption. These facilities process surface water and groundwater which allows Pomona to provide water at a much lower rate.

1.5 City of Pomona Boards and Commissions

The City of Pomona has seven commissions that serve as advisory bodies to the City Council. Commissioners are volunteers and service is restricted only to residents of the City. A resident may not serve on more than one commission at a time.

Citizen advisory commissions have the following responsibilities:

- Gather facts and serve in an advisory capacity on matters within their area of responsibility.



- Focus attention on specific issues and problems within their scope of responsibility and recommend actions and alternatives for City Council consideration.
- Act as a channel of communication and information between city government and the general public.
- Facilitate reconciliation of contradictory viewpoints among interested parties and project direction toward achievement of citywide goals.
- Encourage broad citizen participation toward achieving city goals.
- Assist in balancing community desires with municipal responsibility and resources.
- City Commissions provide a systematic process for citizen participation. Commissions serve as advisory bodies to the Council within the confines of their respective responsibilities.
- Each Commission is composed of Pomona residents who serve on a volunteer basis. Commissioners are appointed by the City Council. All City Commissions are subject to the Brown Act and are required to have regular meetings open to the public.
- Anyone who is a resident of Pomona and is interested in serving on a Commission may obtain an application from the City Clerk. A member of a Board or Commission may not hold any other City office or position for which compensation is paid.

Each commission has specific assignments as established by Ordinance or Resolution. A brief description of each commission, including its area of responsibility, follows.

Board of Library Trustees

The Board of Library Trustees oversees the management and operations of the Pomona Public Library. The Library Board may solicit funds for the sole benefit of the Library, subject to the City Council's approval.

Board of Parking Place Commissioners (Vehicle Parking District)

Commissioners represent the downtown business community in its effort to maintain and improve the parking quality for the downtown area.

Community Life Commission

The Community Life Commission is charged with fostering improved City-Citizen relations by focusing on how people interact with critical government services and improving the human relations' aspect of these services.



Cultural Arts Commission

The Cultural Arts Commission promotes the arts and coordinates cultural activities within the City including activities relating to the community and the artistic and cultural heritage of the City. The Commission also designates historical monuments (in accordance with Ordinance Nos. 2558 and 2637).

Historic Preservation Commission

The Historic Preservation Commission is charged with recommending historic landmark designation and the application, enforcement, and education of the community in regards to the historic preservation regulations set forth in Section .5809-13 of the Zoning Ordinance.

Parks and Recreation Commission

The Parks and Recreation Commission serves as an advisory body in all matters pertaining to City parks, street trees and public recreation.

Planning Commission

The Planning Commission is responsible for making discretionary decisions in compliance with the City's General Plan and Zoning Ordinance. The Commission conducts public hearings on Zone Change requests, Amendments to the Zoning Code, Conditional Use Permits, Variances, Environmental documents, Tentative Tract and Parcel Maps and other land use and development matters. In certain matters, such as zone changes and zoning code amendments, the Planning Commission makes recommendations to the City Council.

SECTION 2: FINDINGS AND RECOMMENDATIONS

2.1 Departmental Findings and Recommendations

A departmental program and policy questionnaire was sent to all City Departments. From this questionnaire and follow-up interviews, 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.

The following City Departments/Sub-departments responded to the departmental program and policy ADA Self-Evaluation questionnaire:

- City Clerk
- Building and Safety
- Administrative Department



- Neighborhood Services
- Public Works
- Water
- Library
- IT/Technology
- Police and Emergency Communication Services

A summary of findings from the review of these completed questionnaires can be found in **Appendix A**.

2.2 City-wide Findings and Recommendations

2.2.1 Public Notice and Written Notifications

28 CFR §35.106, 28 CFR §35.163

Requirement:

The City shall inform the public of their rights and protections provided by ADA and ensure that interested persons, including persons with impaired vision or hearing, can obtain information as to the existence and location of accessible services, activities, and facilities. The law requires the following:

- Provide information to applicants, participants, beneficiaries, employees and other interested persons of the rights and protections afforded by Title II of the ADA;
- All written materials must include notice of non-discrimination;
- Provide Title II information in alternative formats to ensure that the information is accessible to people with disabilities.

The law does not specifically state how the City must provide for accessibility to the City's programs, services and activities. One method is to publish information in a variety of locations and formats to enhance the access to programs, services and activities of the City.

Findings:

- The City of Pomona has a webpage dedicated to ADA compliance, found at the following link: <http://ci.pomona.ca.us/index.php/human-resources-home/americans-with-disabilities-act-ada>
- The webpage includes links to the ADA Policy, Octobers 2015 Transition Plan, ADA Description and Responsibilities, ADA Reasonable Accommodation Request, and a link to report an issue through the Access E-Pomona service.



- The ADA Policy (Policy No. 2), approved 05/15/97; revised 7/29/2002, applies to all full-time and hourly/part-time City employees, job applicants and persons applying for City of Pomona services or use of facilities. Attached to the policy is the Reasonable Accommodation Request Form for employment purposes, and Reasonable Accommodations request form for public services and public accommodations purposes.

Recommendations:

PUBLIC NOTICE AND WRITTEN NOTIFICATIONS RECOMMENDATIONS

ADA notice, as provided below, shall be added to the current ADA policy notice.

The notice should be uploaded to the City Website, and posted at public counters and bulletin boards, included in social media, posted at facilities, published in local newspapers, and/or included in program announcements.

For public services and public accommodations purpose, the Request Form should be titled "Reasonable Modification Request." Note that the term "Reasonable Accommodation" request is generally applied to employment requests per Title II of the ADA.



SAMPLE AMERICANS WITH DISABILITIES ACT NOTICE

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), the City of Pomona will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

ADA Coordinator: The ADA coordinator is responsible for coordinating the efforts of the City of Pomona and investigating any concerns or complaints regarding access to City programs, services, or activities.

