**City of Pomona ADA Self Evaluation and Transition Plan**
**Summary of Departmental Recommendations**

Report Status Date: August 2020

| | City Clerk | Building Department | Administrative Department | Neighborhood Services | Public Works | Water Department | Library | Police/Emergency Communication |
|---|---|---|---|---|---|---|---|---|
| **General** | | | | | | | | |
| Program, service or activity | Passport Services and Notary Services | Inspection and Plan Check | Office of City Manager, Mayor, and City Council | Community Services, Housing | Engineering, public services, parks, facilities, fleet | Water, sewer, and flood control services | Library resources and materials | Law enforcement services and emergency communications. |
| Location of Program | City Hall 505 S. Garey Street | City Hall 505 S. Garey Street | City Hall 505 S. Garey Street | City Hall, Community Centers, and Senior Centers | 636 W. Monterey Ave | 148 N. Huntington Street | 625 S. Garey Ave | 490 W. Pomona Bl |
| Program receives Federal Funding | | | | Yes | Yes | | | |
| Name of Department Staff responsible for this program | Rosalia A. Butler, City Clerk | Gil Petris and Augustine Figueroa | Linda Lawry, City manager | | Rene Guerrero, Public Works Director | Darron Poulson | Mark Gluba | |
| **Notice, Participation, and Eligibility of Program** | | | | | | | | |

| | City Clerk | Building Department | Administrative Department | Neighborhood Services | Public Works | Water Department | Library | Police/Emergency Communication |
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| Ensure that advertisement of your program (through city website, social media, newsletter, Cable Channel, Pamphlets, etc.) are accessible and provide the ADA notice | ✓ | | ✓ | ✓ | ✓ | | ✓ | |
| If the particular program is not offered exclusively to people with disabilities, ensure that the program does not segregate people with disabilities, requiring them to participate at particular times or separate locations. | | | | ✓ | | | | |
| In terms of any formal or informal eligibility criteria for this program, ensure that there is none that exclude people with disabilities | ✓ | | | ✓ | | | | |
| **Communication and Printed Material** | | | | | | | | |
| When preparing audiovisual or televised presentations, they must be captioned. | | | ✓ | ✓ | | ✓ | | |
| 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 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | |
| 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., and that department staff are trained on its use | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | |

| | City Clerk | Building Department | Administrative Department | Neighborhood Services | Public Works | Water Department | Library | Police/Emergency Communication |
|---|---|---|---|---|---|---|---|---|
| Provide documents in alternative formats when requested | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | |
| **Staff Training** | | | | | | | | |
| To ensure department staff who administer this program are aware of their obligations to people with disabilities, provide periodic training on the ADA under the direction of the ADA coordinator | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | |
| **Emergency** | | | | | | | | |
| Staff shall be made aware of their responsibilities to assist individuals with disabilities during an emergency or disaster | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | |
| Staff shall be given training on communicating with people who have hearing or speech disabilities during emergency situations. | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | |
| Emergency response services in the department shall be equipped with TTD/TDD | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | |
| **Contractors** | | | | | | | | |
| When using outside consultants/contractors, ensure that outside consultants/contractors are notified of their responsibilities for providing services in a nondiscriminatory manner. | | | ✓ | ✓ | ✓ | ✓ | ✓ | |
| **Policy** | | | | | | | | |

| | City Clerk | Building Department | Administrative Department | Neighborhood Services | Public Works | Water Department | Library | Police/Emergency Communication |
|---|---|---|---|---|---|---|---|---|
| Develop a policy and procedure for determining whether a specific modification to include a person with disability would fundamentally alter the nature of the program, cause undue burden, or cause a direct threat to the participant of others | ✓ | ✓ | | | ✓ | ✓ | ✓ | |

**City of Pomona ADA Self Evaluation and Transition Plan**
**Summary of Document Review Recommendations**

Report Status Date: April 2020 (revised 7/22/2020)

| Document Title | | | Document Summary | Findings | Recommendations |
|---|---|---|---|---|---|
| **Administration Policies and Procedures** | | | | | |
| Employee Recognition Rules | | | | | |
| Approved: 12/01/03; Revised: 09/28/06; and 11/09/09 | 1 | Beneficial Suggestion Policy | A policy and procedure for City employees (who otherwise do not have authority or responsibility to make a suggested change) to submit ideas and suggestions for improving the quality of City services, efficiency, customer care, etc. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 12/01/03; Revised: 09/28/06; and 11/09/09 | 2 | Recognition Award Policy | A policy and procedure to recognize employees or volunteers on a quarterly basis | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 02/10/99; Revised: 3/12/03 | 3 | Service Award Policy | A policy and procedure to provide recognition of employees for their length of service to the City. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| General Rules | | | | | |
| Approved: 05/14/97; Revised 7/29/2002 | 1 | Americans with Disabilities Act of 1990 | A Statement of City Compliance with the ADA. Policy and Procedure 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. | Nothing found in this document would be considered discriminatory to people with disabilities | None |

| Document Title | | | Document Summary | Findings | Recommendations |
|---|---|---|---|---|---|
| Approved: 09/08/04 | 2 | Child Abuse and Neglect Reporting Act Policy | Policy and procedure requiring certain employees (Mandated Reporters) to identify and report cases of suspected Child Abuse. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 05/14/97; Revised: 12/4/01, 07/28/04, and 03/21/07 | 3 | City Identification Card Policy | Policy and procedure regarding the requirement of City employees to provide proof of City employment upon request by management, police, or security personnel. The policy increases building security, prevents unauthorized access to City Buildings. Authorized employees will be issued security access cards. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 11/15/05 | 4 | Damaged or Lost City Equipment Property Policy | Policy and procedure to ensure proper care and accountability in handling City of Pomona equipment and property. Includes a reporting form. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 02/01/94 Revised: 05/01/97; 08/10/05; and 07/07/08 | 5 | Discrimination and Harassment Prevention Policy | Policy and procedure to establish a strong commitment to prohibit and prevent discrimination, harassment, and retaliation in employment; to define those terms; and to set forth a procedure for investigating and resolving internal complaints. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 12/10/97; Revised 5/13/02; and 08/10/07 | 6 | Donation Policy For Catastrophic Illness | Policy and procedure on the opportunity for City employees to assist fellow employees who have experienced personal and family catastrophic illness. Includes form. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 09/10/97; Revised 5/23/00; 05/20/02; 05/22/03; and 06/23/09 | 7 | Dress Code Policy | Policy to set forth appropriate and professional dress an appearance guidelines and standards for employees. | Nothing found in this document would be considered discriminatory to people with disabilities | None |

| Document Title | | | Document Summary | Findings | Recommendations |
|---|---|---|---|---|---|
| Approved: 12/09/98 | 8 | Employment Of Relatives Policy (Nepotism) PPOA only | Policy and procedure to prevent potential for adversely impacting the safety, security, morale or efficiency of supervision of other employees, or in which there may be created a potential conflict of interest. *Pomona Police Officers Association* | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 12/09/98; Revised 04/17/10 | 9 | Employment Of Relatives Policy (Nepotism) | Policy and procedure to prevent potential for adversely impacting the safety, security, morale or efficiency of supervision of other employees, or in which there may be created a potential conflict of interest. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 05/14/97; Revised 06/11/02; 05/26/04; and 03/20/12 | 10 | Equal Opportunity Employment Policy | Policy to ensure equal opportunity employment. | "The City of Pomona does not discriminate against qualified employees or applicants for employment on the basis of actual or perceived ….disability..." | Add "with or without reasonable accomodation." |
| Date Approved: April 30, 2002 | 11 | Fair Labor Standards Act – Application | Policy and procedure to ensure that the Fair Labor Standards Act (FLSA) regulations are appropriately and consistently applied to non-exempt employees. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 05/14/97; Revised: 12/12/01 | 12 | Falsification Of City Employment Application | Policy and procedure to ensure that applicants who falsify information on City employment applications are considered for separation from employment with full consideration for privacy and confidentiality of records. | Nothing found in this document would be considered discriminatory to people with disabilities | None |

| Document Title | | | Document Summary | Findings | Recommendations |
|---|---|---|---|---|---|
| Approved: 11/12/97; Revised: 04/27/05; and 03/08/12 | 13 | Family Care And Medical Leave Policy | Policy and procedure to comply with the Federal Family and Medical leave Act and California Family Rights Act | Nothing found in this document would be considered discriminatory to people with disabilities | No Recommendations.<br>Note: While this document is intended to comply with the Federal Family and Medical Leave Act (FMLA), it is important to note that employees may also qualify under both the FMLA and the ADA. Employees who have used up FMLA leave may still have rights under the ADA if they meet the ADA definition of a person with a disability. Additional leave (beyond the worker's FMLA leave) could be an accommodation that must be provided under the ADA.<br>-Source: ADA National Network Work-Leave, the ADA, and the FMLA |
| Approved: 10/14/08 | 14 | Fraud Prevention Policy | Policy and procedure to establish policy and procedures for clarifying acts that are considered to be fraudulent, describing the steps to be taken when fraud or other related dishonest activities are suspected, and providing procedures to follow in accounting for missing funds, restitution and recoveries. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 01/13/99 | 15 | Gifts And Gratuities Policy | Policy and procedure to provide guidance for employees when in the course of their work offers of gifts, favors, or gratuities may be made | Nothing found in this document would be considered discriminatory to people with disabilities | None |

| Document Title | | | Document Summary | Findings | Recommendations |
|---|---|---|---|---|---|
| Approved: 05/14/97; Revised: 05/12/03 | 16 | Immigration Reform And Control Act Compliance Policy | Policy and procedure to comply with the Immigration Reform and Control Act of 1986. This law seeks to preserve jobs for those who are legally entitled to them: American citizens and aliens who are authorized to work in the United States. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 06/11/97 | 17 | Inspection, Search And Monitoring Policy | Policy and procedure to safeguard the City's property and ensure the City's right to retrieve its property in the event an employee entrusted with property is not available; and to ensure that the City operates in an effective and efficient manner. This policy shall also serve to eliminate any expectation of privacy employees may have in relation to City equipment, including, but not limited to, desks, file cabinets, credenzas, computers, computer files, closets, lockers, and city vehicles. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 12/09/98; 8/5/02 | 18 | Outside Employment Policy | Policy and procedure to set forth guidelines to ensure that employees are not involved in any outside employment or activity that will affect the quality or quantity of their work at the City of Pomona, create a conflict of interest, or create an appearance of impropriety. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 11/04/03; Revised: 03/29/04; and 11/01/10 | 19 | Parking Policy | Policy and procedure to establish parking guidelines to maintain consistency and equity of parking assignments and employees (in employee designated parking). | Nothing found in this document would be considered discriminatory to people with disabilities | |
| Approved: 05/14/97 | 20 | Political Activities Policy | Policy and procedure to provide guidelines for participating in political activities while employed with the City of Pomona. | Nothing found in this document would be considered discriminatory to people with disabilities | None |

| Document Title | | | Document Summary | Findings | Recommendations |
|---|---|---|---|---|---|
| Approved: 05/26/04; Revised: 07/07/08 | 21 | Retaliation Policy | Policy and procedure to prohibit City of Pomona officials, officers, employees, or contractors from retaliating against applicants, officers, officials, employees, or contractors because of any of the protected activities as defined herein | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 06/11/97 | 22 | Smoking Policy | Policy and procedure to comply with Assembly Bill 13, State Labor Code 6404.5 which prohibits Smoking in Enclosed Places of Employment. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: February 12, 2004 | 23 | Step Merit Increase | Policy and procedure to comply with the merit system principles and to recognize and reward employees who demonstrate superior performance during a performance year by granting them an accelerated salary step advancement. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: April 29, 2008 | 24 | Substance Abuse Policy | Policy and procedure to eliminate substance abuse and its effects in the workplace. | Per Page 2:<br>The City is committed to providing reasonable accommodation to those employees whose alcohol and/or prior drug problem classifies them as disabled under Federal and/or State Law. | None |
| Safety Rules | | | | | |
| Approved: 06/01/99, Revised: 10/27/06 | 1 | Safety Policy #02 – Respiratory Protection | The purpose of the Policy is to ensure the protection of all employees from respiratory hazards through proper use of respirators. Respirators are to be used only where engineering control of respiratory hazards is not feasible, while engineering controls are being installed, or in emergencies. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 08/27/01 Revised: 08/03/06 | 2 | Safety Policy #03 – Workers' Compensation | This Policy describes the procedures for the City of Pomona's self-insured workers' compensation program | Nothing found in this document would be considered discriminatory to people with disabilities | None |

| Document Title | | | Document Summary | Findings | Recommendations |
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| Approved: 06/01/99, Revised: 2/2/07 | 3 | Safety Policy #04 – Hazard Communication | The purpose of the City of Pomona Hazard Communication Policy is to ensure that employees are adequately trained and informed of the hazards and methods of protection from hazardous substances that may occur in the workplace. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 12/08/99, Revised: 10/27/06 | 4 | Safety Policy #05 – Workplace Violence | The purpose of this Policy is to set forth a policy of "Zero Tolerance" towards workplace violence and provide a workplace that is free of violence for all City employees. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 09/08/98; Revised 2/2/07 | 5 | Safety Policy #06 – Confined Spaces | The purpose of the City of Pomona Confined Space Policy is to ensure that employees are adequately trained and informed of the hazards associated with work in or near confined spaces. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 11/30/99, Revised: 2/2/07 | 6 | Safety Policy #07 – Hearing Conservation | This Policy describes the general requirements of the City of Pomona's hearing conservation program, and provides information and guidance on the proper selection, instruction, and use of hearing protective devices. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 11/15/99, Revised: 2/2/07 | 7 | Safety Policy #08 – Powered Industrial Trucks | The purpose of this Policy is to establish training requirements for the safe use of powered industrial trucks (Forklifts). | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 11/30/99, Revised: 10/10/06 | 8 | Safety Policy #09 – Control of Hazardous Energy | The purpose of this Policy is to establish the minimum requirements for lock-out of energy sources that could cause injury to personnel. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 08/01/00, Revised 2/2/07 | 9 | Safety Policy #10 – Ergonomics | The purpose of this Policy is to establish the minimum requirements for an ergonomic program that provides a work environment where operations are designed to fit the through total employee involvement and recognizes that reducing ergonomic risk is a key | Nothing found in this document would be considered discriminatory to people with disabilities | None |

| Document Title | | | Document Summary | Findings | Recommendations |
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| | | | factor in maintaining an environment of personal safety and well being. | | |
| Approved: 11/17/00; Revised: 2/2/07 | 10 | Safety Policy #11 – Blood borne Pathogens | This Policy describes the general requirements of the City of Pomona's Blood borne Pathogens Program, and provides the exposure control plan and information on which job classifications are eligible for a Hepatitis B vaccination. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved:11/20/00, Revised: 2/2/07 | 11 | Safety Policy #13 – Spill Response | The purpose of this Policy is to establish procedures and reporting requirements for spills of hazardous materials. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 04/16/01, Revised: 2/2/07 | 12 | Safety Policy #14 – Hazardous Waste Management | To purpose of this Policy is to ensure that the City of Pomona is in compliance with applicable Federal, State, and local regulations affecting the storage, handling, and disposal of hazardous waste. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 02/08/01, Revised 10/27/06 | 13 | Safety Policy #16 – Fire Protection | This Policy describes the general requirements of the City of Pomona's Fire Protection program. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 01/18/01; Revised 02/01/05 | 14 | Safety Policy #18 – Personal Protection | The purpose of this Policy is to protect employees from the risk of injury by creating a barrier against workplace hazards. Personal protective equipment is not a substitute for good engineering or administrative controls or good work practices, but should be used in conjunction with these controls to ensure the safety and health of employees. Personal protective equipment will be provided, used, and | Nothing found in this document would be considered discriminatory to people with disabilities | None |

| Document Title | | | Document Summary | Findings | Recommendations |
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| | | | maintained when it has been determined that its use is required and that such use will lessen the likelihood of occupational injury/or illness. | | |
| Approved: 06/01/04, Revised 11/03/05, Revised 2/28/07 | 15 | Safety Policy #19 – Tuberculosis Exposure Control | This Policy describes the general requirements of the City of Pomona's Tuberculosis Exposure Control Policy, and provides information on which job classifications are required to undergo baseline and periodic Tuberculin skin tests. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved: 02/01/05, Revised: 8/16/07 | 16 | Safety Policy #21 – Employee Safety Incentive Program | The objective of this Policy is to recognize and reward employees who perform their jobs without a recordable injury or illness | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| Approved 07/31/06 | 17 | Safety Policy #22 – Contractor Safety | The purpose of this Policy is to assist City of Pomona personnel in proactively communicating to contractors any recognized health and safety concerns that potentially affect contractors' or City of Pomona personnel. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| APPROVED: October 4, 2006 | 18 | Safety Policy #24 – Fitness and Wellness Program | This Policy establishes a "Voluntary Fitness and Wellness Program", which encourages participation in health screenings, wellness training sessions, and fitness activities. Employees, who participate in the Program and meet the minimum requirements, will be eligible to be reimbursed for fitness-related expenditures per the Policy. | - | Add a note that the City will not deny access to employee wellness programs on the basis of disability and that the results of the screening are for use only in the the program.<br>Consider adding the provision of reasonable accomodations |

| Document Title | | | Document Summary | Findings | Recommendations |
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| | | | | | or addition of other forms of physcial fitness programs that would qualify. |
| Approved: 06/01/99, Revised: 2/2/07 | 19 | Safety Policy #26 - Heat Illness Prevention | To provide information and guidance on the prevention of heat related illness, provision of water, access to shade, written procedures, and training. | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| **Human Resources Policies / Procedures** | | | | | |
| Personnel Rules and Regulations | | | | | |
| Effective December 16, 2015 | 1 | Personnel Rules Final | The purpose of these Personnel Rules (Rules) is to facilitate an effective personnel system for the functions hereinafter indicated, which ensures fair and equal treatment for employees and the public. | Page 2: The Policy states that the "City shall employ, retain, promote, terminate, and otherwise treat all employees and job applicants on the basis of merit, qualifications, and competence," but there was no provision or mention of reasonable accommodation process for employees. | 1. Modify Equal Employment Opportunity statement on Page 2 to include "with or without reasonable accommodations."<br>2. Adopt and publish a Reasonable Accommodation Request policy and form.<br>3. To further guide the City and its employees on the requirements set forth by the ADA, the statement under General Provision, Equal Employment Opportunity shall include language specific the City's policy in regards to nondiscrimination the following areas: recruitment, hiring, promotion, demotion, layoff and return from layoff, compensation, job |

| Document Title | | | Document Summary | Findings | Recommendations |
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| | | | | | assignments and classifications, paid or unpaid leave, fringe benefits, training, employer-sponsored activities.<br>3. Ensure that job applications identify specific physical needs that meet job requirements.<br>4. Ensure that job applications are available to be provided in a variety of formats (JAWS, Computer with large print options). |
| | 2 | Personnel Rules and Regulations for Executive Management Group A and B Employees (A-B Rules) | Personnel Rules specific to Executive Management Group A and B Employees | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| | 3 | Part-Time Compensation Plan | Compensation plan for part time employees | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| | 4 | Part-Time Management Confidential with Resolution | Information on part time management | Nothing found in this document would be considered discriminatory to people with disabilities | None |
| New Hire | | | | | |
| | 1 | New Hire Forms and Guides | Various forms to fill out and informational documents for new hires | - | Ensure that all forms and documents can be reproduced in alternative formats upon request. |