The ADA Coordinator for the City of Pomona is:

Linda Matthews, Human Resources/Risk Management Director, ADA Coordinator
505 South Garey Avenue, Pomona, CA 91766
Linda_Matthews@ci.pomona.ca.us
(909) 620-2491

Employment: The City of Pomona does not discriminate based on disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

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

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

Modifications of Policies and Procedures: The City of Pomona will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. The ADA does not require the City of Pomona to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

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

Complaints: Complaints that a program, service or activity of the City of Pomona is not accessible to persons with disabilities should be directed to the ADA Coordinator.



2.2.2 ADA Coordinator

28 CFR §35.107(a)

Requirement:

ADA requires that the City designate at least one employee to monitor, oversee and coordinate ADA compliance. The regulations require the City to make available to interested persons the name, office address and telephone number of the ADA coordinator.

Findings:

The City has a designated ADA Coordinator:

Linda Matthews, Human Resources/Risk Management Director, ADA Coordinator
505 South Garey Avenue, Pomona, CA 91766
Linda_Matthews@ci.pomona.ca.us
(909) 620-2491

Recommendations:

ADA COORDINATOR RECOMMENDATIONS
Continue to publish the ADA coordinator's name on the City website.
Create an ADA liaison team, consisting of representatives from the various City Departments that work with the public. This team would be trained more frequently on subjects related to disability and would assist the ADA Coordinator in various coordination efforts in implementing the ADA Transition Plan.
Perform periodic training to explain the roles and responsibilities of the ADA coordinator and the resources available.
Include ADA Coordinator contact information on public notifications.



2.2.3 Grievance Procedures

28 CFR §35.107(b) and 28 CFR §35.170 thru 178

Requirements:

The City is required to adopt and publish grievance procedures which provide for the prompt and fair resolution of complaints alleging any action that would be prohibited by the ADA. A Grievance Procedure should include a description of how and where a complaint can be filed, a statement that alternative means of filing can be made available to people who require such an alternative, description of the time frame and processes to be followed, information on how to appeal an adverse decision, and a statement of how long complaint files will be retained.

Once the City establishes the grievance procedure, it should be distributed to all agency heads, posted in public spaces, and on the City website.

Findings:

Although the City has a Reasonable Accommodation Request Form, there is no formal published grievance procedure.

City staff is generally aware of how and with whom to file a disability discrimination complaint, but are not aware of a formal grievance procedure.

Recommendations:

1. Adopt a City-wide Grievance Procedure. The policy shall include process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered. Sample provided on the following page.
2. Post the ADA notice at all public counters. This notice includes information about how and with whom to file a disability discrimination complaint.
3. Provide staff training opportunities on how and with whom to file a disability discrimination complaint.
4. Establish a system for the annual evaluation of policies and practices for implementing set forth grievance procedures. This annual evaluation shall include the following:
 - a. Notify the head of the operating administration of the completion of the annual evaluation.
 - b. Identify shortcomings in compliance and notify the methods used to remedy them.
 - c. Begin to modify, with official approval of recipient's management, any policies or practices that do not meet the requirements.



- d. Take appropriate remedial steps to eliminate the effects of any discrimination that resulted from previous policies and practices.



SAMPLE GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the requirement of the ADA. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Pomona. The complaint should be made **in writing** and contain the following information:

Complainant's Information:

- Name
- Address
- Phone number
- Email address

Incident Violation:

- Location
- Date and Time of Occurrence
- Description of the problem
- Name of City Employee Involved (if any)
- Name and Contact Information of witnesses (if any)

The complaint should be submitted as soon as possible, preferably within 60 calendar days of the alleged violation.

Within **15 calendar days** after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and the possible resolutions.

Within **15 calendar days** of the meeting, the ADA Coordinator will respond in writing and where appropriate, in format that is accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City and offer options for substantive resolution of the complaint.

If the response by ADA Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision within **15 calendar days** after receipt of the response to the City Administrator or their designee.

Within **15 calendar days** after receipt of the appeal, the City Administrator or their designee will meet with the complainant to discuss the complaint and possible resolutions.

Within **15 calendar days** after the meeting, the City Administrator or their designee will respond in writing and where appropriate, in a format that is accessible to the complainant with a final resolution to the complaint.



2.2.4 Fees and Surcharges

28 CFR §35.130(f)

Requirement:

The City cannot charge a fee or add a surcharge to cover the cost of making their facilities, programs, services or activities accessible to persons with disabilities.

Finding:

From the review of the policies, there are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants for the City. However, there is no written policy prohibiting the charging of such fees.

Recommendations:

FEES AND SURCHARGES RECOMMENDATIONS

Develop a written policy that prohibits the charging of fees or surcharges to provide reasonable modifications or accommodations to facilities, programs, services or activities to persons with disabilities.



2.2.5 Use of Consultants

28 CFR §35.130(b)(5)

Requirement:

The City cannot use contract procurement criteria that discriminate against persons with disabilities. Furthermore, consultants/contractors are required to comply with ADA laws and abide by same nondiscrimination rules as apply to the City.

Findings:

The City uses outside contracted employees to provide services to the public. Nothing found in the procurement criteria indicates that the City discriminates against persons with disabilities.

Recommendations:

1. Contractors (professional design consultants, construction contractors, contract employees, etc.) shall be notified and/or continue to be notified of their obligations to abide by the same accessibility requirements as the City.
2. Continue to have contracts reviewed by the City Attorney to ensure that outside consultants/contractors are notified of their responsibilities for providing services in a nondiscriminatory manner.
3. Develop a written policy that outlines how contracted employees and consultants shall operate per City accessibility policies and standards.
4. Online service providers shall be required to abide by web accessibility guidelines.



2.2.6 Access to Programs, Services, and Activities

28 CFR §35.130(b)(3)

Requirement:

The City may not adopt official policies that are discriminatory or engage in practices that are discriminatory. This prohibition applies to policies that are explicitly exclusionary and to those which appear to be neutral but have a discriminatory effect.

Findings:

In general, from the review of policies, the City has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.

Recommendations:

ACCESS TO PROGRAMS, SERVICES AND ACTIVITIES RECOMMENDATIONS

Develop a written policy that describes the City's commitment that all programs, services and activities will be accessible in all ways to people with disabilities. A sample policy is provided in **Appendix C**.

The ADA Coordinator shall provide periodic compliance reviews of all policies.



2.2.7 Modifications to Policies, Practices, or Procedures

28 CFR §35.130(b)(7)

Requirement:

Procedures and policies shall allow for reasonable modifications to policies, practices or procedures, when such modifications are necessary to offer goods, services, facilities, privileges, advantages, or accommodations to individuals with disabilities unless doing so would fundamentally alter the goods or services, etc.

Finding:

- The City has a formal policy and forms for “reasonable accommodations” requests for public use.
- The City does not have a process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered.

Recommendation:

MODIFICATIONS TO POLICIES, PRACTICES OR PROCEDURES RECOMMENDATIONS
Develop a process for determining whether a modification to policies, practices or procedures would fundamentally alter the nature of the program.
Refer to the following Sample Reasonable Modification Policy for possible beneficial modifications to the existing policy and form.



SAMPLE REASONABLE MODIFICATION POLICY

Introduction

In accordance with Title II of the Americans with Disabilities Act (ADA), it is the policy of the City of Pomona to provide qualified persons with disabilities with a reasonable modification to its policies, practices, and procedures so that they can access programs, services and activities. Furthermore, it is the policy of the City to provide these modifications quickly, easily, without additional disability justification and with minimum burden to the person with the disability.

Denial of a modification should occur only in situations for which the policy modification would fundamentally alter the program, service, or activity, or would constitute an undue financial and/or administrative burden.

What Is a Reasonable Modification?

A reasonable modification is a change or exception to a policy, practice, or procedure that allows people with disabilities to have equal access to programs, services and activities. Reasonable modifications must always be related to the individual's specific limitation caused by the disability.

When requesting a reasonable modification to a City program or service, an individual with a disability is not required to provide a medical documentation or diagnosis to justify their request, but they must be able to explain how their disability is related to the requested modification.

Examples of a Reasonable Modification:

- City Hall modifies its "no pet" policy in order to allow individuals with service animals to enter the premises with their animal.
- Allowing a person using an electric wheelchair or other mobility device to access areas where electric vehicles are banned.
- Assisting someone with a cognitive disability in understanding and filling out a form to receive public assistance benefits.

The City of Pomona will accommodate requests provided that:

- Fundamental nature of the service, program or activity is not altered, or
- It does not cause a direct threat to the health or safety of others, or
- It does not result in an undue financial and administrative burden, or
- The requestor would not be able to fully use the service provided by The City without the modification



SAMPLE REASONABLE MODIFICATION REQUEST FORM

Please complete this form to request a reasonable accommodation from City of Pomona. Submit the completed form to the ADA Coordinator:

Linda Matthews, Human Resources/Risk Management Director, ADA Coordinator
505 South Garey Avenue
Pomona, Ca 91766
Linda_Matthews@ci.pomona.ca.us
909/620-2491

Name: _____

Date: _____ Phone: _____

Email: _____

Address: _____

Description of Request:

Location (if applicable):



2.2.8 Public Meetings

28 CFR §35.130(d)

Requirement:

Services, programs, and activities must be conducted in the most integrated setting appropriate to the needs of qualified individuals with disabilities where possible, as the same setting offered to others.

Finding:

- Not all public meeting notices contain information relative to how auxiliary aids and services can be obtained.
- There is no available information regarding accommodations and the process for requesting auxiliary aids, assistive listening systems, interpreters, alternative formats, specialized equipment or assisted services.

Recommendation:

PUBLIC MEETINGS RECOMMENDATIONS
Notification of ADA Compliance shall be included on all public meeting notices.
All public meetings should be held in locations that comply with ADA requirements in terms of being architecturally accessible to individuals with disabilities.
Publicize the availability of auxiliary aids, assistive listening systems, interpreters, alternative formats, specialized equipment or assisted services at public meetings.
Maintain a list of on-call American Sign Language interpreters who may be brought to meetings to assist individuals with hearing disabilities.
Adopt a policy requiring all videos and power point presentations to be captioned.



2.2.9 Equally Effective Communication

28 CFR §35.160(a)

Requirements:

The City must ensure that members of the public, applicants, and participants with disabilities have communication access that is equally effective as that provided to persons without disabilities.

The City must provide appropriate auxiliary aids and services where necessary to afford an individual with a disability an equal opportunity to participate in, and enjoy the benefits of, a service, program, or activity. The City shall provide information in alternative formats such as using easy-to understand language, Braille, large-print format, audiotape, or computer disk upon request in order to assure equally effective communication.

Findings:

The City does not have a list of available interpreters, readers, etc. to be used to accommodate requests. The City does not provide assistive listening devices at meetings, conferences and hearings upon request.

Recommendation:

1. Maintain a list of on-call American Sign Language interpreters, who may be brought to meetings to assist individuals with hearing disabilities. This list shall be available to all City departments so that when a request is made, interpreters can be provided in a timely manner.
 - a. At the time of this report, the following contacts provide American Sign Language Interpreting services in the greater Orange County area:

IU Group of Companies – Accessible Communication for the Deaf Division	http://acdasl.com/	800-726-9891
Lifesigns	https://lifesignsinc.org/	888-930-7776
Links Sign Language & Interpreting Services	www.linksinterpreting.com	888-742-0070
AML Global American Language Services	https://www.alsglobal.net/	310-829-0741
Alliance Business Services	https://alliancebizsolutions.com/	877-512-1195
Network Interpreting Service	aslnis.com	800-284-1043



2. Provide program, facility, permits, and reservation information in a variety of formats upon request (for example, in large-print format for persons with visual disabilities or in simple language for persons with cognitive disabilities).
3. Where the City communicates by telephone with applicants and beneficiaries, ensure that TDD's or equally effective telecommunication systems are used to communicate with individuals with impaired hearing or speech. (28 CFR §35.161).
4. The city shall purchase and provide Assistive listening systems for use by individuals with hearing disabilities. Information on these systems can be found in **Appendix F**.



2.2.10 Distribution of Publications

28 CFR§35.163(b)

Requirement:

Materials need to be displayed in departments and areas that are accessible for individuals with disabilities.

Finding:

In general, the City provides materials available for public review in locations that are accessible to persons with disabilities.