| Document Title | | | Document Summary | Findings | Recommendations |
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| | 2 | Emergency Preparedness Training | Training material for newly hired employees regarding emergency preparedness | There is no training provided for the provision of assistance to people with various disabilities during an emergency. | Provide employee training on the provision of aid to people with disabilities in the case of emergency or disaster |
| | 3 | Employee Emergency Responsibilities | General reminders of responsibilities of a City employee during a disaster. As a Public employee, both state law and City ordinance designate you as a "Disaster Service Worker". During an emergency you may be designated as essential personnel and directed to stay overtime or be called in to assist in the City's response efforts. The City of Pomona Municipal Code Chapter 14-76 (a)(6)(c) provides that the Director of Emergency Services/City Manager has the authority to "require emergency services of any officer or employee…" In addition, during an emergency, City employees may be assigned, regardless of their position or rank, any duties that they can safely perform. | There is no mention of the responsibility of City employees provide assistance to people with various disabilities during an emergency. | Add a note to this document that employees are also responsible for the provision of aid to people with disabilities in the case of emergency or disaster |
| Memorandum of Understanding (MOU) | | | | | |
| | 1 | Between City of Pomona and Pomona City Employee Association (PCEA) | Compensation plan for various positions | None | None |
| | 2 | Between The City of Pomona and the Pomona Mid-Management/Confidential Employees' Association (PMMCEA) | Compensation plan for various positions | None | None |
| | 3 | Between the City of Pomona and the Pomona Police Managers' Association (PPMA) | Compensation plan for various positions | None | None |

| Document Title | | | Document Summary | Findings | Recommendations |
|---|---|---|---|---|---|
| | 4 | Between The City of Pomona and the Pomona Police Officers' Association (PPOA) | Compensation plan for various positions | None | None |
| | 5 | For the Executive Management Group A and B Employees (A-B Rules) | Compensation plan for various positions | None | None |
| Equal Opportunity Plan | | | | | |
| | 1 | Equal Opportunity Employment | Policy to ensure equal opportunity employment. | "The City of Pomona does not discriminate against qualified employees or applicants for employment on the basis of actual or perceived …." | 1. Modify Equal Employment Opportunity statement to include "with or without reasonable accommodations."<br>2. Adopt and publish a Reasonable Accommodation Request policy and form.<br>3. To further guide the City and its employees on the requirements set forth by the ADA, the statement under General Provision, Equal Employment Opportunity shall include language specific the City's policy in regards to nondiscrimination the following areas: recruitment, hiring, promotion, demotion, layoff and return from layoff, compensation, job assignments and classifications, paid or unpaid leave, fringe benefits, training, employer-sponsored activities.<br>3. Ensure that job applications identify specific |

| Document Title | Document Summary | Findings | Recommendations |
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| | | | physical needs that meet job requirements.<br>4. Ensure that job applications are available to be provided in a variety of formats (JAWS, Computer with large print options). |
| **City Plans** | | | |
| General Plan | | | |

| Document Title | | | Document Summary | Findings | Recommendations |
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| 2014 | 1 | City General Plan | The General Plan is a document adopted by City Council that outlines a vision for the City's long-range physical evolution, economic development and resources conservation. It serves as a basis for establishing and setting priorities for detailed plans and implementing programs, and decision making. | *Although mobility and access was a key component of the plan, there was little mention of mobility and access as specifically pertaining to people with disabilities.<br><br>*The General Plan does not mention persons with disabilities. It is recommended to include language throughout the plan that considers residents with disabilities as part of the inclusive community concept | Per the State of California 2017 General Plan Guidelines, it is advisable that a City's General Plan include policies specific to people with disabilities, such as:<br>*Incorporate Americans with Disabilities Act (ADA) requirements throughout the [city, county], but especially in high-volume pedestrian areas.<br>*Require convenient and accessible parking facilities for persons with disabilities, consistent with Americans with Disabilities Act (ADA) requirements.<br>*Provide pedestrian facilities that are accessible to persons with disabilities and ensure that roadway improvement projects address accessibility and universal design concept.<br>* Adopt a written reasonable accommodation ordinance to provide exception in zoning and land-use for housing for persons with disabilities, for development standards such as building setbacks and parking requirements.<br><br>These policies are examples of recommended policies adopted by varying |

| Document Title | Document Summary | Findings | Recommendations |
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| | | | jurisdictions, to be modified and used as appropriate. |
| Active Transportation Plan | | | |

| Document Title | | | Document Summary | Findings | Recommendations |
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| November 2012 | 1 | Active Transportation Plan | In the Pomona General Plan, the City recognized the importance of cycling in reducing traffic, air pollution, and energy consumption, and providing greater transportation options that enhance quality of life. The City has also made great strides in improving the pedestrian environment, particularly in Downtown Pomona. This Active Transportation Plan (ATP) is consistent with these sustainability efforts and provides detailed direction on how to continue the City's progress toward a better bicycling and walking environment. The Plan does this by proposing a system of bikeways connecting neighborhoods to key activity centers throughout the City, developing support facilities, such as bike parking, and education programs, and by identifying recommendations for improving bicyclist safety. | *The plan mentions the benefits of double curb ramps at intersections over perpendicular curb ramps.<br>*States that where feasible, ramps for each crosswalk at an intersection are preferable over perpendicular curb ramps.<br>*Refers to the policy in the City General Plan that states all urban streets and thoroughfares, except limited access highways, should have sidewalks, street lighting, and safely designed intersections for people with disabilities.<br>*Refers to the policy in the City General Plan that state pedestrian signals should be timed in order to accommodate slower pedestrians. This should take into consideration people with slower walking speeds, such as seniors and persons with disabilities, in areas where this is appropriate. This may be also be achieved by using Pedestrian-Friendly-User-Intelligent (PUFFIN) signals that detect pedestrians in the crosswalk and extend the walk time to allow pedestrians to finish their crossing. | None |
| Green Plan | | | | | |
| November 2012 | | City Green Plan- November 2012 | The Green Plan will define the City's actions for reducing energy costs, increasing efficiencies, improving air quality, and becoming a leader in sustainable government. | None | None |
| Specific / Area Plan | | | | | |

| Document Title | | | Document Summary | Findings | Recommendations |
|---|---|---|---|---|---|
| | 1 | Zoning Ordinances | APPENDIX I - Zoning ordinance. Part III Sec. .5809-14. - Group care facilities. | "The City of Pomona has conducted a review of the zoning and building codes and has not identified any barriers to the provision of accessible housing.<br><br>The City complies with the requirements of the Federal Fair Housing Act and the California Fair Employment and Housing Act to provide for reasonable accommodation and imposes only the zoning, building code and permitting procedures allowed by the State.<br><br>The Zoning Ordinance was amended in 2002 to provide a reasonable accommodations process for persons with disabilities, involving the review and approval of group care and service facilities in a location particularly suitable to meeting the needs of certain disabled persons.<br><br>The amendment also established an application procedure for adjustments or modifications to a zoning provision that may be acting as a barrier." | None |
| Amendment to the Adopted Housing Element to the General Plan (October 2013- 2021) | | | | | |

| Document Title | | | Document Summary | Findings | Recommendations |
|---|---|---|---|---|---|
| (October 2013-2021) | 1 | Amendment to the Adopted Housing Element in the General Plan | This document includes a demographics section on special needs groups including people with disabilities residing in the City of Pomona.<br><br>It also includes a section on resources of emergency shelters, transitional housing, and supportive serices for homeless population, including homeless people with disabilities.<br><br>Housing needs for persons with disabilities varies depending on the type of disability. However, persons with disabilities often need accessibility and barrier free design, as well affordability and proximity and accessibility to transportation and services | - | None |
| Emergency Operations Plan | | | | | |

| Document Title | | | Document Summary | Findings | Recommendations |
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| April 18, 2011 | 1 | Emergency Operation Plan | Document addresses that emergency preparedness and response programs must be made accessible to people with disabilities and is required by the Americans with Disabilities Act of 1990 {ADA).<br><br>Included in the City's planning efforts for those with disabilities are notification and warning procedures, evacuation considerations, emergency transportation issues, sheltering requirements, access to medications, refrigeration and back-up power, mobility devices or service animals while in transit or at shelters, and access to emergency information. | The City has identified 4 primary sites that will serve as shelters for Pomona residents that are deemed "ADA accessible" at time of preparation of this plan. The sites are as follows:<br>• Ganesha Park, 1575 N. White Avenue, Pomona (60 acres)<br>• Palomares Park, 499 E. Arrow Highway, Pomona (18 acres)<br>• Washington Park, 865 E. Grand Avenue, Pomona (22 acres)<br>• Westmont Park, 1808 W. 9th Street, Pomona (6 acres)<br><br>Care and Shelter Branch should coordinate with the American Red Cross in identifying potential sites. Potential shelter locations should meet all health, safety and Americans with Disabilities Act (ADA) requirements and should have an open space suitable for cots, tables, etc., and sanitation and hygiene facilities, as available. | Please refer to the Facilities Self-Evaluation that includes physical barriers to accessibility as recorded in 2019. |
| **City Municipal Code** | | | | | |
| Code of Ordinances, Municipal Code, City of Pomona | | | | | |

| Document Title | | | Document Summary | Findings | Recommendations |
|---|---|---|---|---|---|
| | 1 | Subpart A - GENERAL ORDINANCES<br>ARTICLE II. - DOGS AND CATS[2] | - | Guide dog means any guide dog or seeing eye dog which was trained by a person licensed under the provisions of Chapter 9.5 (commencing with section 7200 of Division 3 of the Business and Professions Code.)<br>(Ord. No. 4017, § 1, 12-13-2004)<br><br>Signal dog means any dog trained to alert a deaf person, or person whose hearing is impaired, to intruders or sounds.<br>(Ord. No. 4017, § 1, 12-13-2004) | It is recommended to add broader term "service animal" to the definitions, as "guide dogs" and "signal dogs" are specific types of service animals.<br><br>A service animal means 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. |

| Document Title | | | Document Summary | Findings | Recommendations |
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| | 2 | Chapter 14 - EMERGENCY MANAGEMENT AND EMERGENCY SERVICES ARTICLE III. - EMERGENCY SERVICES ORGANIZATION[2] Sec. 14-78. - Emergency operations plan. | - | The city disaster council shall be responsible for the development of the city emergency operations plan, which plan shall provide for the effective mobilization of all of the resources of the city, both public and private, to meet any condition constituting a local emergency, state of emergency, or state of war emergency and shall provide for the organization, powers and duties, services, and staff of the emergency organization. Such plan shall take effect upon adoption by resolution of the city council.<br>(Code 1959, § 6-8; Ord. No. 3180, § 1 (part)) | Recommended to insert the statement "including people with disabilities" |

| Document Title | | | Document Summary | Findings | Recommendations |
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| | 3 | Chapter 46 - STREETS, SIDEWALKS AND OTHER PUBLIC PLACES<br>Sec. 46-8. - Temporary closing of streets. | - | Sec. 46-8. - Temporary closing of streets.<br>(a)The city council may restrict the use of or close any street whenever the director of public works/city engineer considers such closing or restriction of use necessary for the protection of the public or for the protection of such street from damage during storms or during construction, improvement or maintenance thereon.(b)To notify the public that a city street is closed or its use restricted, the director of public works/city engineer may:(1)Erect suitable barriers or obstructions upon such street.(2)Post warnings and notices of the condition of any such street.(3)Post signs for the direction of traffic upon it or to or upon any other street or detour open to public travel.(4)Place warning devices on such street.(c)Any person who willfully fails, refuses or neglects to observe any type of warning or notice placed or posted in accordance with or who otherwise willfully violates this section is guilty of a misdemeanor.(d)The police department shall cooperate with the director of public works/city engineer in the enforcement of the closing or restricting the use of any street.<br>(Code 1959, § 28-3; Ord. No. 910, §§ 35—38) | It is recommended to include a policy for abiding with ADA accessible routes at work zones. |

| Document Title | | | Document Summary | Findings | Recommendations |
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| | 4 | ARTICLE VII. - OUTDOOR DINING AND NEWSSTANDS WITHIN THE PUBLIC RIGHTS-OF-WAY[2]<br>Sec. 46-347. - Design standards. | - | The outdoor dining area shall be accessible to the disabled. The buildings adjacent to these dining areas shall maintain building egress as defined by the California Building Code and State of California Title 24 Disabled Access standards. | It is recommended to substitute the term "disabled" with the term "persons with disabilities" |
| | 5 | ARTICLE VIII. - BUS BENCH/ADVERTISING FRANCHISES[3]<br>Sec. 46-389. - Placement of benches or shelters. | - | Specifications and regulations pertaining to placement of bus benches or shelters on city property, including distances from curbs and intersections, as well as bench or shelter design and structural requirements shall be promulgated by the public works director and included in the franchise agreement. Such requirements shall be designed to further public safety and avoid the creation of nuisances.<br><br>(Code 1959, § 11.2-9; Ord. No. 3606, § 1 (part)) | Reference to requirements set forth by the California Building Code and State of California Title 24 Disabled Access standards for Transportation Facilities. |
| | 6 | ARTICLE IX. - NEWSRACKS<br>Sec. 46-424. - General placement. | - | Subject to the prohibitions set forth in section 46-426, news racks shall be placed adjacent and parallel to the wall of a building and not less than six inches nor more than 18 inches from the wall, unless the city determines that placement near a building is not suitable, in which case the city may authorize placement near a curb. News racks placed near the curb must be placed parallel to and no less than 18 inches nor more than 24 inches from the edge of the curb.<br><br>(Code 1959, § 14.7-4; Ord. No. 2869, § 1 (part)) | It is recommended to add verbiage regarding the provision of a 30" by 48" clear floor space adjacent to the news rack. |

| Document Title | | | Document Summary | Findings | Recommendations |
|---|---|---|---|---|---|
| | 7 | ARTICLE IV. - STOPPING, STANDING OR PARKING[4] Sec. 58-175. - Parking for disabled persons. | - | Sec. 58-175. - Parking for disabled persons. (a)Persons using blue curb parking spaces shall comply with the following:(1)Blue curb parking spaces shall be operative 24 hours a day, Sundays and holidays included.(2)Parking zones for the disabled are subject to any temporary parking prohibitions established by the city.(b)The city traffic engineer is authorized to designate special blue curb parking spaces for the purpose of providing on street parking for exclusive use by disabled persons.(c)The city manager shall designate parking stalls or spaces in publicly owned, leased, or controlled off-street parking facilities for exclusive use of disabled persons.(d)Vehicles lawfully displaying a special identification license plate or placard issued to a disabled person or disabled veteran shall be exempt from time limit parking zone restrictions posted on signs or painted on curbs. (Code 1959, §§ 32-17.0—32-17.2; Ord. No. 3216, § 1 (part); Ord. No. 4208, § 3, 8-3-2015) | It is recommended to substitute the term "disabled persons" with the term "persons with disabilities" |
| **Public Works Policies** | | | | | |
| Standard Plans | | | | | |
| August, 2011 | 1 | City of Pomona Standard Plans | Plans used by public works departments for the design of streets and curb ramps. | Plans were reviewed and updated in November 2019 | Review of updated plans by City Engineer and Adoption by City Council |

ADMINISTRATIVE REGULATION

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| CITY ADMINISTRATIVE REGULATION REGARDING ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES: CITY PROGRAMS AND SERVICES | Effective Date: January 20, 2017 | | |

1. PURPOSE

*1.1.* To comply with the Americans with Disabilities Act (ADA) and its implementing regulations; the Rehabilitation Act of 1973, as amended; California Government Code sections 11135-11139.5; title 24 of the California Code of Regulations; and any other applicable federal, state, and local laws and regulations protecting the rights of *Qualified Individuals with a Disability*.

2. SCOPE

*2.1.* This regulation applies to all City departments, boards, commissions, committees, task forces, special benefit districts, and other duly constituted bodies and offices operated by the City, and their respective programs, services and activities. The City's policy related to employment of individuals with *Disabilities* is found in Administrative Regulation 96.21: City Policy for Individuals with Disabilities: Employment.

3. DEFINITIONS

*3.1.* *Accessible (Architectural/Environmental)* - The combination of various elements in a building, facility, or area that allows entry, circulation, and full use by *Qualified Individuals with a Disability*. Accessibility features may include, but are not limited to ramps, elevators, wide-width doors, maneuvering space, grab bars in restrooms, braille and raised letter signage, and the use of non-toxic building materials or non-scented cleaning products.

*3.2.* *Accessible (Communication)* - Oral, audio, visual, or tactile communication provided to people with hearing or vision impairments in a manner as effective as communications provided to those without hearing or vision loss. Examples of accessible communication include providing *Qualified/Certified American Sign Language Interpreters*, telecommunication devices for the deaf (*TDD*/*TTY*s), and assistive listening devices at public meetings.

*3.3.* *Accessible (Programmatic)* - When viewed in its entirety, each service, program, or activity is operated so as to be readily accessible to and usable by *Qualified Individuals with a Disability*. Examples of program access include providing a *Qualified/Certified American Sign Language Interpreter* at a meeting, or moving a program from an architecturally inaccessible location to an *Accessible (Architectural/Environmental)* location. Programs and services must be provided in an integrated setting that enables *Qualified Individuals with a Disability* to interact with non-disabled individuals to the fullest extent possible, unless separate or different measures are necessary to ensure equal opportunity.

(Supersedes Administrative Regulation 96.20, Issue 2, effective May 13, 2011)

Authorized

[*Signature on File*]

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CITY MANAGER or CHIEF OPERATING OFFICER

*3.4.* *Auxiliary Aids and Services* - Devices and services that compensate for a disabling condition and enable individuals with impaired sensory, manual, or speaking skills to have an equal opportunity to participate in, and enjoy the benefits of, programs, services, or activities conducted by the City.

*3.5.* *Disability* - A *Disability* is a physical or mental impairment that limits one or more of an individual's major life activities. Categories of *Disabilities* include, but are not limited to, mobility impairment, vision impairment, hearing impairment, cognitive impairment, and multiple chemical sensitivity or environmental illness.

*3.6.* *Other Power-Driven Mobility Device* - Any mobility device that is used by individuals with mobility *Disabilities* for the purpose of locomotion, whether or not designed primarily for use by individuals with mobility *Disabilities*, including those powered by batteries, fuel, or other engines. This includes golf carts, electronic personal assistance mobility devices such as the Segway® PT, or any mobility device designed to operate in areas without defined pedestrian routes. *Wheelchair*s are not included in this definition.

*3.7.* *Qualified Individual with a Disability* - A qualified individual with a *Disability* as it pertains to City Services is one who, with or without reasonable modifications to rules, policies, practices, or 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 participation in programs or activities provided by the City.

The following people are also qualified individuals protected against discrimination under the ADA:

3.7.1. Individuals with a record of having a *Disability*;

3.7.2. Individuals regarded as having a *Disability*; and

3.7.3. Other individuals associated with an individual with a *Disability*.

*3.8.* *Qualified/Certified American Sign Language Interpreter* - An interpreter who interprets effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary, and who holds certification from the National Registry of Interpreters for the Deaf (RID), or Level 4 certification or above from the Educational Interpreter Performance Assessment (EIPA). The RID's Code of Professional Conduct specifically prohibits misrepresentation of credentials and requires all interpreters to carry with them their certification cards and personal identification.

*3.9.* *Service Animal* - Any dog that is individually trained, or in training to do work or perform tasks for the benefit of the individual with a *Disability*, including a physical, sensory, psychiatric, intellectual, or other mental *Disability*. The work or tasks performed by a *Service Animal* must be directly related to its handler's *Disability*. The crime deterrent effect of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purpose of this definition. Service

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animals are not pets. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purpose of this definition, except miniature horses which are an exception as outlined in section 4.4.7.

*3.10.* *Speech-To-Speech (STS) Relay Service* - *STS* assists anyone calling a person with a severe speech *Disability*, and allows for people with severe speech *Disabilities* to make phone calls. The service involves the person with unintelligible or otherwise difficult to understand speech, and another individual with whom they are speaking, to communicate through a communications assistant at a relay center. To use this form of relay, dial 711 and ask for "Speech-to-Speech."

*3.11.* Telecommunication Device for the Deaf (TDD) and Text Telephone (TTY) - TDD equipment uses any telephone or telephone line to allow deaf or hard-of-hearing individuals to communicate over the telephone via an acoustic coupler. TTY is a special device that lets deaf, hard-of-hearing, or speech-impaired individuals to use the telephone to communicate by allowing them to type messages back and forth to one another instead of talking and listening. TTY communication requires that both parties have a TTY device.

*3.12.* *Undue Burden* - An *Undue Burden* means significant difficulty or expense. An *Undue Burden* can be either financial or administrative in nature. In determining whether an action would result in an undue burden, factors to be considered may include the nature and cost of the action; the overall financial resources of the public entity; the number of individuals employed by the public entity; the effect on expenses and resources; legitimate safety requirements that are necessary for safe operations; and the impact otherwise of the action upon the operations of the public entity

*3.13.* *Video Relay Interpreting (VRI)* - An interpreting service that uses video conference technology over dedicated lines or wireless technology offering high-speed, wide bandwidth video connection that delivers high quality video images.

*3.14.* *Video Relay Service (VRS)* - A form of Telecommunications Relay Service (TRS) that allows individuals with hearing *Disabilities* who use American Sign Language to communicate with voice telephone users through video equipment rather than through typed text. Video equipment links the *VRS* user with a TRS operator, enabling the *VRS* user and the TRS operator to see and communicate with each other in signed conversation.

*3.15.* *Wheelchair* - A manually-operated or power-driven device designed primarily for use by an individual with a mobility *Disability* for the main purpose of indoor and/or outdoor locomotion.

4. POLICY

*4.1.* *Public Access to Programs, Services, and Activities*

4.1.1. The City is responsible for operating programs, services, and activities that are readily *Accessible (Architectural/Environmental; Communication; Programmatic)* to, and usable by, *Qualified*

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*Individual with a Disability*.

4.1.2. The City is responsible for providing equal opportunity to access City programs, services, and activities by:

a. Holding meetings, programs, and other events that are open to the public at *Accessible (Architectural/Environmental)* locations.

b. Providing programs and services in an integrated setting, unless separate or different measures are necessary to ensure equal opportunity.

c. Modifying policies, practices, or procedures, when necessary, feasible, and an *Undue Burden* does not exist, to enable *Qualified Individuals with a Disability* to experience equal access to and use of City programs, services, or activities.

d. Ensuring information placed on the City's website is fully *Accessible (Communication)* to *Qualified Individuals with a Disability*.

e. Providing *Auxiliary Aids and Services* to *Qualified Individuals with a Disability*, whenever required, in order to provide equal opportunity to access City programs, services, and activities. The City shall give primary consideration to the requests of *Qualified Individual with a Disability* in determining what types of *Auxiliary Aids and Services* are necessary. In order to be effective, *Auxiliary Aids and Services* must be provided in *Accessible (Communication)* formats, in a timely manner, and in such a way as to protect the privacy and independence of the *Qualified Individual with a Disability*.

i. Examples of *Auxiliary Aids and Services* for individuals with hearing *Disabilities* include but are not limited to: *Qualified/Certified American Sign Language Interpreter* on-site or through video remote interpreting (*VRI*) services; note takers; real- time computer-aided transcription services; written materials; exchange of written notes; telephone handset amplifiers; assistive listening devices or systems; telephones compatible with hearing aids; closed caption decoders; open and closed captioning, including real-time captioning; voice, text, and video-based telecommunications products and systems, including text telephones (*TTY*s), videophones, and captioned telephones, or equally effective telecommunications devices; videotext displays; accessible electronic and information technology; or other effective methods of making aurally delivered information available to individuals who are deaf or hard of hearing.

1. The City shall not require an individual with a *Disability* to bring an interpreter.

2. The City shall not rely on an adult or minor child accompanying an individual with a *Disability* to interpret or facilitate communication except:

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A. In an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no *Qualified/Certified American Sign Language Interpreter* available; or

B. Where the individual with a *Disability* specifically requests that the accompanying adult (but not a minor child) interpret or facilitate communication, the accompanying adult agrees to provide such assistance, and reliance on that adult for such assistance is appropriate under the circumstances.

ii. Examples of *Auxiliary Aids and Services* for individuals with visual *Disabilities* include but are not limited to: qualified readers; taped texts; audio recordings; braille materials and displays; screen reader software; magnification software; optical readers; secondary auditory programs (SAP); large print materials; accessible electronic and information technology; or other effective methods of making visually delivered materials available to individuals who are blind or have low vision.

f. Including a statement indicating the City's policy on *Access (Communication)* for individuals with *Disabilities* on all informational materials such as announcements, websites, program descriptions, forms, and other information disseminated to the public. The statement should read as follows:

*To request this information in an alternative format please contact the issuing department, xxxxx@xxxx.gov , or (xxx)xxx-xxxx. A minimum of seven business days' notice is requested to ensure availability; attempts will be made to accommodate requests with shorter notice.*

g. Providing informational materials such as announcements, websites, program descriptions, forms, and other information disseminated to the public, in an alternative format, when requested. Materials will be provided free of charge and within 5 working days. See Section 5: Responsibility, for who is responsible for this subsection.

h. Eliminating eligibility standards or rules that deny *Qualified Individual with a Disability* physical access or equal opportunity to enjoy programs, services, or activities unless such standards or rules are necessary for the provision of the program, service, or activity due to its inherent nature.

i. Permitting individuals with mobility *Disabilities* to use *Wheelchair*s and manually powered mobility aids, such as walkers, crutches, canes, braces or other similar devices designed for use by individuals with *Disabilities* in any areas open to pedestrian use.

j. Permitting individuals with mobility *Disabilities* to use *Other Power- Driven Mobility Devices*,

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unless the City can demonstrate that the class of these devices cannot be operated in accordance with legitimate safety requirements. In determining whether a particular *Other Power-Driven Mobility Device* can be allowed in a specific facility as a reasonable modification, the City shall consider:

i. The type, size, weight, dimensions and speed of the device;

ii. The facility's volume of pedestrian traffic;

iii. The facility's design and operation characteristics;

iv. Whether legitimate safety requirements can be established to permit the safe operation of the *Other Power-Driven Mobility Device* in the specific facility; and

v. Whether the use of the *Other Power-Driven Mobility Device* creates a substantial risk of serious harm to the immediate environment, natural or cultural resources, or poses a conflict with federal land management laws and regulations.

k. Ensuring non-discrimination on the basis of *Disability* in contracting for the purchase of goods and services or services/programs offered to the public.

l. Ensuring that newly constructed buildings and facilities follow all federal, state, and local rules, regulations, and building codes.

m. Ensuring that alterations to existing buildings and facilities follow all federal, state, and local rules, regulations, and building codes.

n. Ensuring that all space leased out by or leased for the City is *Accessible (Architectural/Environmental)* to and usable by *Qualified Individuals with a Disability.*

*4.2. Legitimate Safety Requirements*

4.2.1. The City may impose legitimate safety requirements necessary for the safe operation of its services, programs, or activities. However, the safety requirements must be based on actual risks, not on mere speculation, stereotypes, or generalizations about individuals with *Disabilities*.

*4.3. Inquiry about Disability*

4.3.1. The City shall not ask questions of a *Qualified Individual with a Disability* using a *Wheelchair* or *Other Power-Driven Mobility Device* about the nature and extent of the individual's *Disability*. The City may ask a person using an *Other Power- Driven Mobility Device* to provide a credible assurance that the mobility device is required because of the person's *Disability*. The City shall accept the presentation of a valid, State-issued *Disability* parking placard or other proof of *Disability*, or verbal representation, not contradicted by observable fact, that the *Other Power- Driven Mobility Device*

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is being used for a mobility *Disability*.

*4.4. Service Animals*

4.4.1. General - The City shall allow the use of a *Service Animal or Service Animal in Training* (i.e., a dog or miniature horse) by an individual with a *Disability*. Individuals with *Disabilities* shall be permitted to be accompanied by their service animals in all areas of the City open to the public.

4.4.2. Inquiries about a *Service Animal* - The City shall not ask about the nature or extent of a person's *Disability* or request or require documentation about the animal, such as proof that the animal has been certified, trained, or licensed.

a. In cases where it is unclear what service an animal is providing, the City may ask two questions in order to determine whether an animal qualifies as a service animal:

i. Is the animal required because of a *Disability*?

ii. What work or task has the animal been trained to perform?

b. The City may not ask the handler to have the *Service Animal* demonstrate the work or task. Examples of work or tasks include but are not limited to: assisting individuals who are blind or have low vision with navigation and other tasks; alerting individuals who are deaf or hard of hearing to the presence of people or sounds; providing non-violent protection or rescue work; pulling a *Wheelchair*; assisting an individual during a seizure; alerting individuals to the presence of allergens; retrieving items such as medicine or the telephone; providing physical support and assistance with balance and stability to individuals with mobility *Disabilities*; and helping individuals with psychiatric and neurological *Disabilities* by preventing or interrupting impulsive or destructive behaviors.

c. Service animals are subject to local dog licensing and vaccination requirements.

4.4.3. Animal under Handler's Control - A *Service Animal* must have a harness, leash, or tether. The *Service Animal* must be otherwise under the handler's control through voice commands, or other effective signals, if the individual with a *Disability* is unable to use a harness, leash, or tether because of a *Disability* or because it would interfere with the service animal's safe, effective performance of work or tasks.

4.4.4. Exclusions - The City may ask an individual with a *Disability* to remove a *Service Animal* from public facilities if:

a. The animal is out of control and the animal's handler does not take effective action to control it;

b. The animal is not housebroken; or

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c. The animal is a direct threat to the health or safety of others.

i. If the City properly excludes a *Service Animal* under this regulation, it shall give the individual with a *Disability* the opportunity to participate in the service, program, or activity without having the *Service Animal* on the premises.

4.4.5. Responsibility - The City is not responsible for the care or supervision of a service animal, including situations in which the animal has been excluded from a public facility for any of the above reasons.

4.4.6. Surcharges - The City shall not ask or require an individual with a *Disability* to pay a surcharge or to comply with any requirements generally not applicable to people without pets. Even if people accompanied by pets are required to pay fees for their pets, individuals with service animals are not to be charged a fee for their *Service Animal* to accompany them. However, if the City normally charges individuals for damage caused by their pets, an individual with a *Disability* may be charged for damage caused by his or her service animal.

*4.4.7.* Miniature Horses - In determining whether reasonable modifications in policies, practices, or procedures can be made to allow a miniature horse into a specific facility, the City shall consider:

a. The type, size, and weight of the miniature horse and whether the facility can accommodate these features;

b. Whether the handler has sufficient control of the miniature horse;

c. Whether the miniature horse is housebroken; and

d. Whether the miniature horse's presence in a specific facility compromises legitimate safety requirements that are necessary for safe operation.

i. Other requirements as specified in sections 4.4.1 through 4.4.6, which apply to service animals, shall also apply to miniature horses.

*4.5. Technology*

4.5.1. Web Content – Content on all website and web applications created, bought, leased, or otherwise employed by the City for public use shall meet the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA and any successive WCAG guidelines most current at the time of application.

4.5.2. Emergency Services - Telephone emergency services, including 911 and reverse 911 services, shall provide direct access to individuals who use *TDD*/*TTY*s.

*4.6. Public Access to City Meetings and Records*

4.6.1. The City Clerk's Office will coordinate the provision of *Qualified/Certified American Sign Language Interpreters* or oral interpreters for City Council meetings when requested by an individual with a

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hearing impairment.

4.6.2. The Council Administrator's Office will coordinate the provision of a *Qualified/Certified American Sign Language Interpreters* or oral interpreters for City Council Committee meetings when requested by an individual with a hearing impairment.

4.6.3. Requests for auxiliary aids, services, or interpreters require different lead times. The City, and contracting agencies who provide the interpreters, request a minimum notice of seven business days to ensure the availability of an interpreter, though attempts will be made to accommodate requests with shorter notice.

4.6.4. The City Clerk's Office will serve as a central location for storage and distribution of the City's Assistive Listening Devices for Council Chambers and the Council Committee Room.

4.6.5. The City Clerk's Office will ensure that the *TTY* number is listed whenever City Clerk office voice phones are listed. The proper format is:

_____ -_____Voice

_____ -_____*TTY*

4.6.6. The City Clerk, upon request, will provide printed materials in alternative formats such as braille, large print, audio tape, or electronic format. The City's ADA Coordinator will assist, as needed, with any of the above requirements.

4.6.7. The City Clerk will include a statement on all City Council meeting agendas. The statement should read as follows:

> *This information will be made available in alternative formats upon request by contacting [NAME] at [(###) ###-####] or mail to: [EMAIL ADDRESS]. To ensure availability, a minimum of seven business days' notice is requested for Disability-related modifications or accommodations required to facilitate meeting participation, including requests for auxiliary aids, services, or interpreters; attempts will be made to accommodate requests with shorter notice.*

4.6.8. The Council Administrator will include a statement on all City Council Committee meeting agendas. The statement should read as follows:

> *This information will be made available in alternative formats upon request by contacting [NAME] at [(###) ###-####] or mail to: [EMAIL ADDRESS]. To ensure availability, a minimum of seven business days' notice is requested for Disability-related modifications or accommodations required to facilitate meeting participation, including*

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*requests for auxiliary aids, services, or interpreters; attempts will be made to accommodate requests with shorter notice.*

*4.6.9.* The City shall not ask or require an individual with a *Disability* to pay a fee for any requests for *Auxiliary Aids and Services*, *Qualified/Certified American Sign Language Interpreters*, assistive listening devices, materials in alternative formats, or any other *Accessible (Programmatic)* accommodation.

5. RESPONSIBILITY

*5.1.* *Executive Director for the Office of ADA Compliance and Accessibility*

*5.1.1.* Monitors and assists all departments to ensure that the City complies with federal, state, and local *Disability* laws and regulations, provides information for ensuring the regulations are met, and is the *designated ADA Coordinator for the City.*

*5.2.* *City Clerk of their Designated Representative(s)*

5.2.1. Coordinate the provision of *Auxiliary Aids and Services* to the public for all City Council activities and the distribution of all public information related to City Council actions, in addition to responsibilities listed in section 4.6.

*5.3.* *Council Administrator*

5.3.1. Coordinate the provision of auxiliary aids to the public for all Council Committee activities, as well as the distribution of all public information related to Council Committee actions.

*5.4.* *Department Directors or their Designated Representative(s)*

5.4.1. Ensuring that the regulations stated in this Administrative Regulation are carried out in their department for all programs, services, activities, and meeting. Directors need to plan for ongoing accommodations, such as assistive devices or adaptive equipment needs, in their annual department budgets in order to provide *Access (Architectural/Environmental, Communication, and Programmatic)* to the public and to provide reasonable accommodations for employees with *Disabilities*.

ADMINISTRATIVE REGULATION

| SUBJECT | Number | Issue | Page |
|---|---|---|---|
| CITY ADMINISTRATIVE REGULATION REGARDING ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES: CITY PROGRAMS AND SERVICES | 96.20 | 3 | 11 of 11 |
| | Effective Date: January 20, 2017 | | |

# APPENDIX

## Legal References

Americans with Disabilities Act of 1990, 42 U.S.C. § 12101 *et seq*.
2010 ADA Standards for Accessible Design.
The Rehabilitation Act of 1973, as amended.
California Government Code §§ 11135 - 11139.5.
Title 24 of the California Code of Regulations.
Web Content Accessibility Guidelines 2.0.

## Subject Index

Accessibility Regulation for Individuals with Disabilities

## Administering Department

Office of ADA Compliance and Accessibility

# Survey for City of Pomona, CA

## Americans with Disabilities Act (ADA)

## Program and Facility Users Survey Form

**The City is seeking input from agencies, organizations, and individuals with disabilities to help the City enhance accessibility to its facilities, programs, services and events.**

The City of Pomona is in the process of preparing their ADA Self Evaluation and Transition Plan which is required by Americans with Disabilities Act (ADA) Title II (28 CFR §35.105(a)). Your input will assist the City in improving its ability to serve the needs of people with disabilities and their families.

Please send completed forms to:

Email: Laura_Lara@ci.pomona.ca.us

Mail: City of Pomona Public Works
Attention: Laura Lara
505 S. Garey Ave
Pomona, CA 91766

Thank you for your time and consideration.

Date (Optional):_____

Email address (Optional):_____

Address (Optional):_____

Name (Optional):_____

Phone (Optional):_____

Name of Facility or type of Program or Service for which you are providing input: _____

1. What is your relationship to the City?
   - ☐ Resident
   - ☐ Employee
   - ☐ Visitor
   - ☐ Participant of a Program, Service or Activity

☐ Contractor ☐ Other

If other, please describe:

2. Check all program, services or activities in which you participate at the facility.

☐ Classes
☐ Recreation
☐ Meetings
☐ Sporting Events
☐ Seminars
☐ Work (Volunteer)
☐ Work (Employee)
☐ Other

If other, please describe:

3. Do you know who to contact if you need assistance, have a concern or complaint, or need an accommodation to access a facility, program, service or event: ☐ Yes ☐ No

If yes, who would you contact?

4. Have you ever requested an accommodation for a disability from the City? ☐ Yes ☐ No

5. If an accommodation was requested, was your request for accommodation made by the City?

☐ Yes
☐ No
☐ Don't know
☐ Not Applicable

If yes, what accommodations were made? If no, were you given a reason why it was not provided? Please describe:

6. Have you requested auxiliary aids, an interpreter or specialized equipment? ☐ Yes ☐ No

If yes, what accommodations were made? If no, were you given a reason why it was not provided? Please describe:

7. Is information provided regarding accommodations, auxiliary aids (such as assistive listening systems, interpreters, alternate formats, specialized equipment, or assisted services, etc.)?