Recommendation:

Develop a written policy describing the requirement that material on display and available for public review must be accessible for individuals with disabilities.

1. Ensure that publications can be made available in audio or Braille for the visually impaired.
2. Ensure that PDF's are created in accessible format and tested for color-blindness color types.



2.2.11 Website Accessibility

28 CFR §35.149 and 28 CFR §35.163(a)

Requirement:

The ADA Title II and the Rehabilitation Act of 1973 generally require that state and local governments provide qualified individuals with disabilities equal access to their programs, services, or activities. A city website is an example of a program, service, or activity, and is therefore required to be accessible. One way to help meet those requirements is to follow Section 508 Standards, which Federal agencies must follow of their own web pages. The standards provide guidance to web developers on designing accessible websites and reference the Web Content Accessibility Guidelines.

Findings:

The internet is an important tool used by the City of Pomona to do business. The City of Pomona routinely makes information about their programs, activities, and services available to the public by posting it on their website. As a result, many people can easily access this information. The website also allows the public to participate in at any time of day and without the assistance of government personnel.

A preliminary review of a sampling of the City's website pages was performed by Biz.builders website consultants and the results are included in **Appendix H**.

Recommendations:

1. **Establish web accessibility guidelines to ensure that your web pages- Internet and Intranet - are accessible to people with disabilities. Develop a policy that website updates shall be designed to follow WCAG 2.1 guidelines, or the most current version of WCAG.**
2. **Designate and advertise an email address to allow people with disabilities to inform the webmaster of accessibility problems encountered on the website.**
3. **Hire a website consultant to make the city's website pages accessible for people with disabilities.**

Website consultants can be found on the internet. One example is Biz.builders, www.Biz.builders



2.2.12 Emergency Evacuation Procedures

28 CFR §35.130 (b) (3)

Requirement

While Title II of the ADA and its implementing regulations clearly prohibit discrimination against people with disabilities and mandate that accommodations be provided, there are no explicit references to the obligations of governmental entities to integrate disability issues and concerns into emergency planning. Nonetheless, there is recognition and development of the rights of people with disabilities in emergency planning through the courts. Various guidance and resources are available from the federal government to ensure that people with disabilities are fully incorporated into emergency planning.

Therefore, the City shall ensure that people with disabilities who may need special assistance during an emergency are adequately planned for.

Findings

- Not all staff departments have received training regarding the evacuation of people with disabilities during an emergency evacuation.
- There are no specific procedures for provision for evacuating people with disabilities.

Recommendations

Establish a policy for emergency evacuation procedures including specific staff roles and responsibilities.

1. Provide training opportunities for City staff regarding emergency evacuation procedures with periodic drills.
2. Develop guidelines for the evacuation of persons with disabilities in various types of emergency situations.
3. Emergency Evacuation Plans shall:
 - a. Address what to do when an alarm is triggered
 - b. Establish meeting places for assistance
 - c. Provide direction on what to do if assistance is not available
4. Provide sign language interpreters and closed captioning at televised emergencies or informational updates.



2.2.13 Special Events on City Property and City Sponsored Public Events

28 CFR §35.130 (b) (3)

Finding:

The City provides an opportunity for private organizations to utilize City facilities for special events, as well as sponsoring special events for the public.

The City does not have a public event checklist.

Recommendation:

In situations where private organizations sponsor events in City facilities, the City shall require private organizations to comply with applicable ADA requirements.

1. The City shall provide a checklist and information during the application process to inform organizers of their responsibility for accessibility under the ADA. A sample checklist is provided in **Appendix E**.
2. The checklist and information shall be available on City website.
3. Refer to the specific physical barriers found at City Facilities.
4. Provide the use of temporary stage ramps if stages are used.



2.2.14 Printed Information

28 CFR §35.160

Requirement:

The law requires that the City ensures that individuals with disabilities have communication access that is equally effective as that provided to persons without disabilities. In order for the City to meet the ADA communication standards, the City must be able to provide information in alternative formats.

Finding:

Staff indicated that they have some understanding of the requirements and types of accessible alternate formats and but did not have a procedure to produce accessible alternate formats. Also, the City does not portray individuals with disabilities in documents and publications. Publications, service announcements, and advertisements are not always advertised as being available in alternative formats.

Recommendation:

Develop a City-wide policy that describes the City's commitment to provide program information in alternative formats on an individual basis as requested.

- a. Alternative formats include but are not limited to large print, Braille, audiotape, computer disk, pictorial, and signage.
2. When publications are accompanied by illustrations, images of individuals with and without disabilities should be included. This gives individuals with disabilities a sense of welcome and inclusion in City programs.
3. Include a notice on all materials printed by the City that are made available to the public that the publications can be made available upon request in alternative formats, such as, Braille, large print, audiotape, or computer disk. Include the contact information for processing the request.
4. Provide staff training opportunities on the production of accessible pdf's and publications in various alternative formats to ensure that requests are handled in a uniform and consistent manner:
 - a. Potential reasonable accommodations include staff assisting in filling out forms when alternative formats are unavailable or infeasible, provide alternative format for lengthy document, provide large print text, etc.
 - b. City staff that are interacting with the public shall be trained on providing alternative methods of completing forms for people with disabilities.



2.2.15 Telephones, Communication Devices, and Auxiliary Aids

28 CFR §35.161

Requirements:

Where a public entity communicates by telephone with applicants and beneficiaries, text telephones (TTYs) or equally effective telecommunications systems shall be used to communicate with individuals who are deaf or hard of hearing or have speech impairments. When a public entity uses an automated attendant system, including, but not limited to, voice mail and messaging, or an interactive voice response system, for receiving and directing incoming telephone calls, that system must provide effective real-time communication with individuals using auxiliary aids and devices, including TTYs and relay systems.

Findings:

The City does not have TDDs/TTYs nor are the staff members trained in the use of TDD/TTY equipment or other means of communicating over the telephone with a person with hearing and speech disabilities, such as the 711 California Relay System. However, the ADA Coordinator indicated that they are installing new telephones systems in the City and will make sure it is TDD/TTY compatible.