☐ Yes
☐ No
☐ Don't know

Please describe:

8. Have you experienced any non-accessible areas or programs? ☐ Yes ☐ No

*(Examples: no accessible parking spaces, difficulty reaching an accessible entrance, steep ramps, uneven sidewalks, stairs only to the facility, narrow doorways, protruding objects in the hallways, lack of assistive devices, missing or inappropriate signage, lack of interpreters, etc.)*

If yes, please describe:

9. Are you aware of any areas or elements of the facility that are not accessible to individuals with disabilities? ☐ Yes ☐ No

If yes, please describe:

10. Are you aware of any programs, services or activities that are not accessible to individuals with disabilities?

☐
☐ Yes
☐ No

Don't know

If yes, please describe:

11. Have you attended any special events at the City? ☐ Yes ☐ No

    a. If yes, did you encounter and non-accessible areas?
    ☐ Yes
    ☐ No
    ☐ Don't know
    ☐ Not Applicable

    If yes, please describe event attended and the non-accessible area:

12. Is accessible seating provided for individuals with disabilities at meetings, classes, programs, etc. held at the facility?
    ☐ Yes
    ☐ No
    ☐ Don't know

    If no, please describe:

13. Has the attitude of the staff of the City towards you, or someone you know with a disability, been generally helpful, supportive, positive and proactive I solving accessibility issues?
    ☐ Yes
    ☐ No
    ☐ Don't know

    Please describe:

14. What do you feel is the highest priority for accessibility in the City?

# PUBLIC EVENT POLICY AND CHECKLIST

## ACCESSIBLE PUBLIC EVENT – CONTACT INFORMATION FORM

EVENT NAME / DESCRIPTION:

_____

_____

EVENT LOCATION / ADDRESS:

_____

_____

EVENT ON SITE CONTACT PERSON:

_____

_____

PHONE NUMBER: _____ EMAIL ADDRESS: _____

DATE & TIME OF THE EVENT: _____ /_____

DEPARTMENT CONTACT: _____

PHONE NUMBER: _____ EMAIL ADDRESS: _____

It is the policy of the City that all City-sponsored public meetings and events be architecturally and programmatically accessible to people with disabilities. This checklist has been developed in order to assist you, the organizer, in ensuring that your meeting and/or event is accessible.

Please discuss the results of the following questions with the City's ADA Coordinator to ensure that the meeting or event will be in compliance with ADA requirements.

Individual terms used in the checklist are defined in the "Definitions" section of this document.

| **Section One: Architectural Accessibility Checklist** | | | |
|---|---|---|---|
| **Event Set-up:** | **YES** | **NO** | **N/A** |
| If a stage or raised dais is provided, is it accessible by means of a ramp, wheelchair lift, or portable wheelchair lift. | | | |
| Fencing or other crowd control barriers are placed so as to provide an accessible route. | | | |
| If a stage, raised platform, or dais is provided, and it would be very difficult to make provisions for wheelchair access, describe alternative options for accessibility. | | | |
| **Getting to the Event:** | | | |
| An accessible route exists from the street and from the disabled parking spaces to the event and all event activities. | | | |
| All public events should have proper signage to direct the public to the location. | | | |
| Accessible parking: Does the meeting, event site, or facility provide sufficient disabled parking spaces? | | | |
| **Amenities:** | | | |
| Accessible restrooms are available and in the same vicinity of the regular restrooms. | | | |
| An accessible route is provided to the accessible restrooms. | | | |
| Accessible drinking fountains are available (if drinking fountains provided). | | | |

**Table *11B*-208.2 Parking Spaces**

| Total Number of Parking Spaces Provided in Parking Facility | Minimum Number of Required Accessible Parking Spaces |
|---|---|
| 1 to 25 | 1 |
| 26 to 50 | 2 |
| 51 to 75 | 3 |
| 76 to 100 | 4 |
| 101 to 150 | 5 |
| 151 to 200 | 6 |
| 201 to 300 | 7 |
| 301 to 400 | 8 |
| 401 to 500 | 9 |
| 501 to 1000 | 2 percent of total |
| 1001 and over | 20, plus 1 for each 100, or fraction thereof, over 1000 |

| | | | |
|---|---|---|---|
| Accessible telephones are available (if telephones are provided). | | | |
| Art displays or exhibits are positioned to provide an accessible route and to not be a hazard to people who are blind or have visual disabilities. | | | |
| If a public event has food or beverages as part of the event, are they located so that a wheelchair user or person of short stature can reach the area of transaction 48 inches maximum above the floor or ground? | | | |
| **Seating:** | **YES** | **NO** | **N/A** |
| If seating is provided, are enough assessable seating provided per table.<br><br>**Table *11B*-221.2.1.1 Number of Wheelchair Spaces in Assembly Areas**<br><br>**Number of Seats** / **Minimum Number of Required Wheelchair Spaces**<br>4 to 25 — 1<br>26 to 50 — 2<br>51 to 150 — 4<br>151 to 300 — 5<br>301 to 500 — 6<br>501 to 5000 — 6, plus 1 for each *100*, or fraction thereof, between 501 through 5000<br>5001 and over — *46*, plus 1 for each 200, or fraction thereof, over 5000 | | | |
| Are provisions made for wheelchair and companion seating? | | | |
| Are assistive listening system in provided in assembly areas? | | | |
| Signs are provided indicating the accessible seating areas. | | | |
| Signs are provided indicating assistive listening device/system. | | | |
| If the meeting, event site, or facility is not accessible to wheelchair users, is there an accessible alternate site or facility that is accessible? | | | |
| **Section Two: Programmatic Accessibility and Effective Communication** | **YES** | **NO** | **N/A** |
| Do all notices and/or announcements for the meeting or event include ADA accessibility compliance information? This includes agendas, brochures, pamphlets, and web site notifications. | | | |

| | | | |
|---|---|---|---|
| Do all notices and/or announcements for the meeting or event include information on whom to contact to request ADA accommodations? For example, the City's ADA Coordinator, the City's Department staff member, or event planner (name & phone). | | | |
| If a sound system is provided, are provisions made for people with hearing impairments who need sound amplification devices as an auxiliary aid? | | | |
| If film or video materials are produced by the City, are they closed captioned for the deaf and hearing impaired? | | | |
| If printed materials are provided, are they available in alternative formats? For example, large print copies and/or electronically. | | | |

## ACCESSIBLE PUBLIC EVENT POLICY: DEFINITIONS

***Accessibility information*** – Meeting or Event Notice shall include information on how to request accommodations, including alternative formats or auxiliary aids and services, notice of wheelchair accessibility, and information on whom to contact to make accommodation requests. Please see "Sample Accessible Meeting Notice," and "Sample Accessible Event Notice" below.

***Accessible dais*** – A fixed or mobile public speaking location that includes a table or podium that is no higher than 34" on which a microphone can be placed**.**

***Accessible drinking fountains*** – Drinking fountain with the bubbler no higher than 36" with knee clearance underneath that is 27" high x 18" minimum deep.

***Accessible exhibit materials*** – Alternatives that provide equivalent exhibit information for people with sensory disabilities in a manner appropriate to the program material.
Examples include, but are not limited to:

- Titles of work and narrative using large 14-point san serif fonts on a high contrast background
- Taped audio descriptions of photographs/artwork
- Tactile replicas of art objects
- Captioning of video or film presentations
- Trained staff available to provide descriptions or tours

***Accessible surface*** – Firm, stable and slip-resistant surfaces, such as concrete, asphalt, wood, carpet, etc. Grass, wood chips and sand are not accessible surfaces.

***Accessible parking*** – Parking which is set aside for exclusive use by people with disabilities, located near the accessible entrance to the facility. **Note:** Temporary accessible spaces can be created using signs and cones, provided that dimensional requirements are met (contact the Santa Rosa Public Works Department for temporary signage).

***Accessible portable toilets and sinks*** – Toilets and sinks that meet state and federal requirements for accessibility. Acceptable toilet manufacturers include but are not limited to Satellite and L&L Manufacturing. If one unit is to be provided, it must be accessible. When multiple units are provided, a minimum of one-unit with 10% of the total units provided shall be accessible. Accessible toilets and sinks shall be disbursed among the various locations and located on a level area, along an accessible route with an accessible surface. At each location there should be at least one accessible toilet and sink available. **Note:** This information is provided for situations in which the general public will be using portable toilets. A portable, accessible toilet is NEVER equivalent access if the general public is using indoor toilets.

***Accessible restrooms*** – Restrooms that are located on an accessible route and contain accessible features, including grab bars in bathroom stalls, wide bathroom stalls, etc.

***Accessible route*** – A continuous unobstructed path connecting all accessible elements and spaces of a building or facility. Interior accessible routes may include corridors, floors, ramps, elevators, lifts, and clear floor space at fixtures. Exterior accessible routes may include parking access aisles, curb ramps, crosswalks at vehicular ways, walks, ramps, and lifts.

***Accessible tables*** – A table providing knee space that is a minimum of 27" high, 30" wide and 19" deep knee space with the tabletop no higher than 34".

***Accessible Telephones*** – Telephones that are located on an accessible route, mounted at 48" from the floor to the coin slot and have volume controls.

***Assistive Listening Device*** – A device that takes a signal from a microphone or public address system and sends it to a personal amplification system.

***Captioned*** – Video or film program with subtitles reflecting the content of the spoken or descriptive material.

***Directional Signage*** – Include the International Symbol of Accessibility (ISA) with the directional signage.

***Hazards to blind or visually impaired participants*** – Pedestrian and participant areas shall be clear of

objects (including plant branches and public art) which overhang less than 80” from the floor surface, or wall, and post mounted or freestanding objects that protrude 4” or more between 27” and 80” above the floor or ground.

***Portable wheelchair lift*** – A lift that is not built into the structure but can be available for a specific event.

***Seating location*** - Accessible seating must be situated so those individuals who cannot stand can view the meeting or event over seated or standing participants. Seating for persons who are deaf must be provided in a location near the stage/presentation area with direct view to the stage/presentation location of sign language interpreters.

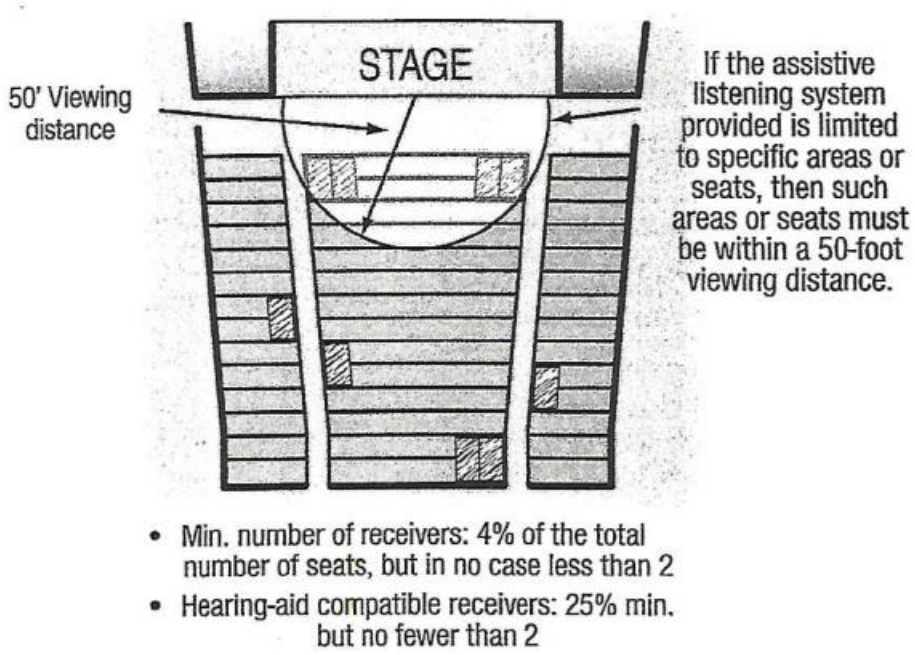
***Wheelchair and companion seating*** – Seating for wheelchair users and adjacent seating for individuals accompanying wheelchair use

# ASSISTIVE LISTENING SYSTEMS

## KEY CONCEPTS

- An assistive listening system must be provided in assembly areas, including conference and meeting rooms.
- Each assembly area required to provide assistive listening systems must provide signs informing patrons of the availability of the assistive listening system.
- The minimum number of receivers to be provided must be equal to 4% of the total of seats, but in no case less than 2.
- 25% minimum of receivers provided, by no fewer than 2, must be hearing-aid compatible.
- If the assistive listening system provided is limited to specific areas or seats, then such areas or seats must be within a 50-foot viewing distance of the stage or playing area and must have a complete view of the stage or playing area,
- Permanently installed assistive listening systems are required in areas if they accommodate at least 50 persons or if they have audio-amplification systems and they have fixed seating.
- If portable assistive listening systems are used for conference or meeting rooms, the system may serve more than one room.
- An adequate number of electrical outlets or other supplementary wiring necessary to support a portable assistive listening system must be provided.

## NUMBER AND LOCATION OF ASSISTIVE LISTENING SYSTEMS



## CURRENT TECHNOLOGY

At the time of this report, there are three basic wireless technologies available which provide different methods of transmission:

1. FM Broadcast Technology (FM)
2. Infrared Light Technology (IR)
3. Induction Loop Technology

No single technology is best for all applications. Each type has its own advantages, problems and limitations. All three types of assistive listening technologies can easily and successfully be used for personal and commercial applications alike, as long as their individual limitations are kept in mind.

## TYPE 1: FM BROADCAST TECHNOLOGY

In principle, FM systems designed for hearing assistance application work just like commercial FM broadcast systems operating in the 88 to 108 MHz range. However, in the United States, the FM systems operate at FCC-designated frequency bands in the rage from 72 to 76 MHz and from 216 to 217 MHz since each FM system may use its own broadcast frequency, several systems can operate simultaneously at one location without interfering with one another. Unlike the loop system, the FM system requires a special receiver for each person, whether they have a hearing aid or not. There are several listening options available for FM receivers. The most common for public facilities are headphones and neck loops for T-coil users. Typical applications include outdoor open-air assembly areas.

| Advantages | Disadvantages |
|---|---|
| □ Easy to move around<br>□ Easy to install<br>□ 17 wide-band and /or 40 Narrow-band and to choose from<br>□ Transmission range up to 1,000 ft | □ Receivers required for everyone<br>□ Both headphone and neck loop options must be available at public facilities<br>□ For multi-applications, receivers must operate on different channels<br>□ Cannot be used when confidentiality is an issue as FM signal can be tapped from the outside |

## TYPE 2: INFRARED LIGHT TECHNOLOGY (IR)

Infrared light can be used for signal transmission in same fashion as with FM transmission. An infrared system consists of two or three basic components: a modulator and an emitter which often are combined, and a receiver. The audio signal is conveyed onto a sub-carrier in the modulator which in turn is converted into infrared light by the emitter. The receiver detects the IR signal and converts it back into the original audio signal. However, unlike FM transmission and induction loop technology, infrared light cannot pass through walls. Therefore, infrared light transmission is ideal for facilities operating several systems simultaneously in different rooms in that all receivers can be identical with no need for frequency coordination. As with FM technology, each person must use a receiver, whether or not s/he has a hearing aid. Receiver types include lightweight under-the-chin style, over-the-head receivers for 360 degree reception and body-pack style. The same listening options are available for the body-pack style receivers as for the FM receivers. Typical applications are for indoor assembly areas with no interruption to the direct line of sight.

| Advantages | Disadvantages |
|---|---|
| Multiple systems can run simultaneous without interfering with one another. | Receivers required for everyone. |
| Insures confidentiality as IR signals cannot penetrate through walls. | Both headphone and neck loop options must be available at public facilities. |
| No size limitation as emitter panels may be daisy-chained. | Not practical for outdoor applications due to sunlight interference. |
| | Installation can be costly for large venue systems |

## TYPE 3: INDUCTION LOOP TECHNOLOGY (TELELOOP - HEARING LOOP - ROOM LOOP)

This technology is based on electromagnetic transmission and has the unique advantage that the signal is received directly by the user's hearing aid when it is equipped with a T-coil (telemagnetic pickup coil). It is commonly referred to as a telephone switch. An induction loop system consists of an amplifier and a discrete wire (the loop) that runs along the perimeter of the room. When the loop amplifier receives a signal from an audio source such as a microphone or PA system, the sound is received wireless by the user's hearing aid without the need for an additional receiver as is required by all other technologies. Induction receivers are available for hearing impaired people without hearing aids or without the T-coil feature. Typical application includes indoor or outdoor areas – outdoor venues may utilize portable loop systems.

| Advantages | Disadvantages |
|---|---|
| Transmits directly to hearing aids equipped with T-coils - no receiver required<br>Unobtrusive with T-coil hearing aids-individuals are not required to request equipment or assistance<br>Only 50% induction receivers required compared to FM and IR systems | Professional design and installation required<br>Size limitations or layout restrictions may apply<br>Listening area may be subject to electrical interference from power lines, high power equipment etc<br>The loop itself may be difficult or impossible to install at some facilities.<br>Cannot loop adjacent rooms due to spill-over effect |

## TOUR GUIDE SYSTEMS

Tour Guide Systems are portable systems for use by mobile tour groups, i.e. walking, biking, etc. Typical applications are indoors and outdoors in parks, museums, galleries and other public places. They are expandable by adding additional receivers and transmitters.

### Advantages

They are mobile and expandable by adding additional receivers and transmitters.

### Disadvantages

They have limited transmitting range so the group must stay close to the guide.

## SYSTEMS COMPLIANT WITH ADA & CBC

Assistive Listening Systems must comply with ADAS sections 216, 219, and 703. They must also comply with CBC sections 11B-216, 11B-219 and 11B-706. Specification sheets are needed to verify compliance.

## VENDORS

The ideal system is not only compliant with the ADAS and the CBC, but depends upon the venue, environment, services and goals. The following vendors can be contacted to supply information, suggestions on appropriate systems, and specifications on compliant systems they offer.

| VENDOR | WEBSITE | TELEPHONE |
|---|---|---|
| **Centrum Sound** | https://www.centrumsound.com/ | 888-736-6005 |
| **Audio Link** | https://www.medel.com/en-us/hearing-solutions/accessories/connectivity/audiolink | 800-263-0112 |
| **Oval Window Audio** | http://www.ovalwindowaudio.com/ | 303-447-3607 |
| **Listen Technologies** | https://www.listentech.com/ | 800-330-0891 |
| **Harris Communications** | https://www.harriscomm.com/ | 800-825-6758 |

## SAMPLE PRICING AND SPECIFICATIONS

The following information is provided for assistance only to the City in their purchasing of the equipment and costing is not guaranteed to be accurate as vendors change their costs periodically. Please verify all specifications and costs directly through the vendors. Neither the City nor the consultant endorses any specific vendors.

| TYPE | SPECIFIC SYSTEM | PRICING | SPECIFICATIONS |
|---|---|---|---|
| **Wireless FM Radio** | Williams Sound FM 558. Includes signs and neck loops | $1945.00 on Centrum Sound website | https://www.centrumsound.com/pdf/WS/FM_Wave/fmT55_specs.pdf<br><br>https://www.centrumsound.com/pdf/WS/ppa_r37_specs_en.pdf<br><br>https://www.centrumsound.com/pdf/WS/ppa_r37-8_spec_en.pdf<br><br>https://www.centrumsound.com/pdf/WS/ppa_r38_specs_en.pdf |
| **Wireless Infrared** | Williams Sound IR SY 6. Includes signs and neck loops | $1377.00 on Centrum Sound web site | https://www.centrumsound.com/pdf/WS/IR-T2_Specs.pdf<br><br>https://www.centrumsound.com/pdf/WS/wir_rx18_specs_en.pdf |
| **Wireless Induction Loop** | | | Various components based upon design available at Oval Window Audio. Call for design, pricing and installation information available. Does not require neck loops. Cost is dependent upon design and installation costs.<br><br>http://www.ovalwindowaudio.com/satellitespec.htm |
| **Tour Guide System** | | $1658.00 on Centrum Sound web site | Williams Sound TGS Pro 737. For 10 listeners and is expandable. Neck loops and signs are not included and must be purchased a la carte.<br><br>https://www.centrumsound.com/pdf/WS/tgs_pro_737_specs_en.pdf |

**City of Pomona ADA Self Evaluation and Transition Plan**

**Volume 1: Policies and Procedures Implementation Plan (Action Log)**

Report Status Date: December 2020

| Section Number | Summary Description of Finding | Recommendation | Funding Source | Cost | Current Status | Target Date | Department/Person Responsible for Implementation: |
|---|---|---|---|---|---|---|---|
| **Public Notice and Written Notifications** | | | | | | | |
| 2.2.1 | Website has links but no formal published Americans with Disabilities Act (ADA) Notice | Upload formal ADA Notice to City Website, post at public counters and bulletin boards, include in social media, post at facilities, publish in local newspapers, and/or include it in program announcements. | | | Pending | FY 22 | ADA Coordinator |
| **ADA Coordinator** | | | | | | | |
| 2.2.2 | City has a designated ADA Coordinator (Human Resources/Risk Management Director Linda Matthews | Publish ADA Coordinator's name on City website | | | Pending | FY 22 | Website Administrator |
| | | Consider creating an ADA liaison team to improve awareness in all departments | | | Pending | FY 22 | ADA Coordinator |
| | | Provide periodic training opportunities to the ADA coordinator regarding their roles and responsibilities | | | Pending | FY 22 | ADA Coordinator |
| | | Include ADA Coordinator contact information on public notifications. | | | Pending | FY 22 | ADA Coordinator |
| **Grievance Procedure** | | | | | | | |
| 2.2.3 | No formal published grievance procedures | Adopt a City-wide Grievance Procedure. Sample provided. | | | Pending | FY 22 | City Policymakers |
| | City staff are generally not aware of how and with whom to file a formal grievance/ complaint. | Post ADA notice at all public counters. | | | Pending | FY 22 | ADA Coordinator |
| | | Provide staff training opportunities on how and with whom to file a disability discrimination complaint. | | | Pending | FY 22 | ADA Coordinator |
| | | Establish a system for the annual evaluation of policies and practices for implementing the adopted grievance procedures. | | | Pending | FY 22 | ADA Coordinator |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Fees and Surcharges** | | | | | | | |
| 2.2.4 | 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, but there is also no written policy prohibiting the charging of fees to provide reasonable accommodations. | Develop a written City-wide policy that prohibits the charging of fees or surcharges to provide reasonable accommodations to facilities, programs, services or activities to persons with disabilities. | | | Pending | FY 22 | City Policymakers |
| **Use of Consultants** | | | | | | | |
| 2.2.5 | The City uses outside contracted employees to provide services to the public. | 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. | | | Pending | FY 22 | Contracts |
| | | 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. | | | Pending | FY 22 | Contracts |
| | | Develop a written policy that outlines how contracted employees and consultants shall operate per City accessibility policies and standards. | | | Pending | FY 22 | Contracts |
| | | Online service providers shall be required to abide by web accessibility guidelines. | | | Pending | FY 22 | Contracts |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Access to Programs, Services, and Activities** | | | | | | | |
| 2.2.6 | 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. | Develop a written policy that describes the City's commitment that they will not adopt any policies that are discriminatory or engage in practices that are discriminatory. See sample policy in Appendix C. | | | In-Progress | FY 22 | City Policymakers |
| | | Provide periodic city-wide compliance reviews. | | | Pending | FY 22 | ADA Coordinator |
| | The City has a beach wheelchair, but no access across the sand. | Provide beach mats to create an accessible path across the sand toward the water. | | $2000-$4000 for 50' or 100' | Pending | FY 22 | ADA Coordinator |
| | | Ensure that the availability of beach wheelchairs and beach mats is publicized on an accessible page on the city website, and that instructions are provided about how to reserve a beach wheelchair. | | | Pending | FY 22 | ADA Coordinator |
| **Modifications to Policies, Practices, or Procedures** | | | | | | | |
| 2.2.7 | The City has a formal policy and forms for "reasonable accommodations" for the public to use. | Continue to publish a reasonable accommodation policy and form. Sample form provided. | | | Pending | FY 22 | City Policymakers |
| | 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. | Establish a formal process for determining whether a policy or practice modification would fundamentally alter the nature of the program or service being offered. | | | Pending | FY 22 | City Policymakers |
| **Public Meetings** | | | | | | | |
| 2.2.8 | Not all public meeting notices contain information relative to how auxiliary aids and services can be obtained. | Include Notification of ADA Compliance on all City public meeting notices. | | | Pending | FY 22 | ADA Coordinator |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | There is no available information regarding accommodations and the process for requesting auxiliary aids, assistive listening devices, interpreters, alterative formats, specialized equipment or assisted services. | Continue to ensure that public meetings are be held in locations that comply with ADA requirements in terms of being architecturally accessible to individuals with disabilities. | | | Pending | FY 22 | ADA Coordinator |
| | | Publicize the availability of auxiliary aids, assistive listening systems, interpreters, alternative formals, specialized equipment or assisted services at public meetings. | | | Pending | FY 22 | ADA Coordinator |
| | There is no policy in place to ensure all videos posted are captioned. | Adopt a policy that all videos and PowerPoint presentations are to be captioned. | | | Pending | FY 22 | City Policymakers |
| **Equally Effective Communication** | | | | | | | |
| 2.2.9 | The City does not have a list of available interpreters, readers, etc. to be used to accommodate requests. | 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. List is provided in Volume 1. | | $60 - $90 per hour for 1 interpreter | Pending | FY 22 | ADA Coordinator |
| | | Create a policy which publicizes the minimum amount of advance notice these requests need to provide. | | | Pending | FY 22 | City Policymakers |
| | The City does provide assistive listening devices at meetings, conferences and hearings upon request. | It is recommended that the City purchase an assistive listening device that can be used in each building. If the City chooses to purchase a limited number of devices to be used for multiple buildings, a policy needs to be created listing the contact person who will manage these devices, keep them charged, and how these are to be delivered to each building when requested. | | $2500 - $4000 for a portable system | Pending | FY 22 | ADA Coordinator |
| | | 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). | | | Pending | FY 22 | Finance / Purchasing |

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| | | 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). | | | Pending | FY 22 | ADA Coordinator |
| | | Create a policy outlining a method so employees dealing directly with the public (fire, police, library staff, lifeguards, receptionists, etc.) can communicate with people who are hearing impaired. | | | Pending | FY 22 | City Policymakers |
| **Distribution of Publications** | | | | | | | |
| 2.2.10 | In general, the City provides materials available for public review in locations that are accessible to persons with disabilities. | Develop a written policy describing the requirement that material on display and available for public review must be accessible for individuals with disabilities. | | | Pending | FY 22 | City Policymakers |
| | | Ensure that publications can be made available in audio for the visually impaired. | | | Pending | FY 22 | ADA Coordinator |
| | | Ensure that PDF's are created in accessible format and tested for color-blindness color types. | | | Pending | FY 22 | ADA Coordinator |
| **Website Accessibility and Section 508** | | | | | | | |
| 2.2.11 | A preliminary review of the City's website was performed by Biz.builders website consultants. See deficiency report in Appendix B. | 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 its most current version. | | | Pending | FY 22 | Website Administrator |
| | | Designate and advertise an email address to allow people with disabilities to inform the webmaster of accessibility problems encountered on the website. | | | Pending | FY 22 | Website Administrator |
| | | Hire a consultant to correct deficiencies in order to make current city website pages accessible. | | $300-$900 per web page | Pending | FY 22 | Website Administrator |

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| **Emergency Evacuation Procedures** | | | | | | | |
| 2.2.12 | The Emergency Evacuation Plan identifies the roles and responsibilities of each department during an emergency but does not match the department with a specific role and responsibility towards persons with disabilities. | Provide staff training and assignment of specific roles and responsibilities of staff and departments towards people with disabilities. | | | Pending | FY 22 | ADA Coordinator |
| | Not all staff departments have received training regarding the evacuation of people with disabilities during an emergency evacuation out of a City building. | Provide training opportunities for City staff regarding emergency evacuation procedures with periodic drills. | | | Pending | FY 22 | ADA Coordinator |
| | There are no specific procedures or provisions for evacuating people with disabilities. | Develop guidelines for the evacuation of persons with disabilities in various types of emergency situations. | | | Pending | FY 22 | ADA Coordinator |
| | There are no sign language interpreters nor closed captioning provided at televised emergencies or informational updates. | Provide sign language interpreters and closed captioning at televised emergencies or informational updates. | | $60 - $85 per hour for 1 interpreter | Pending | FY 22 | ADA Coordinator |
| **Special Events** | | | | | | | |
| 2.2.13 | The City does not have an accessibility checklist for public events. | The City shall provide a checklist and information during the application process to inform organizers of their responsibility for accessibility under the ADA. A Special event agreement should include a reference to known specific physical barriers found at the site and require an accommodation. See Appendix E. | | | Pending | FY 22 | ADA Coordinator |
| | | The special event accessibility checklist shall be posted on the city website. | | | | | |

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| **Printed Information** | | | | | | | |
| 2.2.14 | Staff indicated that they have some understanding of the requirements and types of accessible alternate formats but did not have a procedure to produce accessible alternate formats. | Develop a City-wide policy that describes the City's commitment to provide program information in alternative formats on an individual basis as requested. | | | Pending | FY 22 | City Policymakers |
| | City does not portray individuals with disabilities in documents and publications. | When publications are accompanied by illustrations, images of individuals with and without disabilities shall be included. | | | Pending | FY 22 | ADA Coordinator |
| | Publications, service announcements, and advertisements are not always advertised as being available in alternative formats. | 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. | | | Pending | FY 22 | ADA Coordinator |
| | | Provide staff training opportunities on the production of publications in various alternative formats. | | | Pending | FY 22 | ADA Coordinator |

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| **Telephones, Communication Devices, and Auxiliary Aids** | | | | | | | |
| 2.2.15 | There is no TTY system in the City, and staff members are not 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. | 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 | | | Pending | FY 22 | Finance / Purchasing |
| **Service Animals** | | | | | | | |
| 2.2.16 | 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.<br><br>However, there is no formal, written policy and procedure regarding the use of service animals in City facilities. | Develop a written policy pursuant to 28 CFR 35.136 regarding service animals and ensure that City staff are trained on the new policy. | | | Pending | FY 22 | ADA Coordinator |

| Polling Places | | | | | | | |
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| 2.2.17 | There are four locations at which polling is typically held in the City of Pomona:<br>*Ganesha Park Community Center*<br>*1575 N. White Ave*<br>*Pomona, CA 91768*<br><br>*Palomares Park Community Center*<br>*499 E. Arrow Hwy*<br>*Pomona, CA 91767*<br><br>*Westmont Park Community Center*<br>*1808 W. 9th St*<br>*Pomona, CA 91766*<br><br>*Philadelphia Park Community Center*<br>*700 E. Philadelphia St*<br>*Pomona CA 91766* | Refer to the ADA Checklist for Polling Places for more information about accessibility at polling locations **www.**ada.gov/votingchecklist.pdf<br><br>Refer to Appendix M - City Facilities Field Assessment Report for detailed accessibility barriers at these community centers. | | | Pending | FY 22 | ADA Coordinator |

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| **Employment** | | | | | | | |
| 2.2.18 | There are no formal policies, practices, or procedures that are followed to ensure nondiscrimination in employment. | 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. | | | Pending | FY 22 | Human Resources and City Policymakers |
| | There is no formal reasonable accommodation policy. | Adopt and publish the Reasonable Accommodation Request policy and form. Sample provided on the following pages. | | | Pending | FY 22 | Human Resources and City Policymakers |
| | 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 | Continue to ensure that job postings identify physical needs that meet job requirements. | | | Pending | FY 22 | Human Resources and City Policymakers |
| | | Ensure that job applications are available and are provided in a variety of formats (JAWS, Computer with large print options). | | | Pending | FY 22 | Human Resources and City Policymakers |
| **Transportation** | | | | | | | |
| 2.2.19 | Please confirm if transportation subcontractor provides accessible means of transportation for people with mobility aids including wheelchairs | Review contract with subcontractors to make sure that all elements meet program access as required of Title II entities. | | | Pending | FY 22 | ADA Coordinator |
| | Please confirm if transportation subcontractor's website is accessible. | Review contract with subcontractors to make sure that all elements meet program access as required of Title II entities. | | | Pending | FY 22 | ADA Coordinator |

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City of Pomona - Website Accessibility Inspection - http://www.ci.pomona.ca.us/
July 24, 2020

**INSPECTION OVERVIEW - WEBSITE ACCESSIBILITY INSPECTION**

**WEBSITE ACCESSIBILITY INSPECTION KEY TAKEAWAYS**

- Based on the sampling of pages inspected on the website http://www.ci.pomona.ca.us/, website accessibility barriers were found. Barriers found range in severity from minor to critical, and impact disabled users with vision and motor impairments.
- The report includes Screen reader testing using JAWS Screen Reader on Windows 10 and Google Chrome, Screen reader testing using Apple iPhone on Voiceover and Apple Safari, Keyboard-only testing on Windows 10 and Google Chrome, Color contrast testing on Windows 10 and Google Chrome, Full browser zoom testing on Windows 10 and Internet Explorer 11, and Testing using an automated tools.
- Screen-reader barriers, keyboard barriers, and color contrast barriers were found. No browser zoom or high-contrast barriers appeared on the web pages inspected.
- The inspection was completed by live persons. Compliance barriers found are converted into raw data (manually), that are used to collate the inspection and provide recommendations based on experience supporting similar accessibility complaints.
- Within this report, enough data was accumulated to make assumptions about the barriers expected to be found across all web pages. Additional inspection hours are not needed to determine the website, in its form currently, has accessibility barriers that are repeated page after page.
- To fully remediate website barriers found, administrative security access with edit ability would need to be granted. Typically website development changes for a website of this type would be completed by the original creators of the website (either internal Information Technology employees or the website vendor on record). Costs for remediation can range from $300-$900 per web-page dependent on the selected vendor and severity of the barrier.
- The sampling of pages inspected were selected based on their design, function, and experience inspecting similar website pages. The sampling of pages can be found below:
    - Page 1 - http://www.ci.pomona.ca.us/
    - Page 2 - http://www.ci.pomona.ca.us/index.php/government/city-commissions
    - Page 3 - http://www.ci.pomona.ca.us/index.php/residents/living
    - Page 4 - http://www.ci.pomona.ca.us/index.php/about/city-calendar
    - Page 5 - http://www.ci.pomona.ca.us/index.php/revenue/utility-billing/pay-utility-bill

## AMERICAN WITH DISABILITIES ACT APPLIES ONLINE

The Web Content Accessibility Guidelines (WCAG) are a series of criteria to help website owners create a website that is accessible to those with disabilities. The number of website accessibility lawsuits is increasing, and all websites are at risk of being sued if they do not demonstrate accessibility to people with disabilities. From small businesses to Fortune 500 companies and government, any website will be expected to conform to WCAG 2.0 guidelines. Proving that a website complies with these standards is critical in avoiding potential lawsuits. Although adherence to these rules cannot guarantee protection from lawsuits, it does support the claim of an Online Compliance Policy and Strategy.

## INSPECTION METHODOLOGY

Barriers listed in the website include text equivalents, proper alternative text, information and meaning of structure, keyboard functionality, consistent navigation, lack of titles and description of purpose, purpose of linked text, inconsistent labeling, and improper tagging and coding.

**WEBSITE INSPECTED**: The website has been measured by objective criteria using as guidelines the Success Criteria Level A, AA and AAA of the Web Content Accessibility Guidelines (”WCAG”) 2.0 and 2.1. Five pages of the website were inspected using compliance software and manual tests.

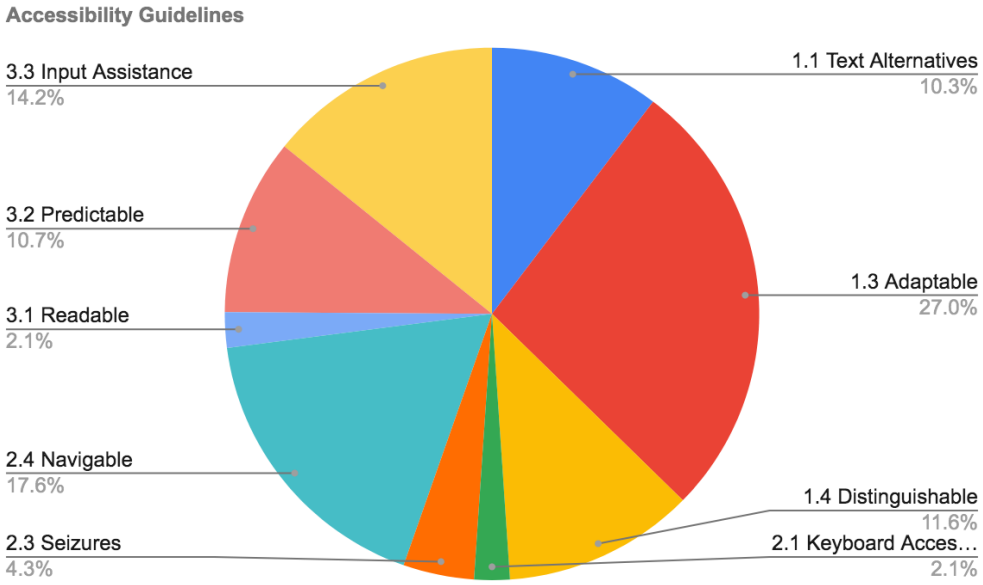
**BARRIERS COMPILED**: Individual barriers over the website pages inspected were collected and then analyzed for level of severity.

**BARRIERS DOCUMENTED**: Compliance barriers were collected, compared for benchmarks across other inspections, and reported within this document.

**RECOMMENDATIONS DEVELOPED**: Based on the inspection, barriers found, and compliance best practices, recommended approaches and next steps for remediation were developed.

**REMEDIATION SOLUTIONS**: Remediation approach for achieving website compliance leveraging developers, designers, strategists, and other experts was developed.

**WEBSITE ACCESSIBILITY INSPECTION OVERVIEW**




1.1 TEXT ALTERNATIVES: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols, or simpler language.

1.3 ADAPTABLE: Create content presented in different ways without losing information or structure. Ensure that information is available in a form that can be perceived by all users (for example, spoken aloud or presented in a simpler visual layout).

1.4 DISTINGUISHABLE: Make it easier for users to see and hear content, including separating foreground from background. Ensure the default presentation is as easy to perceive as possible for people with disabilities.

2.1 KEYBOARD ACCESSIBLE: All functionality can be achieved using the keyboard, and can be accomplished by keyboard users, by speech input, by mouse, and by other assistive technologies that create keystrokes as their output.

2.3 SEIZURE COMPLIANT: Do not design content in a way that is known to cause seizures. Ensure that content that is marked as conforming to WCAG 2.0 avoids the types of flashes that are most likely to cause seizures.

2.4 NAVIGABLE: Provide ways to help users navigate, find content, and determine where they are within a web page. Help users find the content they need and allow them to keep track of their location within a web page.

3.1 READABLE: Make text content readable and understandable. Allow text content to be read by users and by assistive technology, and ensure that information necessary for understanding it is available.

3.2 PREDICTABLE: Make web pages appear and operate in predictable ways. Help users with disabilities by presenting content in a predictable order from web page to web page and by making the behavior of functional and interactive components predictable.

3.3 INPUT ASSISTANCE: Help users avoid and correct mistakes. Reduce the number of serious or irreversible errors that are made, increase the likelihood that all errors will be noticed by the user, and help users understand what they should do to correct an error.