Recommendation:

Obtain access to TTY system and conduct staff training on operating TTY/TDDs and in other means of communicating over the telephone with a person having a hearing or speech disability.



2.2.16 Service Animals

28 CFR §35.136

Requirement

Under the ADA and the California Building Code, State and local governments must allow service animals or service animals in training to accompany people with disabilities in all areas of the facility where the public is normally allowed to go.

Service animals are dogs (and in certain circumstances, miniature horses) that are individually trained, or in training, to perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheeled mobility device, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

In addition to the provisions about service dogs, the Department's revised ADA regulations have a new, separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities. (Miniature horses generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds.) Entities covered by the ADA must modify their policies to permit miniature horses where reasonable.

Finding:

The City does not have any policy that would discriminate against the use of a service animal. The use of service animals by individuals with disabilities is not specifically disallowed.

However, there is no formal, written policy and procedure regarding the use of service animals in City facilities.

Recommendation:

1. Develop a written policy pursuant to 28 CFR 35.136 regarding service animals and ensure that City staff are trained on the new policy.



SERVICE ANIMAL SAMPLE POLICY AND PROCEDURE

Service Animals

A service animal is any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Tasks performed can include, among other things, pulling a wheelchair, retrieving dropped items, alerting a person to a sound, reminding a person to take medication, or pressing an elevator button. Service animals are limited to dogs. However, the City will make reasonable modifications in to allow individuals with disabilities to use miniature horses if they have been individually trained to do work or perform tasks for individuals with disabilities.

Policy

In compliance with the ADA, service animals are welcome in all buildings where the public is generally allowed.

At events and spaces with a “no pets” policy, a person with a disability will not be denied entry with a service animal.

Requirements of Service Animals and their Owners

All animals need to be immunized, licensed, and registered per state law.

The owner must be in full control of the animal at all times, which is achieved through a leash, harness, or other type of restraint, unless the owner is unable to retrain on animal on leash due to a disability. Uncontrolled barking, jumping on other people, or running away from the handler are examples of unacceptable behavior of a service animal.

The care and supervision of the animal is solely the responsibility of the owner/partner.

Service animals are not required to wear a vest, ID tag, or specific harness.

Service animals may be excluded when the animal’s behavior poses a direct threat to the health or safety of others.

Emotional support animals, including dogs that provide comfort just by being with a person, are not considered service animals. Because they have not been trained to perform a specific job or task, they do not qualify as service animals under the ADA.

Individuals who have service animals are not exempt from local animal control or public health requirements.

Responsibility of City Staff

City Staff may ask only two specific questions: (1) is the dog a service animal required because of a disability? And (2) what work or task has the dog been trained to perform?

City Staff may not ask questions about the nature or extent of the disability.

City Staff may not ask for documentation or proof that the animal has been certified, trained, or licensed as a service animal.

City staff may not ask for the animal to demonstrate the tasks it has been trained to perform.



2.2.17 Polling Places

28 CFR §35.130 (b) (4)

Requirement

In communities large and small, people cast their ballots in a variety of facilities that temporarily serve as polling places, such as libraries, schools, and fire stations, or churches, stores, and other private buildings.

The ADA's provisions apply to all aspects of voting, including polling places (or vote centers). Voting at one's polling place allows voters the chance to interact with neighbors and candidates who talk with voters outside the polling place, and to ask questions of or receive assistance from trained poll workers inside the polling place.

The ADA requires that public entities ensure that people with disabilities can access and use all of their voting facilities. Because a mix of public and private facilities are used as polling places, public entities may ensure Election Day accessibility of a polling place by using low-cost temporary measures, such as portable ramps or door stops, if the facility is not fully accessible.

Findings:

1. There are four locations at which polling is typically held in the City of Pomona:

*Ganesha Park Community Center
1575 N. White Ave
Pomona, CA 91768*

*Palomares Park Community Center
499 E. Arrow Hwy
Pomona, CA 91767*

*Westmont Park Community Center
1808 W. 9th St
Pomona, CA 91766*

*Philadelphia Park Community Center
700 E. Philadelphia St
Pomona CA 91766*



Recommendations:

1. Refer to the ADA Checklist for Polling Places for more information about accessibility at polling locations www.ada.gov/votingchecklist.pdf
2. Refer to the City Facilities Field Assessment Report in the Volume 2 appendices for detailed accessibility barriers at these community centers.

2.2.18 Employment

28 CFR 35.140

Requirement:

No qualified individual with a disability shall, on the basis of disability, be subjected to discrimination in employment under any service, program, or activity conducted by a public entity.

Public entities must ensure that their employee practices and policies do not discriminate on the basis of disability against qualified individuals with disability in every aspect of employment, including: recruitment, hiring, promotion, demotion, layoff and return from layoff, compensation, job assignments and classifications, paid or unpaid leave, fringe benefits, training, employer-sponsored activities.

Public entities must make "reasonable accommodation" to the known physical or mental limitations of otherwise qualified applicants or employees with disabilities, unless the public entity can show that the accommodation would impose an "undue hardship" on the operation of its program.

Finding:

1. There are no formal policies, practices, or procedures that are followed to ensure nondiscrimination in employment.
2. There is no formal reasonable accommodation policy.
3. The City utilizes CalOpps for online application services. There is also a printable version of the employment application available for downloading on the City website

Recommendation:

1. Develop a written policy to ensure nondiscrimination in recruitment, hiring, promotion, demotion, layoff and return from layoff, compensation, job assignments and classifications, paid



or unpaid leave, fringe benefits, training, employer-sponsored activities. Sample provided on the following pages.

2. Adopt and publish the Reasonable Accommodation Request policy and form. Sample provided on the following pages.
3. Continue to ensure that job postings identify physical needs that meet job requirements.
4. Ensure that job applications are available and are provided in a variety of formats (JAWS, Computer with large print options).



SAMPLE REASONABLE ACCOMODATION POLICY

PURPOSE: To Comply with the Americans with Disabilities Act (ADA) and applicable local, state, and federal laws and regulations prohibiting employment discrimination against individuals with disabilities.