## WEBSITE ACCESSIBILITY BARRIERS

- **Screen Reader - *Guideline 2.4.1 Bypass Blocks* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android/ - Visually Impaired - Critical)**
  - Barrier occurrence on *Homepage* - "Skip to main content" link is missing
  - Launch: http://www.ci.pomona.ca.us/, then Navigate using tab and arrow keys and then verify
  - Skip to main content link is missing - Skip to main content ink should be present to skip the navigation links
  - Recommendation: Provide skip link before the logo to skip the repetitive content.
- **Screen Reader - *Guideline 2.4.4 Link Purpose* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android/ - Visually Impaired - Minor)**
  - Barrier occurrence on *Homepage* - Insufficient link text provided for Page navigation links
  - Launch: http://www.ci.pomona.ca.us/, then Navigate using arrow keys and then verify
  - Insufficient link text provided for "Page navigation" links - Appropriate link text should be provided for all Page navigation links like Go to Page 1, Go to Page 2 etc.
  - Recommendation: Provide aria-label attribute in <a> tag like aria-label="Go to Page 1" and "Go to Page 2" et
- **Screen Reader - *Guideline 1.3.1 Info and Relationships* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android/ - Visually Impaired - Major)**
  - Barrier occurrence on *Homepage* - Incorrect heading structure
  - Launch: http://www.ci.pomona.ca.us/, then Navigate using arrow keys and then verify.
  - Incorrect heading structure - Below should be the appropriate heading structure: Charter Review Commission Meetings (H2), City Hall Hours Starting 7/27/2020 (H2), Metrolink Rail Maintenance Work (H2), YARD SALES (H2), More Articles (H2), Coronavirus Updates (H3), Activate Pomona (H3), City Website Survey (H3), Inform Me (H3), Current Council Agenda (H3)
  - Recommendation: Provide aria-label attribute in heading tag as suggested in the expected result.

- **Screen Reader - *Guideline 1.4.1 Use Of Color* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android/ - Visually Impaired - Blocker)**
  - Barrier occurrence on *Homepage* - Screen reader does not notify error messages
  - Launch: http://www.ci.pomona.ca.us/, then Submit the form without filling any fields and then verify
  - Screen reader does not notify error messages - Error Messages should be present in a text error.
  - Recommendation: Provide error message in span tag with role="alert" aria-live="assertive" attributes in span tag.
- **Screen Reader - *Guideline 2.1.1 Keyboard* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android/ - Visually Impaired - Critical)**
  - Barrier occurrence on *Homepage* - Sub-menu links are inaccessible
  - Launch: http://www.ci.pomona.ca.us/, then Navigate using tab and arrow keys and then verify
  - Sub-menu links are inaccessible - Sub-menu links should be accessible after pressing enter on main

menu

- Recommendation: Bind enter key press event on main menu links and open the sub-menu links after press enter on it using JavaScript.

- **Screen Reader - *Guideline 1.1.1 Non-text Content* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android/ - Visually Impaired - Critical)**
  - Barrier occurrence on *Homepage* - Incorrect alt text provided for all slider images i.e. slide background.
  - Launch: http://www.ci.pomona.ca.us/, then Navigate using arrow keys and then verify
  - Incorrect alt text provided for all slider images i.e. slide background - Relevant alt text should be provided for an image
  - Recommendation: Provide relevant alt text in img tag.
- **Screen Reader - *Guideline 1.3.1 Meaningful Sequence* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android/ - Visually Impaired - Major)**
  - Barrier occurrence on *Homepage* - Incorrect reading order
  - Launch: http://www.ci.pomona.ca.us/, then Navigate using tab and arrow keys and then verify
  - Incorrect reading order - Search>Logo - Reading Order should be from Left to Right
  - Recommendation: Logo>Search - Interchange the placement of  and manage UI via stylesheet
- **Screen Reader - *Guideline 4.1.2 Name Role and Value* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android/ - Visually Impaired - Critical)**
  - Barrier occurrence on *Homepage* - Incorrect role link provided for "Send me a copy" checkbox
  - Launch: http://www.ci.pomona.ca.us/, then Navigate using tab and arrow keys and then verify
  - Incorrect role link provided for "Send me a copy" checkbox - "Send me a copy" should be identified with role checkbox
  - Recommendation: Provide "Send me a copy" in input tag with type="checkbox"
- **Screen Reader - *Guideline* 2.4.4 Link Purpose (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android/ - Visually Impaired - Critical)**
  - Barrier occurrence on *Homepage* - Upcoming Events>Insufficient link text provided for "Previous, Next, Current" Month links.
  - Similar behavior observed for "City of Pomona Calendar" page
  - Launch: http://www.ci.pomona.ca.us/, then Navigate using arrow keys and then verify
  - Insufficient link text i.e. Left arrow, Right arrow, center arrow provided for "Previous, Next, Current" Month links - Appropriate link text should be provided for all links.
  - Recommendation: Provide aria-label attribute in <a> tag.
- **Screen Reader - *Guideline 1.3.1 Info and Relationships* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android/ - Visually Impaired - Major)**
  - Barrier occurrence on *Homepage* - Upcoming Events> Screen reader identify all hidden month names while navigating using arrow keys.
  - Launch: http://www.ci.pomona.ca.us/, then Navigate using arrow keys and then verify.
  - Screen reader identify all hidden month names while navigating using arrow keys - Screen reader should not identify hidden month names while navigating using arrow keys.
  - Recommendation: Provide aria-hidden="true" onmouseover month name list.

- **Screen Reader - *Guideline 3.3.2 Labels Or Instructions* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android/ - Visually Impaired - Major)**
  - Barrier occurrence on *Homepage* - Upcoming Events> Labeling is missing for month combo box.
  - Launch: http://www.ci.pomona.ca.us/, then Navigate using arrow keys and then verify." Labeling is missing for month combo box.
  - Appropriate label should be provided for month combo box.
  - Recommendation: Provide aria-label="Month" in <select> having class="month select"

- **Screen Reader - *Guideline 2.4.4 Link Purpose* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android/ - Visually Impaired - Major)**
  - Barrier occurrence on *Homepage* - Transparency> Insufficient link text provided for "Click here" link
  - Launch: http://www.ci.pomona.ca.us/, then Navigate using arrow keys and then verify."
  - Insufficient link text provided for "Click here" link - Appropriate link text should be provided for "Click here" link as "Click here for access transparency in city govt,"
  - Recommendation: Provide aria-label=" "Click here for access transparency in city govt" in <a> tag.
- **Screen Reader - *Guideline 2.4.4 Link Purpose* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android - Visually Impaired - Critical)**
  - Barrier occurrence on *Homepage* - Insufficient link texts provided for "Zoom level A, AA, AAA" links.
  - Launch: http://www.ci.pomona.ca.us/, Navigate using arrow keys and then verify
  - Screen reader identify Zoo level links as "A, A, A Links - Appropriate link text should be provided for all Zoom links
  - Recommendation: Provide aria-label attribute in <a> tag.
- **Screen Reader - *Guideline 1.1.1 Non-text Content* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android - Visually Impaired - Major)**
  - Barrier occurrence on *Homepage* - Footer logo is completely inaccessible using arrow and tab keys,
  - Launch: http://www.ci.pomona.ca.us/, then Navigate using tab and arrow keys and then verify."
  - Footer logo is completely inaccessible using arrow and tab keys - Appropriate alt text should be provided for footer logo graphic.
  - Recommendation: Provide relevant alt text in img tag.
- **Screen Reader - *Guideline 3.3.2 Labels Or Instructions* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android - Visually Impaired - Major)**
  - Barrier occurrence on *Homepage* - Labeling is missing for "Search" edit.
  - Launch: http://www.ci.pomona.ca.us/, then Navigate using tab and arrow keys and then verify.
  - Labeling is missing for "Search" edit. Appropriate label i.e. Search should be provided.
  - Recommendation: Provide aria-label="Search" in input tag.
- **Screen Reader (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android - Visually Impaired - Major)**
  - Barrier occurrence on *Homepage* - Insufficient alt text provided for all images.
  - Launch: http://www.ci.pomona.ca.us/, then Navigate using tab and arrow keys and then verify.
  - Insufficient alt text provided for all images - Relevant alt text should be provided.
  - Recommendation: Provide long description for the image text below the informative image.

- **Screen Reader - *Guideline 1.3.2 Meaningful Sequence* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android - Visually Impaired - Major)**
  - Barrier occurrence on *Homepage* - Upcoming Events> Incorrect reading sequence order.
  - Launch: http://www.ci.pomona.ca.us/, then Navigate using arrow keys and then verify.
  - Print>Subscribe>Download Reading order should be from left to right - Download>Subscribe>Print
  - Recommendation: Interchange the placement of  having class="zc_icon" and manage UI via stylesheet.
- **Screen Reader - *Guideline 4.1.2 Name Role and Value* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android - Visually Impaired - Major)**
  - Barrier occurrence on *Homepage* - Required state is missing for input fields
  - Launch: http://www.ci.pomona.ca.us/, then Navigate using tab key and then verify."
  - Required state is missing for input fields - Required state should be present for input fields.
  - Recommendation: Provide aria-required="true" in input tag.
- **Screen Reader - *Guideline 1.3.1 Info and Relationships* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android - Visually Impaired - Major)**
  - Barrier occurrence on Government-city-commissions - Commission Information" not tagged in heading.
  - Launch: http://www.ci.pomona.ca.us/index.php/government/city-commissions, Navigate using arrow keys and then verify
  - Commission Information" not tagged in heading - Commission Information" should be tagged in heading level 1.
  - Recommendation: Provide "Commission information" in <h1> tag.
- **Screen Reader - *Guideline 1.3.1 Info and Relationships* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android - Visually Impaired - Major)**
  - Barrier occurrence on Government-city-commissions - Incorrect heading level provided for "City Hall" heading.
  - Launch: http://www.ci.pomona.ca.us/index.php/government/city-commissions, then Navigate using arrow keys and then verify
  - Incorrect heading level provided for "City Hall" heading.
  - Heading level 2 should be provided for "City Hall" heading.
  - Recommendation: Provide "City hall" in <h1> tag.
- **Screen Reader - *Guideline 2.4.4 Link Purpose* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android - Visually Impaired - Critical)**
  - Barrier occurrence on Government-city-commissions - Insufficient link text provided for "here" links.
  - Launch: http://www.ci.pomona.ca.us/index.php/government/city-commissions, then Navigate using arrow keys and then verify.
  - Insufficient link text provided for "here" links - Descriptive link text should be provided for "here" links.
  - Recommendation: Provide aria-label="click here for appointment application" in <a> tag.

- **Screen Reader - *Guideline 4.1.2 Name Role and Value* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android - Visually Impaired - Major)**
  - Barrier occurrence on Government-city-commissions - Screen reader does not identify "Government" as currently selected link
  - Launch: http://www.ci.pomona.ca.us/index.php/government/city-commissions, then Navigate using arrow keys and then verify. Screen reader does not identify "Government" as currently selected link
  - Screen reader should identify "Government" as currently selected link Similar behavior observed for all navigation links.
  - Recommendation: Provide aria-current="Page" in <a> tag for all active links
- **Screen Reader - *Guideline 1.3.1 Info and Relationships* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android - Visually Impaired - Major)**
  - Barrier occurrence on Government-city-commissions - Screen reader reads "Auto" with the content of the page
  - Launch: http://www.ci.pomona.ca.us/index.php/government/city-commissions, then Navigate using arrow keys and then verify.
  - Recommendation: Screen reader read "Auto" with the content of the page - Screen reader should not read "Auto" with the content of the page
- **Screen Reader - *Guideline 1.3.1 Info and Relationships* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android - Visually Impaired - Major)**
  - Barrier occurrence on Government-city-commissions - Screen reader reads List items individually while navigating using arrow keys
  - Launch: http://www.ci.pomona.ca.us/index.php/government/city-commissions, then Navigate using arrow keys and then verify
  - Screen reader reads List items individually while navigating using arrow keys - Screen reader should reads List items in a single list while navigating using arrow keys
  - Recommendation: Provide all list items in a single list like in single <ul>
- **Screen Reader - *Guideline 1.3.1 Info and Relationships* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android - Visually Impaired - Major)**
  - Barrier occurrence on *Residents>Living* - Text "Living" not tagged in heading
  - Launch: http://www.ci.pomona.ca.us/index.php/residents/living, then Navigate using arrow keys and then verify.
  - Text "Living" not tagged in heading "Living" should be tagged in heading level 1.
  - Recommendation: Replace  having class="content heading" with <h1>
- **Screen Reader - *Guideline 1.3.1 Info and Relationships* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android - Visually Impaired - Major)**
  - Barrier occurrence on *Residents>Living* - Screen reader unnecessarily identify "Social Security offices of Pomona", "ADA" in heading level 2.
  - Launch: http://www.ci.pomona.ca.us/index.php/residents/living, then Navigate using arrow keys and then verify." Screen reader unnecessarily identify "Social Security offices of Pomona", "ADA" in heading level 2.
  - Screen reader should not identify "Social Security offices of Pomona", "ADA" in heading level 2.
  - Recommendation: Provide role="Presentation" in h2.

- **Screen Reader - *Guideline 1.3.1 Info and Relationships* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android - Visually Impaired - Major)**
  - Barrier occurrence on *City of* Pomona *Calendar* - Text "City of Pomona Calendar" not tagged in heading level 1
  - Launch: http://www.ci.pomona.ca.us/index.php/about/city-calendar, then Navigate using arrow key and then verify."
  - Screen reader identify "City of Pomona Calendar" as plain text - City of Pomona Calendar should be tagged in heading level 1.
  - Recommendation: Provide "City of Pomona Calendar" in <h1>.
- **Screen Reader - *Guideline* 1.3.2 Meaningful Sequence (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android - Visually Impaired - Major)**
  - Barrier occurrence on *City of Pomona Calendar* - Incorrect reading order
  - Launch: http://www.ci.pomona.ca.us/index.php/about/city-calendar, then Navigate using arrow key and then verify
  - Below is the incorrect reading sequence order - Print>Subscribe>Download>ListView"
  - "Reading Order should be from Left to Right - ListView>Download>Subscribe>Print"
  - Recommendation: Interchange the placement of div and manage UI via stylesheet.
- **Screen Reader - *Guideline 1.3.1 Info and Relationships* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android - Visually Impaired - Critical)**
  - Barrier occurrence on City of Pomona Calendar - Column header association missing for table calendar. "
  - Launch: http://www.ci.pomona.ca.us/index.php/about/city-calendar, then Navigate using arrow key and then verify."
  - Recommendation: Column header association missing for table calendar - Column header association should be present in a table
- **Screen Reader - *Guideline 2.1.1 Keyboard Blocker* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android - Visually Impaired - Critical)**
  - Barrier occurrence on City of Pomona Calendar - Mouse Over info is completely inaccessible. "
  - Launch: http://www.ci.pomona.ca.us/index.php/about/city-calendar, then Navigate using arrow key and then verify." Mouse Over info is completely inaccessible.
  - Mouse Over info should be accessible using tab and arrow keys.
  - Recommendation: Bind enter key press event on dates and open the mouse over content in a form of tooltip with role="alert" aria-live="assertive".
- **Screen Reader - *Guideline* 2.1.1 Keyboard (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android - Visually Impaired - Blocker)**
  - Barrier occurrence on *City of* Pomona *Calendar* - Mouse Over info is completely inaccessible
  - Launch: http://www.ci.pomona.ca.us/index.php/about/city-calendar, Navigate using arrow key and then verify
  - Mouse Over info is completely inaccessible - Mouse Over info should be accessible using tab and arrow keys.
  - Recommendation: Bind enter key press event on dates and open the mouse over content in a form of tooltip with role="alert" aria-live="assertive".

- **Screen Reader - *Guideline 1.3.1 Info and Relationships* (JAWS Screen Reader/Windows 10/Google Chrome/Voiceover/iOS/Safari/Talkback/Android - Visually Impaired - Major)**
  - Barrier occurrence on Pay Utility Bill
  - Text "Pay utility bill", "Security Notice" not tagged in heading.
  - Launch: http://www.ci.pomona.ca.us/index.php/revenue/utility-billing/pay-utility-bill, then Navigate using arrow key and then verify."
  - Text "Pay utility bill", "Security Notice" not tagged in heading - Text "Pay utility bill", "Security Notice" should be tagged in heading level 1.
  - Recommendation: Provide suggested text in h1.
- **Keyboard - *Guideline* 2.1.1 Keyboard (Windows 10/ Google Chrome - Motor Impaired - Blocker)**
  - Barrier occurrence on *Homepage* - Send me a copy checkbox is inaccessible
  - Launch: http://www.ci.pomona.ca.us - Navigate using tab key and verify - Send me a copy checkbox is inaccessible.
  - Tab Focus should move to "Send me a copy checkbox"
  - Recommendation: Provide "Send me a copy" in input with type="checkbox"
- **Color Contrast - *Guideline 1.4.3 Contrast Minimum* (Windows 10/ Google Chrome - Low-Vision - Major)**
  - Barrier occurrence on *Homepage* - Color contrast ratio of calendar dates are less than 4.5:1
  - Launch: http://www.ci.pomona.ca.us/, then Measure the contrast ratio of calendar dates and verify
  - Color contrast ratio of calendar dates are less than 4.5:1 - Color contrast ratio of calendar dates should be more than or equal to 4.5:1.
  - Recommendation: Adjust the color code in stylesheet which meets the contrast ratio of more than or equal to 4.5:1.
- **Color Contrast - *Guideline 1.4.3 Contrast Minimum* (Windows 10/ Google Chrome - Low-Vision - Major)**
  - Barrier occurrence on *Homepage* - "A, AA,AAA" link are not accessible to low-vision users
  - Launch: http://www.ci.pomona.ca.us/, then Measure the contrast ratio and verify.
  - A, AA, AAA" link are not accessible to low-vision users - A, AA, AAA" links should be accessible to low-vision users.
  - Recommendation: Increase the font-size of "A, A, AA" links.
- **Color Contrast - *Guideline 1.4.3 Contrast Minimum* (Windows 10/ Google Chrome - Low-Vision - Major)**
  - Barrier occurrence on *Homepage* - Color contrast ratio fails for text "Mobile Version".
  - Launch: http://www.ci.pomona.ca.us/, then Measure the contrast ratio and verify."
  - Color contrast ratio fails for text "Mobile Version" - Color contrast ratio should be more than equal to 4.5:1 for text "Mobile Version".
  - Recommendation: Adjust the color code of background in stylesheet which meets the contrast ratio of more than or equal to 4.5:1.

**REMEDIATION COST CONSIDERATIONS**

**TO REMEDIATE BARRIERS FOUND WOULD REQUIRE 3-5 HOURS OF LABOR PER WEB PAGE**

Based on website compliance best practices and the barriers found within the website, it is estimated the labor hours required for remediation would be 3-5 hours of labor per web page. Administrative

security access with edit ability would need to be granted to vendor selected for remediation. Typically website development changes for a website of this type would be completed by the original creators of the website (either internal Information Technology employees or the website vendor on record). Cost for website design and development can range from $99 per hour to $200 per hour or more depending on the vendor selected. Based on this estimate, remediation using experienced website developers would range from $300-$900 per webpage. This range not only depends on the vendor but also the complexity and severity of the accessibility barriers. Based on the expected rates calculated for remediation, if creating a new website has been considered, now would be the most cost-advantageous time. Creating a new website with accessibility guidelines from the start can prove to be more cost efficient than post-completion remediation.

**CONDUCT ONLINE ACCESSIBILITY COMPLIANCE TRAINING**

Based on website compliance best practices, conduct a training course with website administrators and company executives (managers and operators). This training would include an overview of the accessibility guidelines, website and online best practices for compliant websites, and recommended remediation strategies. This can be conducted via web-conference or in person.