POLICY:

1. It is the policy of the City to prohibit disability discrimination in all employment practices, including job application procedures, hiring, advancement, discharge, compensation, job training, conditions, and privileges of employment.,
2. It is the City's policy to provide Reasonable Accommodation for the known disability of an application or employee unless it would impose an undue hardship to the City or result in a direct threat to the applicant, employee, or others.
3. The City is committed to ensuring that applicants with disabilities have equal access to employment opportunities and are provided necessary reasonable accommodations upon request.

FILING A REASONABLE ACCOMMODATION REQUEST:

Any qualified individual with a disability may request a reasonable accommodation, verbally or in writing. The request for should be made to an employee's immediate supervisor or department manager.

- Upon request for a Reasonable Accommodation, the applicable department shall provide the employee a Reasonable Accommodation Request Form to complete.
- It is the responsibility of the employee to complete and submit the form to his or her immediate supervisor or department management.
- The City shall protect and maintain the privacy and confidentiality of medical information provided by, or on behalf of employees and applicants with disabilities unless otherwise required by law.
- Upon receipt of the completed Reasonable Accommodation Request Form, the employee's immediate supervisor or department management shall review the request to determine the appropriateness of the request and select and implement the Reasonable Accommodation.
- The determination as to whether a Reasonable Accommodation can be provided is made on case-by-case basis. The department and employee will analyze the essential functions of the position in question, determine how the disability limits the performance of the essential functions of the position, identify accommodations options, determine the effectiveness and feasibility of the proposed accommodations, and select a suitable accommodation with consideration of the employee's preference.



SAMPLE REASONABLE ACCOMODATION REQUEST FORM

Employee Name: _____ Employee Classification: _____
Phone: _____ Department: _____
Supervisor Name: _____ Supervisor Classification: _____

1. Do you have a disability that limits a major life activity, which requires a reasonable accommodation to enable you to perform the essential functions of your position or to enjoy the equal benefits/privileges of employment? Please explain.
2. What, if any, job functions are you having difficulty performing, or what benefit/privilege of employment are you having difficulty accessing because of your disability?
3. Describe how your condition limits your ability to safety and effectivity perform the essential or primary job functions indicated above.
4. What accommodations are you requesting? Please be as specific as possible. If requirement is requested, please specify brand, model number and vendor.
5. How will this accommodation assist you in performing the essential functions of the position or in accessing a benefit/privilege of employment?
6. Have you had any accommodation in the past for the same limitation?
7. Please provide any additional information that might be useful.



2.2.19 Transportation/Paratransit

28 CFR § 35.130(b)(3)

Requirements:

Where a public entity provides transportation or paratransit services, then they must be accessible to and useable by individuals with disabilities. If these services are contracted out by the city, contractors must abide by the city policy regarding the provision of accessible programs, services and activities.

Findings:

1. The City of Pomona provides/does not provide bus service or other paratransit services.

Recommendation:

1. **Ensure that transportation vehicles are accessible to individuals with disabilities. Ensure that loading and unloading areas are accessible to people with disabilities. Ensure that any websites related to transportation are accessible.**

2.3 Review of Documents Findings and Recommendations

The review of published City policies and procedures was completed in 2019. Each policy was reviewed to identify issues which may be discriminatory to people (employees or general public) with disabilities. The following list of Plans, documents, and policies were reviewed:

Administrative Policies and Procedures
General Rules
Safety Rules
Human Resources Personnel Rules and Regulations
Human Resources New Hire Documents
Human Resources Memorandums of Understandings
Equal Opportunity Employment Policy
City General Plan- 2014 Edition
Active Transportation Plan- November 2012 Edition
Green Plan- November 2012 Edition
Specific/Area Plan (Zoning Ordinances)



Amendment to Adopted Housing Element of the General Plan (October 2013-2021)

City Municipal Code

Public Works Policies- Standard Plans

Specific findings and recommendations for these documents can be found in **Appendix B – Summary of Policy Document Review Findings and Recommendations**. To supplement the language in all existing city policies and to provide a backup, it is recommended that the city adopt a new overall policy on accessibility for people with disabilities. This will ensure compliance with the Americans with Disabilities Act by requiring accessibility in all city programs, services and activities. See **Appendix C** for a sample policy. It is recommended that the ADA Coordinator continually monitor all new and existing city programs, services and activities for compliance with accessibility policies.

2.4 List of Resources and ADA Tool kit

In order to facilitate access to all City Programs and Departments, the City shall maintain these program accessibility guidelines, standards and resources as part of their ADA toolkit and training resources. This information shall be made available to all employees, volunteers, and contractors. The City shall maintain and update these guidelines as necessary to address its needs. Revisions shall include information and technological devices that help employees and contractors communicate with individuals with a variety of disabilities. The City shall periodically review the components of this section, as new technologies are developed in order to ensure that the best types of modifications are included.

Federal guidelines and standards and the California Building Code are periodically updated (CBC is normally updated every three years). These periodic revisions are based on research findings and guidance from advisory committees. Therefore, the City shall have an ongoing program of regularly reviewing code changes and updating policies and procedures related to accessibility. The program shall include 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. The city's ADA Coordinator typically monitors these practices.



Federal Accessibility Standards and Regulations	
U.S. Department of Justice http://www.ada.gov	This site provides a wealth of information on accessibility.
ADA Regulation for Title II https://www.ada.gov/2010_regs.htm	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.
Title II Technical Assistance Manual (1993) and Yearly Supplements http://www.ada.gov/taman2.html http://www.ada.gov/taman2up.html	This manual explains what state and local governments must do to ensure that their services, programs, and activities are provided to the public in a nondiscriminatory manner.
Americans with Disabilities Act of 1990 http://www.ada.gov/pubs/adastatute08.pdf	This link is the current text of the ADA statute including changes made by the ADA Amendments Act of 2008 (P.L. 110-325)
ADA Information for Law Enforcement http://www.ada.gov/policeinfo.htm	These compliance assistance materials will help state and local law enforcement officers understand how to interact with victims, witnesses, suspects, and others who have disabilities.
ADA Best Practices Tool Kit for State and Local Governments http://www.ada.gov/pcatoolkit/toolkitmain.htm	This Tool Kit provides an overview of ADA compliance issues for state and local governments. The Tool Kit is a helpful supplement to – not a replacement for – the regulations and technical assistance materials that provide more extensive discussions of ADA requirements.