**COMPLIANCE WITH SCREEN READER TECHNOLOGY**

Screen readers are a specific use case of text-to-speech technology that improve accessibility for people with visual disabilities. Popular screen readers are JAWS, NVDA, and ZoomText for Windows and Voiceover for Apple. Many of the barriers found relate to screen reader technology, including non-textual content having text alternatives and the language of each web page and website passage or phrase being able to be programmatically determined by a software application.

**DEVELOPMENT OF PUBLIC WEBSITE ACCESSIBILITY POLICY**

Create and publish a public website accessibility policy to state the commitment the business is making to be compliant. This includes any future remediation efforts and contact information to report compliance barriers.

**DOCUMENTATION AT EVERY STEP**

At every step of the way, documentation is needed as substantiation of online compliance. An initial evaluation, implementation strategy, post-completion audits, and ongoing evaluations should be documented. Documentation of the Policy and Improvements are needed at each stage of the process and on an ongoing basis.

**APPENDIX**

**GUIDELINES DICTATING ACCESSIBILITY**

Based on the current website accessibility standards, inspections are reviewed based on the five website accessibility guidelines: Alternatives, Presentation, User Control, Understandable, and Predictable.

Guideline 1. Alternatives: All images and non-text content must have alternative text. This includes alternatives for video and audio (transcripts, closed captioning, audio descriptions, and live captions).

Guideline 2. Presentation: Proper markup techniques to structure content is needed, and content must be presented in a meaningful order to comply with screen reader technology. The use of color, color contrast, and text resizing must all comply with accessibility standards. Any functions, content, or instructions on the website must be developed to not rely on a single sensory ability.

Guideline 3. User Control: Content and functions must be accessible by keyboard with only the ability to navigate forwards and backward. Any time limits, blinking, scrolling, movement, or other functions must have the ability to be stopped or manipulated to comply with accessibility technology. No webpage should have three or more flashes within a one-second time frame and a “skip navigation” link to bypass a web heading must be available.

Guideline 4. Understandable: Each page of a website needs to have a unique and descriptive page title, and users must be able to navigate through the website in a logical, sequential order. A website should offer multiple options to access different content or pages (search bars, navigation menu, sitemaps). Any changes in website language should be indicated.

Guideline 5. Predictable: Functions on the website should operate when specified by the user. Navigation layout should be consistent throughout and user operating errors should be easy to detect. All forms or input fields should be labelled so that users know the format expected. If an input error is detected, suggestions for correcting the error should be provided. HTML code should be free of errors and properly nested. For pages that create legal commitments, financial transactions, or any other important data submissions, one of the following must be present: submissions are reversible, the user has an opportunity to correct errors, and confirmation is available that allows an opportunity to review and correct before submission.

**GUIDELINES DICTATING ACCESSIBILITY**

1.1 TEXT ALTERNATIVES: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols, or simpler language. "Text" refers to electronic text, not an image of text. Electronic text has the unique advantage of being presentation-neutral. It can be rendered visually, auditorily, tactilely, or by any combination of those methods. Information rendered in electronic text can be presented in whatever form best meets the needs of the user. It can also be easily enlarged or spoken aloud so that people with reading disabilities are better able to understand it.

1.3 ADAPTABLE: Create content that can be presented in different ways (for example, in a simpler layout) without losing information or structure. Ensure that all information is available in a form that can be perceived by all users (for example, spoken aloud, or presented in a simpler visual layout). If all of the information is available in a form that can be determined by software, then it can be presented to users in different ways (visually, audibly, and tactilely). Ensure that different types of information that are often encoded in presentation are also available so that they can be presented in other modalities.

1.4 DISTINGUISHABLE: Make it easier for users to see and hear content, including separating foreground from background. Ensure the default presentation is as easy to perceive as possible for people with disabilities. This guideline is concerned with making the default presentation as easy to perceive as possible for people with disabilities. The focus is making it easier for users to separate foreground information from the background. For visual presentations, this involves information presented on top of a background contrasting sufficiently with the background. For audio presentations, this involves making sure that foreground sounds are sufficiently louder than the background sounds.

2.1 KEYBOARD ACCESSIBLE: All functionality can be achieved using the keyboard and can be accomplished by keyboard users, by speech input, by mouse, and by other assistive technologies that create keystrokes as their output. If all functionality can be achieved using the keyboard, it can be accomplished by keyboard users, by speech input (which creates keyboard input), by mouse (using on-screen keyboards), and by a wide variety of assistive technologies that create simulated keystrokes as their output. No other input form has this flexibility or is universally supported and operable by people with different disabilities, as long as the keyboard input is not time-dependent.

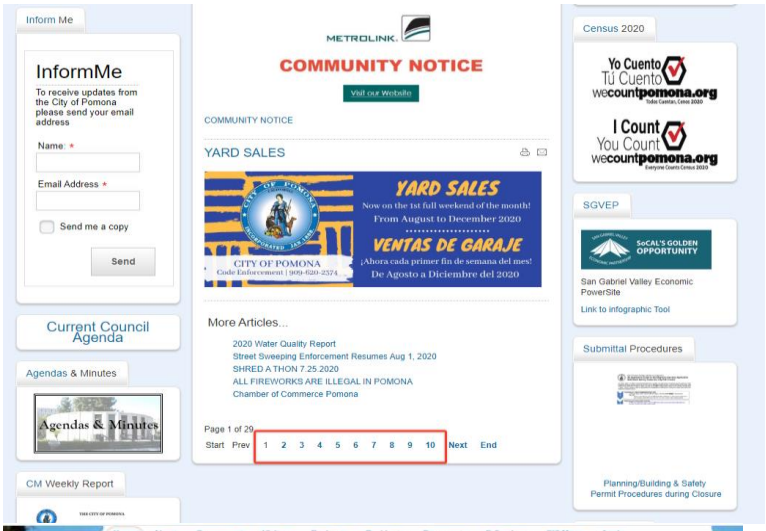
2.4 NAVIGABLE: Provide ways to help users navigate, find content, and determine where they are. This guideline is intended to help users find the content they need and allow them to keep track of their location. This is often more difficult for people with disabilities. It is important that the user be able to determine their location to be able to find content and navigate the site. For navigation, information about the possible destinations needs to be available. Screen readers convert content to synthetic

speech which must be presented in linear order because it is in an audio format.

3.1 READABLE: Make text content readable and understandable. This guideline is intended to allow text content to be read by users and by assistive technology, and to ensure that information necessary for understanding it is available. People with disabilities interact with text in many different ways. Some users experience great difficulty in recognizing written words yet understand extremely complex and sophisticated documents when the text is read aloud, or when key processes and ideas are illustrated visually or interpreted as sign language. For some users, it is difficult to infer the meaning of a word or phrase from context, especially when the word or phrase is used in an unusual way or has been given a specialized meaning; for these users, the ability to read and understand may depend on the availability of specific definitions or the expanded forms of acronyms or abbreviations.

3.2 PREDICTABLE: Make web pages appear and operate in predictable ways. This guideline is intended to help users with disabilities by presenting content in a predictable order from web page to web page and by making the behavior of functional and interactive components predictable. It is difficult for some users to fully understand the format of a web page. Screen readers present content as a one-dimensional stream of synthetic speech that makes it difficult to understand spatial relationships.

3.3 INPUT ASSISTANCE: Help users avoid and correct mistakes. Reduce the number of serious or irreversible errors that are made, increase the likelihood that all errors will be noticed by the user, and help users understand what they should do to correct an error. People with some disabilities have more difficulty creating error-free input. In addition, it may be harder for them to detect that they have made an error. Typical error indication methods may not be obvious to them because of a limited field of view, limited color perception, or use of assistive technology. This guideline seeks to reduce the number of serious or irreversible errors that are made, increase the likelihood that all errors will be noticed by the user, and help users understand what they should do to correct an error.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COVID-19 FAQ
Activate Pomona
Activate
POMONA
City Website Survey
New Website Help Needed
Please Take Survey
Charter Review Commission Meetings
Charter Review Commission Meetings
July 23, 2020 (Regular Meeting)
6:00 p.m. via Zoom
Click here for more details
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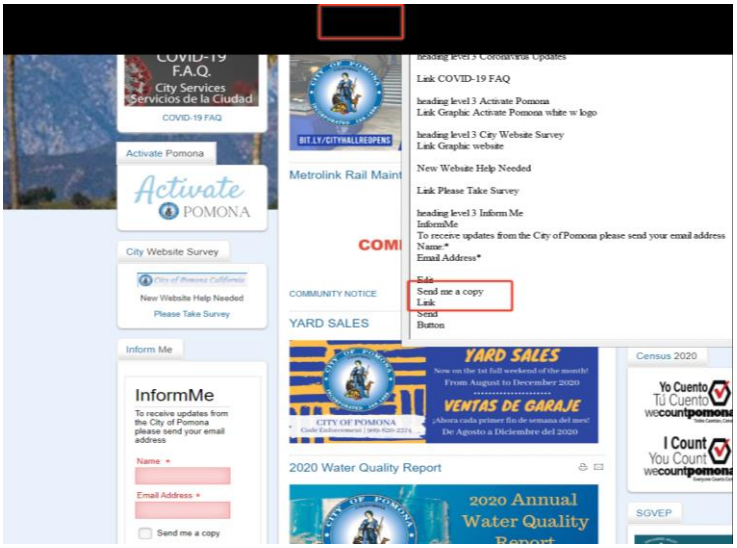
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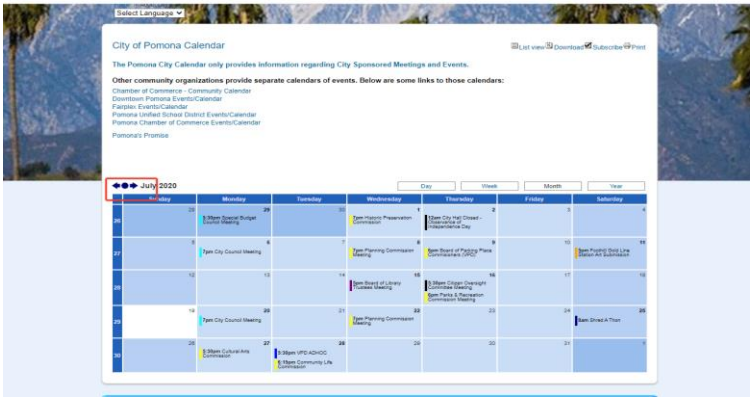
City of Pomona Calendar
The Pomona City Calendar only provides information regarding City Sponsored Meetings and Events.
Other community organizations provide separate calendars of events. Below are some links to those calendars:
July 2020

Upcoming Events
City Window
Transparency
City's ADA program
NIXLE Notifications
City of Pomona
City Website Survey
Inform Me
InformMe
Name: *
Email Address *
Send
Current Council Agenda
Agendas & Minutes
Metrolink Rail Maintenance Work
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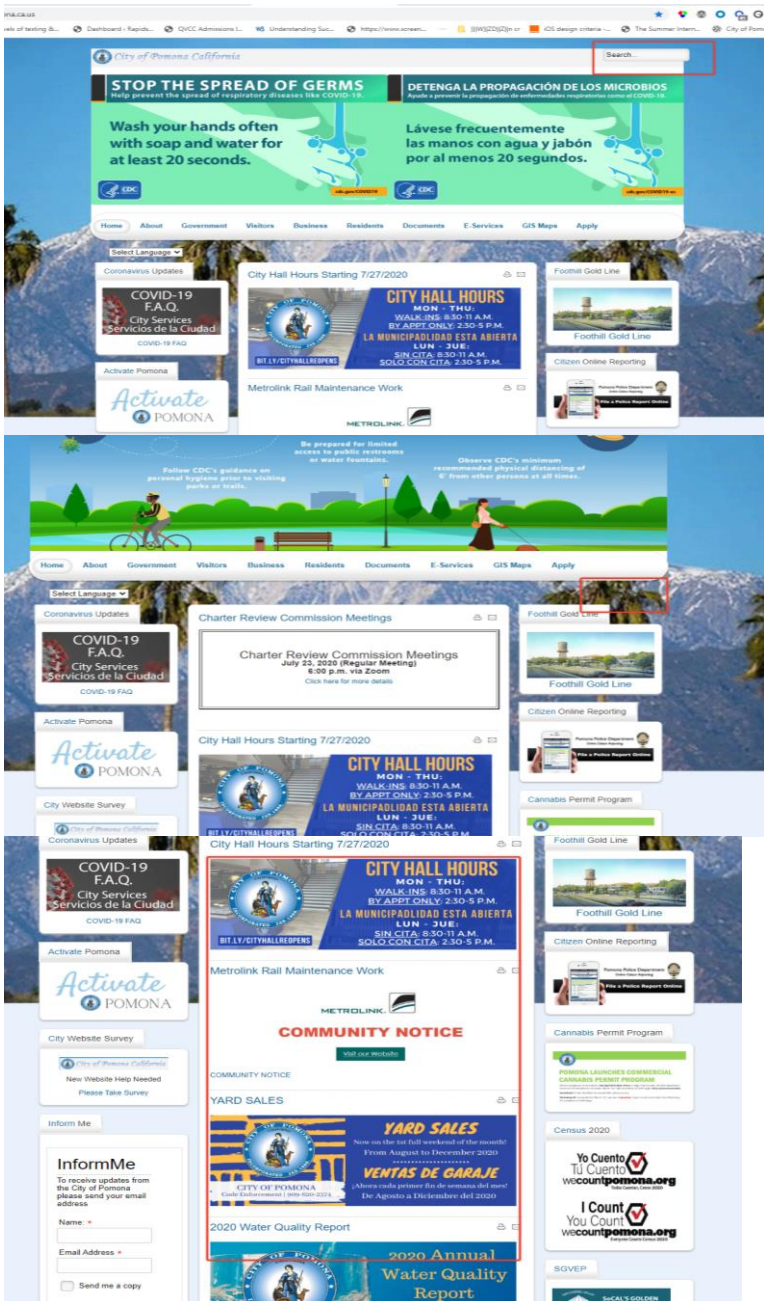
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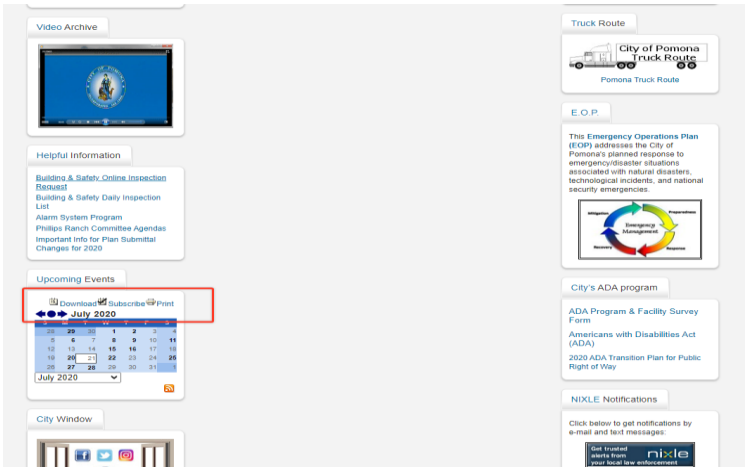
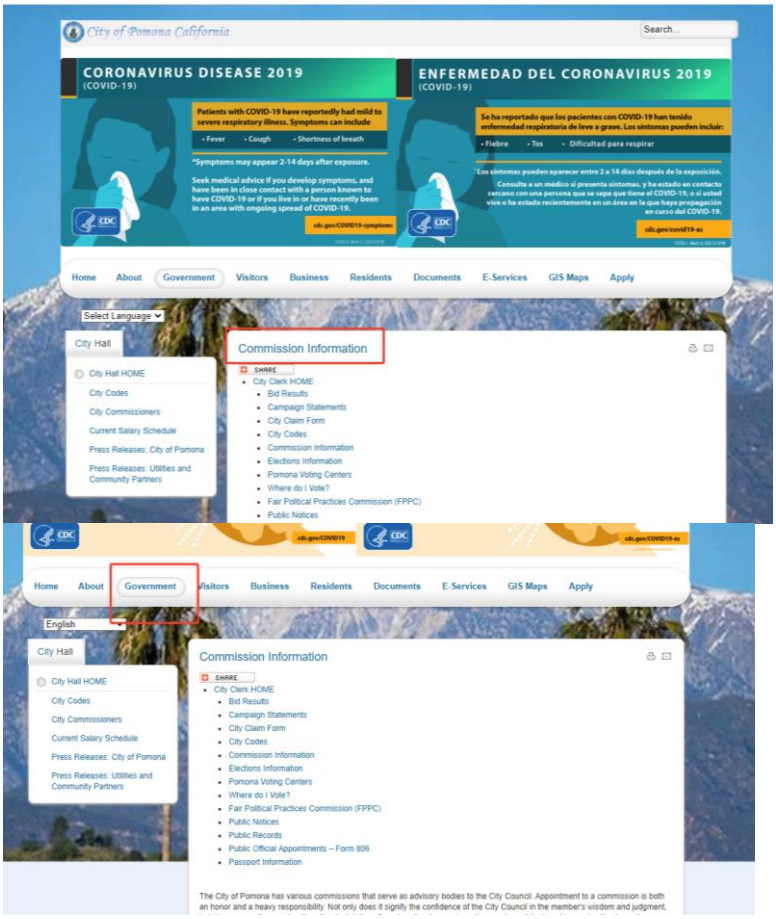