<p>US Access Board http://www.access-board.gov/</p>	<p>The Access Board is responsible for developing and updating design guidelines known as the ADA Accessibility Guidelines (ADAAG).</p>
<p>ADA Accessibility Guidelines (ADAAG) http://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-ada-standards/background/adaag</p>	<p>This document contains scoping and technical requirements for accessibility to buildings and facilities. This document must be used in conjunction with Title 24 of the California Building Code</p>
<p>Section 508 Standards for Electronic and Information Technology</p>	<p>http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards/section-508-standards</p>
<p>Telecommunications Act Section 255 Guidelines</p>	<p>http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-telecommunications-act-guidelines</p>
<p>State of California Accessibility Standards and Regulations</p>	
<p>Title 24, California Building Code http://www.iccsafe.org</p>	<p>The complete Title 24 or any of its parts is available for purchase from the International Code Council (ICC). Although California has adopted most of the ADAAG requirements, there are some differences. In general, the more restrictive requirements shall be applied.</p>
<p>Division of the State Architect (DSA) https://www.dgs.ca.gov/DSA#@ViewBag.JumpTo</p>	
<p>California Access Compliance Reference Materials https://www.dgs.ca.gov/DSA/Resources/Page-Content/Resources-List-</p>	<p>DSA has prepared several documents to help code users understand and apply the accessibility provisions.</p>



<p>Folder/Access-Compliance-Reference-Materials#@ViewBag.JumpTo</p>	<p>These documents clarify obligations and code requirements under the CBC and provide background and context for accessibility issues.</p>
<p>State & National Organizations who Provide Disability Services and Information</p>	
<p>Pacific ADA Center http://www.adapacific.org/</p>	<p>The Pacific ADA Center is one of ten Regional centers nationally that have been set up to provide information and referral, training, consultation, and technical assistance to the business, state and local government, and disability communities</p>
<p>US Department of Labor Office of Disability Employment Policy https://www.dol.gov/odep/topics/disability.htm</p>	<p>This page provides disability-related resources available from the U.S. Department of Labor's Office of Disability Employment Policy (ODEP)</p>
<p>California Department of Developmental Services (DDS) https://www.dds.ca.gov/</p>	<p>The California Department of Developmental Services is the agency through which the State of California provides services and supports to individuals with developmental disabilities.</p>
<p>United Cerebral Palsy of Los Angeles, Ventura and Santa Barbara Counties http://www.ucpla.org/</p>	<p>Nonprofit direct care provider of services in Southern California for persons with cerebral palsy, autism, Down syndrome and other developmental disabilities. Programs include adaptive services, assistive technology services, summer programs, life skills training, and a center for arts and technology.</p>
<p>AbleData https://abledata.acl.gov/</p>	<p>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.</p>



Disability Resources, Inc. https://driabilene.org/	A national nonprofit organization that provides information about resources for independent living. DRI maintains an on-line directory of assistive technology resources.
Independent Living Research Utilization http://www.ilru.org/	The ILRU (Independent Living Research Utilization) program is a national center for information, training, research, and technical assistance in independent living.
World Institute on Disabilities (WID) http://wid.org/ http://wid.org/resources	WID maintains a comprehensive list of accessible technology resources.
Center for Accessible Technology (CforAT) http://www.cforat.org/	CforAT's focus is on access to computers and technology for people with disabilities.
BuyAccessible Wizard Tool http://www.buyaccessible.gov/	For projects that require agencies to meet Section 508 requirements, the BuyAccessible Wizard is a web-based application that guides users through a process of gathering data and providing information about Electronic and Information Technology (EIT) and Section 508 compliance.
AAPD http://www.aapd.com/	The American Association of People with Disabilities (AAPD) is the nation's largest disability rights organization.
National Organization on Disability (NOD) http://www.nod.org/	The National Organization on Disability (NOD) is a private, non-profit organization. NOD focuses on increasing employment opportunities for the 79 percent of working-age Americans with disabilities who are not employed.



National Center for Accessible Media http://ncam.wgbh.org/	A non-profit R&D organization dedicated to achieving media access equality for people with disabilities.
National Center on Physical Activity and Disability http://www.ncpad.org	The Center provides information and resources on physical activity to help people with disabilities find ways to become more active and healthier.
Paralyzed Veterans of America (PVA) http://www.pva.org/	PVA is a national advocacy organization representing veterans
TDI http://tdiforaccess.org	TDI (formally known as Telecommunications for the Deaf and Hard of Hearing, Inc.) is a national advocacy organization addressing equal access issues in telecommunications and media.
Accessible Tech.org http://www.accessibletech.org/index.php	Accessible Technology in the Workplace. Website with resources for use of electronic information technology that is universally accessible.
Braille Institute http://www.brailleinstitute.org/	Braille Institute is a nonprofit organization whose mission is to eliminate barriers to a fulfilling life caused by blindness and severe sight loss.
State of California Department of Social Services - Office of Special Services to the Blind https://www.cdss.ca.gov/blind-services	Provides information and referral on services, programs, entitlements, and products of benefit to individuals who are blind or visually impaired and their families or service providers.
American Foundation for the Blind (AFB) http://www.afb.org	AFB is a national organization that seeks to remove barriers, create solutions, and expand possibilities so people with vision loss can achieve their full potential.



National Federation of the Blind (NFB) https://nfb.org/	NFB provides on-line resources for technology for the blind.
State of California Department of Social Services - Office for Deaf Access http://www.cdss.ca.gov/cdssweb/PG145.htm	Office for Deaf Access administers the Deaf Access Program (DAP) which ensures that state operated public programs address the communication needs of people who are deaf, deaf-blind, hard of hearing and late-deafened.
National Association of the Deaf (NAD) http://www.nad.org/	A national organization of, by and for deaf and hard of hearing individuals in the United States of America.
National Alliance on Mental Illness (NAMI) http://www.nami.org	NAMI is a national mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. NAMI advocates for access to services, treatment, supports and research and is steadfast in its commitment to raise awareness and build a community for hope for all of those in need.
American Speech-Language-Hearing Association (ASHA) http://www.asha.org/	The American Speech-Language-Hearing Association (ASHA) is a national professional, scientific, and credentialing association.
Learning Ally https://www.learningally.org/	Learning Ally (formerly Recording for the Blind & Dyslexic (RFB&D),) is a national nonprofit with a defined approach to help support students with learning disabilities and their families.
California State Library - The Braille and Talking Book Library http://www.library.ca.gov/services/btbl.html	Blind and visually disable people may borrow recreational reading materials and magazines on cassette, digital cartridge, and Braille provided by the Library of Congress National Library Service for the Blind and Physically Handicapped (NLS) network.



State and National Organizations who Provide Information about Creating and Maintaining Accessible Websites	
How To Tell if Your Web site is Accessible	
HiSoftware® Cynthia Says™ Portal http://www.cynthiasays.com/	A free service for personal, non-commercial use to inform the community on what constitutes accessible web design and content.
W3C Web Accessibility Initiative - Accessibility Evaluation Resources http://www.w3.org/WAI/eval/	This is a list of resources which provide general procedures and tips for evaluation in different situations, from evaluation during Web site development to ongoing monitoring of existing sites.
Resources for Web Developers	
Accessibility of State and Local Government Websites to People with Disabilities http://www.ada.gov/websites2.htm	US Department of Justice technical assistance document providing guidance on making state and local government websites accessible
National Center for Accessible Media https://www.wgbh.org/foundation/what-we-do/ncam	A collection of resources for developers and users interested in ways to make media accessible to people with disabilities.
Access Board Section 508 guide	http://www.access-board.gov/guidelines-and-standards/communications-and-it
Section 508 on-line accessible software development training	http://www.section508.gov/?fuseAction=Courses
ADA Pacific Center Website Accessibility Resources	http://www.adapacific.org/ait/index.php#resources



State and National Resources for Emergency Preparedness Plans*	
Earthquake Preparedness Guide for People with Disabilities	http://www.earthquakecountry.org/downloads/ShakeOut Earthquake Guide Disabilities AFN.pdf
United States Department of Labor Emergency Preparedness for People with Disabilities	http://www.dol.gov/odep/programs/emergency.htm
Department of Labor - Preparing the Workplace for Everyone	http://www.dol.gov/odep/programs/emergency.htm
Ready.gov http://www.ready.gov/	Guidelines for additional preparations a person with disability or an access and functional may need for emergencies.
California Department of Development Services (DDS) Emergency Preparedness https://www.dds.ca.gov/wp-content/uploads/2019/03/CC_FSBSBooklet_20190319.pdf	Booklet describing emergency preparedness tools for a wide range of people and field-tested the tools to make sure that the materials could work for everyone.
Resources for Providing Accessible Facilities and Programs	
Providing Accessible Meetings	Accessible Information Exchange: Meeting on a Level Playing Field http://www.ada.gov/business/accessiblemtg.htm
ADA Checklist for Polling Places	http://www.ada.gov/votingck.htm
Access in telecommunications and media	http://tdiforaccess.org



<p>Accessible Technology in the Workplace</p>	<p>https://accessibletech.org/</p>
<p>Deaf and Disabled Telecommunications Program (DDTP).</p>	<p>Telephone communications access for deaf and disabled Californians.</p> <p>http://www.ddtp.org/homepage.aspx</p> <p>Provides California Relay Service (CRS), and the California Telephone Access Program (CTAP)</p>
<p>Resources for Providing Accessible Parks and Recreation Facilities and Programs</p>	
<p>Access Board Recreational Guidelines</p>	<p>http://www.access-board.gov/guidelines-and-standards/recreation-facilities</p>
<p>California State Parks Accessibility Guidelines 2015 Edition</p>	<p>https://www.parks.ca.gov/pages/1008/files/2015_california_state_parks_accessibility_guidelines.pdf</p>
<p>National Center on Accessibility http://www.ncaonline.org/</p>	<p>NCA has many resources regarding access issues unique to park and recreation programs and facilities including on campground accessibility, accessible picnic tables, access to beaches, and inclusion of people with disabilities in aquatic venues.</p>
<p>National Center on Physical Activity and Disability http://www.ncpad.org</p>	<p>Discover Accessible Fitness: This booklet can serve as a tool for fitness professionals to become familiar with key considerations for wheelchair users using fitness equipment and to broaden their knowledge to help more people.</p> <p>http://www.nchpad.org/discoverfitness/index.html</p>
	<p>Certified Inclusive Fitness Trainer: (CIFT)'s master an understanding of exercise precautions for people with disabilities, and utilize safe, effective and adapted methods of exercise training to provide exercise Recommendations.</p>



	http://www.nchpad.org/fppics/CIFT.pdf
Paralyzed Veterans of America (PVA) Sports and Recreation Resources http://www.pva.org/site/c.ajlRK9NJLcJ2E/b.6349705/k.2492/Get_Sports.htm	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.
United States Association of Blind Athletes	http://www.usaba.org
United Spinal Association list of Wheelchair Recreation, Sports & Travel	https://askus-resource-center.unitedspinal.org/index.php?pg=kb.printer.friendly&id=1
Resources for ADA Coordinators	
ADA Coordinator Certification Program	http://www.adacoordinator.org/
National Association of ADA Coordinators	http://adacoordinators.org/

2.5 Summary of Action Items

See **Appendix G** for an action plan related to city policies, programs, services and activities.



VOLUME 1 LIST OF APPENDICES

Appendix A	Summary of Department Review Responses Findings and Recommendations
Appendix B	Summary of Document Review Findings and Recommendations
Appendix C	Sample City Wide Accessibility Policy
Appendix D	Public Input Questionnaire
Appendix E	Public Event Policy and Checklist
Appendix F	Assistive Listening Systems
Appendix G	Policies, Programs, Services and Activities Action Plan
Appendix H	City Website Accessibility Review
Appendix I	Department Questionnaire Responses