Video Archive
Truck Route
City of Pomona Truck Route
Pomona Truck Route
E.O.P.
This Emergency Operations Plan (EOP) addresses the City of Pomona's planned response to emergency/disaster situations associated with natural disasters, technological incidents, and national security emergencies.
Helpful Information
Building & Safety Online Inspection Request
Building & Safety Daily Inspection List
Alarm System Program
Phillips Ranch Committee Agendas
Important Info for Plan Submittal Changes for 2020
Upcoming Events
July 2020
City's ADA program
ADA Program & Facility Survey Form
Americans with Disabilities Act (ADA)
2020 ADA Transition Plan for Public Right of Way
City Window
NIXLE Notifications
Click below to get notifications by e-mail and text messages: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GIS Maps
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Select Language
City Hall
Commission Information
City Hall HOME
City Codes
City Commissioners
Current Salary Schedule
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Press Releases: Utilities and Community Partners
City Clerk HOME
Bid Results
Campaign Statements
City Claim Form
City Codes
Commission Information
Elections Information
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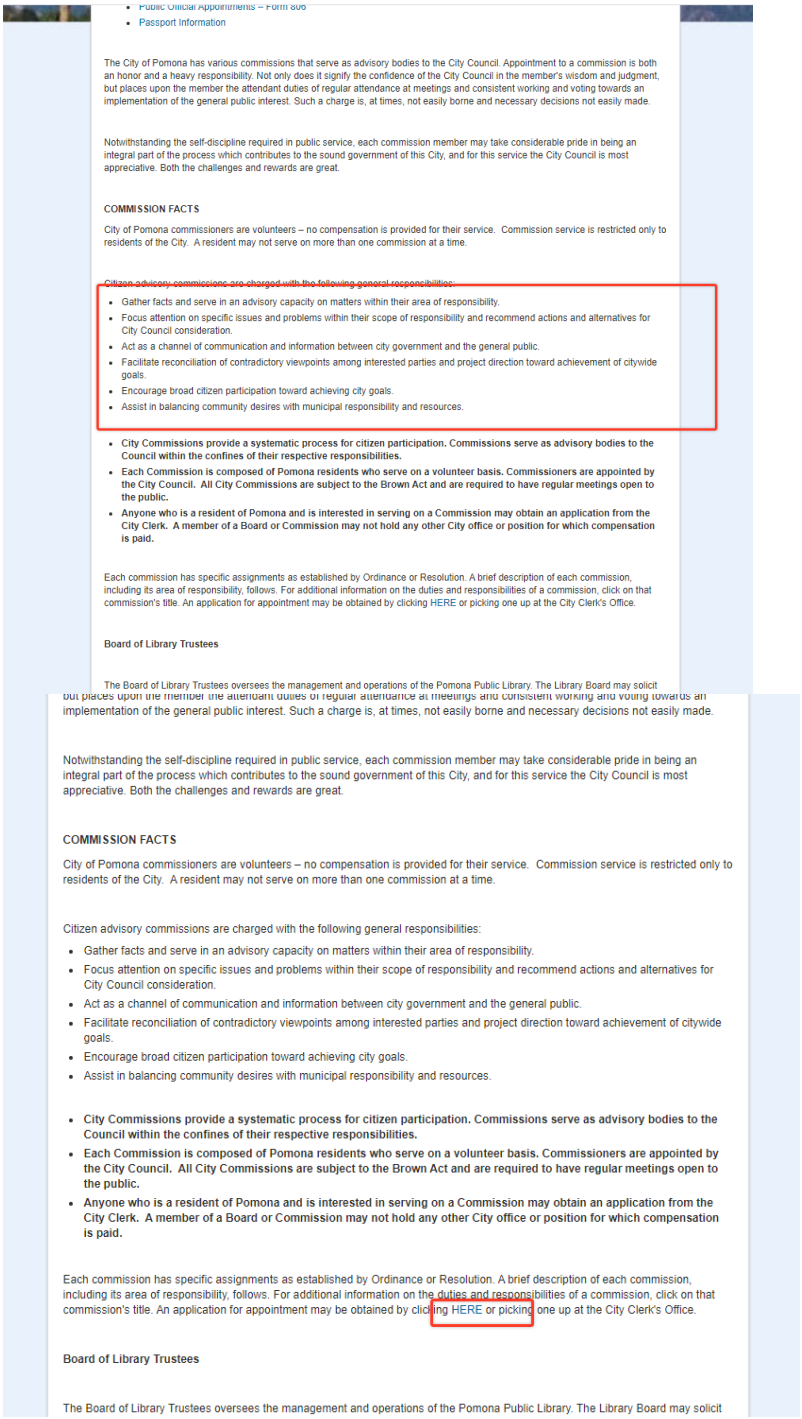
Where do I Vote?
Fair Political Practices Commission (FPPC)
Public Notices
Public Records
Public Official Appointments – Form 806
Passport Information
English



- Public Official Appointments – Form 806
- Passport Information

The City of Pomona has various commissions that serve as advisory bodies to the City Council. Appointment to a commission is both an honor and a heavy responsibility. Not only does it signify the confidence of the City Council in the member's wisdom and judgment, but places upon the member the attendant duties of regular attendance at meetings and consistent working and voting towards an implementation of the general public interest. Such a charge is, at times, not easily borne and necessary decisions not easily made.

Notwithstanding the self-discipline required in public service, each commission member may take considerable pride in being an integral part of the process which contributes to the sound government of this City, and for this service the City Council is most appreciative. Both the challenges and rewards are great.

**COMMISSION FACTS**

City of Pomona commissioners are volunteers – no compensation is provided for their service. Commission 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 are charged with the following general responsibilities:

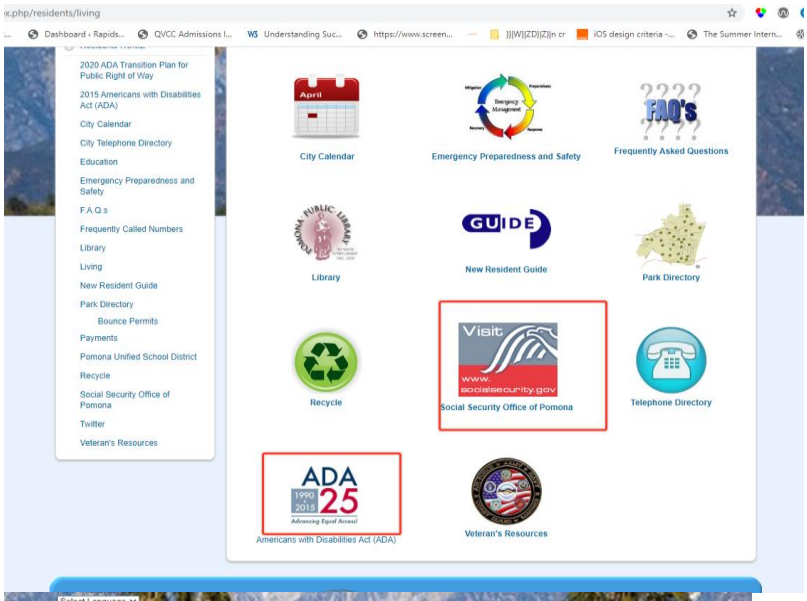
- Gather facts and serve in an advisory capacity on matters within their area of responsibility.
- Focus attention on specific issues and problems within their scope of responsibility and recommend actions and alternatives for City Council consideration.
- Act as a channel of communication and information 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.

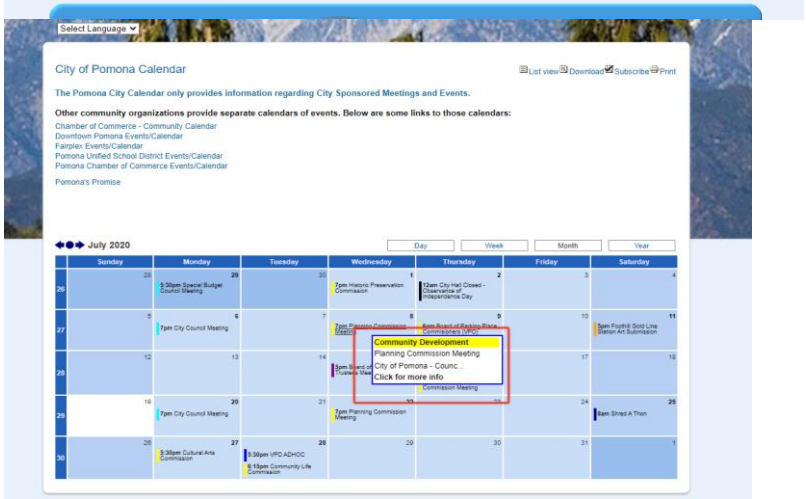
- **City Commissions provide a systematic process for citizen participation. Commissions serve as advisory bodies to the Council within the confines of their respective responsibilities.**
- **Each Commission is composed of Pomona residents who serve on a volunteer basis. Commissioners are appointed 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. For additional information on the duties and responsibilities of a commission, click on that commission's title. An application for appointment may be obtained by clicking HERE or picking one up at the City Clerk's Office.

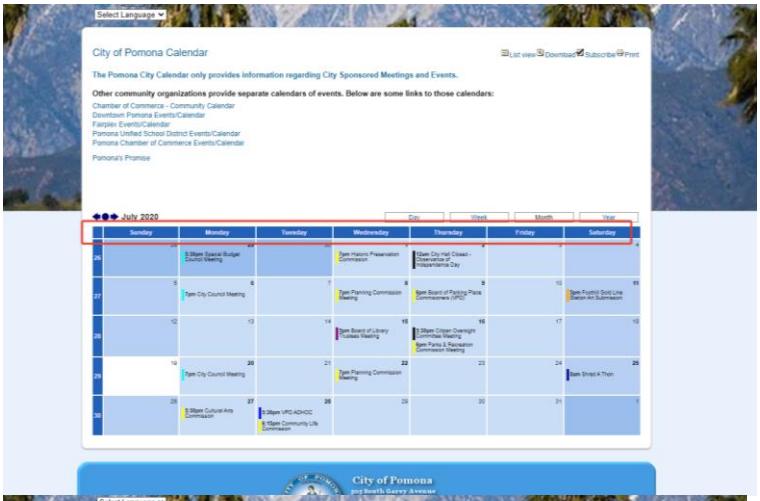
**Board of Library Trustees**

The Board of Library Trustees oversees the management and operations of the Pomona Public Library. The Library Board may solicit


2020 ADA Transition Plan for Public Right of Way
2015 Americans with Disabilities Act (ADA)
City Calendar
City Telephone Directory
Education
Emergency Preparedness and Safety
F.A.Q.s
Frequently Called Numbers
Library
Living
New Resident Guide
Park Directory
Bounce Permits
Payments
Pomona Unified School District
Recycle
Social Security Office of Pomona
Twitter
Veteran's Resources
City Calendar
Emergency Preparedness and Safety
Frequently Asked Questions
Library
New Resident Guide
Park Directory
Recycle
Social Security Office of Pomona
Telephone Directory
Americans with Disabilities Act (ADA)
Veteran's Resources


City of Pomona Calendar
The Pomona City Calendar only provides information regarding City Sponsored Meetings and Events.
Other community organizations provide separate calendars of events. Below are some links to those calendars:
Chamber of Commerce - Community Calendar
Downtown Pomona Events/Calendar
Fairplex Events/Calendar
Pomona Unified School District Events/Calendar
Pomona Chamber of Commerce Events/Calendar
Pomona's Promise
July 2020
Community Development
Planning Commission Meeting
City of Pomona - Counc...
Click for more info

City of Pomona California
CORONAVIRUS DISEASE 2019
ENFERMEDAD DEL CORONAVIRUS 2019
Home
About
Government
Visitors
Business
Residents
Documents
E-Services
GIS Maps
Apply
Residents
Living
City Calendar
Emergency Preparedness and Safety
Frequently Asked Questions


Select Language
City of Pomona Calendar
List view Download Subscribe Print
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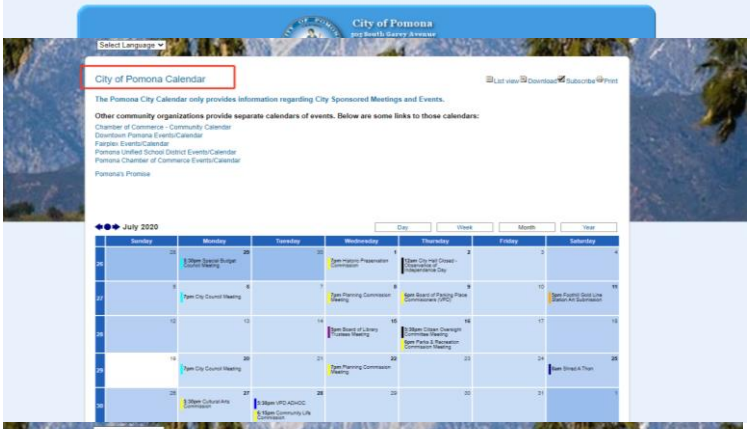
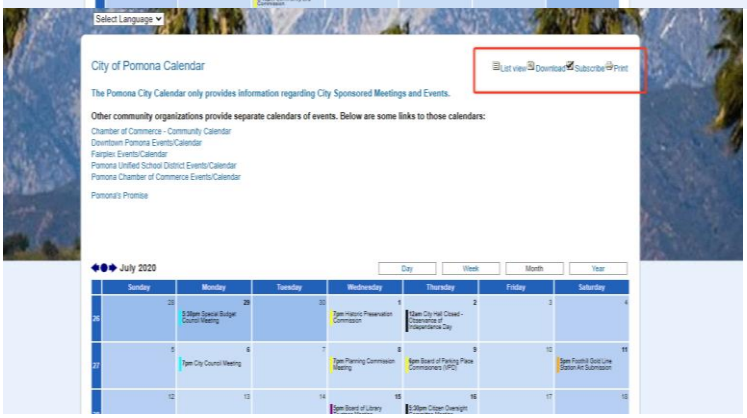
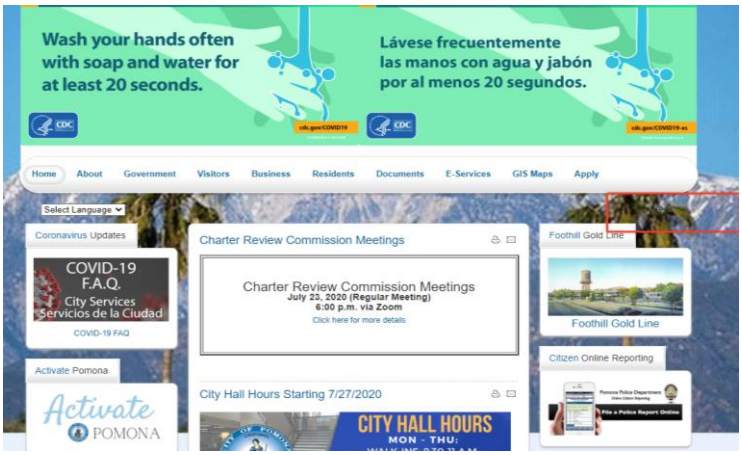
Chamber of Commerce - Community Calendar
Downtown Pomona Events/Calendar
Fairplex Events/Calendar
Pomona Unified School District Events/Calendar
Pomona Chamber of Commerce Events/Calendar
Pomona's Promise
July 2020
Day
Week
Month
Year
Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday


City of Pomona
Select Language
City of Pomona Calendar
List view Download Subscribe Print
The Pomona City Calendar only provides information regarding City Sponsored Meetings and Events.
Other community organizations provide separate calendars of events. Below are some links to those calendars:
Chamber of Commerce - Community Calendar
Downtown Pomona Events/Calendar
Fairplex Events/Calendar
Pomona Unified School District Events/Calendar
Pomona Chamber of Commerce Events/Calendar
Pomona's Promise
July 2020
Day
Week
Month
Year


Select Language
City of Pomona Calendar
List view Download Subscribe Print
The Pomona City Calendar only provides information regarding City Sponsored Meetings and Events.
Other community organizations provide separate calendars of events. Below are some links to those calendars:
Chamber of Commerce - Community Calendar
Downtown Pomona Events/Calendar
Fairplex Events/Calendar
Pomona Unified School District Events/Calendar
Pomona Chamber of Commerce Events/Calendar
Pomona's Promise
July 2020
Day
Week
Month
Year

Upcoming Events
City's ADA program
ADA Program & Facility Survey Form
Americans with Disabilities Act (ADA)
2020 ADA Transition Plan for Public Right of Way
NIXLE Notifications
City Window
Transparency
City of Pomona
Mobile Version
Scroll Up
City of Pomona Truck Route
E.O.P.
Helpful Information
Building & Safety Online Inspection Request
Building & Safety Daily Inspection List
Alarm System Program
Phillips Ranch Committee Agendas
Important Info for Plan Submittal Changes for 2020
at least 20 seconds.
por al menos 20 segundos.
Pay Utility Bill
Pay My Water Bill Online


Wash your hands often with soap and water for at least 20 seconds.
Lávese frecuentemente las manos con agua y jabón por al menos 20 segundos.
Home
About
Government
Visitors
Business
Residents
Documents
E-Services
GIS Maps
Apply
Select Language
Coronavirus Updates
COVID-19 F.A.Q.
City Services
Servicios de la Ciudad
COVID-19 FAQ
Activate Pomona
Activate POMONA
Charter Review Commission Meetings
Charter Review Commission Meetings
July 23, 2020 (Regular Meeting)
6:00 p.m. via Zoom
Click here for more details
City Hall Hours Starting 7/27/2020
CITY HALL HOURS
MON - THU:
Foothill Gold Line
Foothill Gold Line
Citizen Online Reporting

| Test | Bug_id | Environment (Screen Reader/ OS/ Browser) | Users Affected | Page | Summary | Steps to Reproduce | Actual Result | Expected Result | Severity | WCAG Guideline | Screencast | Recommendations |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Screen Reader | CI_101 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Home Page | "Skip to main content" link is missing. | 1. Launch: http://www.ci.pomona.ca.us/ 2. Navigate using tab and arrow keys and then verify. | "Skip to main content" link is missing. | "Skip to main content" link should be present to skip the navigation links. | Critical | 2.4.1 Bypass Blocks | N/A | Provide skip link before the logo to skip the repetitive content. |
| Screen Reader | CI_102 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Home Page | Insufficient link text provided for "Pagination" links. | 1. Launch: http://www.ci.pomona.ca.us/ 2. Navigate using arrow keys and then verify. | Insufficient link text provided for "Pagination" links. | Appropriate link text should be provided for all pagination links like Go to Page 1, Go to Page 2 etc. | Minor | 2.4.4 Link Purpose | https://cl.ly/a2d9d44bcb80 | Provide aria-label attribute in <a> tag like aria-label="Go to Page 1" and "Go to Page 2" etc. |
| Screen Reader | CI_103 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Home Page | Incorrect heading structure. | 1. Launch: http://www.ci.pomona.ca.us/ 2. Navigate using arrow keys and then verify. | Incorrect heading structure. | Below should be the appropriate heading structure.<br>- Charter Review Commission Meetings: h2<br>- City Hall Hours Starting 7/27/2020: h2<br>- Metrolink Rail Maintenance Work: h2<br>- YARD SALES: h2<br>- More Articles...: h2<br>- Coronavirus Updates: h3<br>- Activate Pomona: h3<br>- City Website Survey: h3<br>- Inform Me: h3<br>- Current Council Agenda: h3 | Major | 1.3.1 Info and Relationships | https://cl.ly/f9c21213f691 | Provide aria-label attribute in heading tag as suggested in the expected result. |
| Screen Reader | CI_104 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Home Page | Screen reader does not notify error messages. | 1. Launch: http://www.ci.pomona.ca.us/ 2. Submit the form without filling any fields and then verify. | Screen reader does not notify error messages. | Error Messages should be present in a text error. | Blocker | 1.4.1 Use OF Color | https://cl.ly/d24636925c1f | Provide error message in span tag with role="alert" aria-live="assertive" attributes in span tag. |
| Screen Reader | CI_105 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Home Page | Sub-menu links are inaccessible. | 1. Launch: http://www.ci.pomona.ca.us/ 2. Navigate using tab and arrow keys and then verify. | Sub-menu links are inaccessible. | Sub-menu links should be accessible after pressing enter on main menu links. | Critical | 2.1.1 Keyboard | https://cl.ly/f633cf5e68a4 | Bind enter key press event on main menu links and open the sub-menu links after press enter on it using JavaScript. |
| Screen Reader | CI_106 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Home Page | Incorrect alt text provided for all slider images i.e. slide background. | 1. Launch: http://www.ci.pomona.ca.us/ 2. Navigate using arrow keys and then verify. | Incorrect alt text provided for all slider images i.e. slide background. | Relevant alt text should be provided for an image. | Critical | 1.1.1 Non-text Content | https://cl.ly/50297f72caf1 | Provide relevant alt text in img tag. |

| Test | Bug_id | Environment (Screen Reader/ OS/ Browser) | Users Affected | Page | Summary | Steps to Reproduce | Actual Result | Expected Result | Severity | WCAG Guideline | Screencast | Recommendations |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Screen Reader | CI_107 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Home Page | Incorrect reading order. | 1. Launch: http://www.ci.pomona.ca.us/<br>2. Navigate using tab and arrow keys and then verify. | Incorrect reading order.<br><br>Search>Logo | Reading Order should be from Left to Right.<br><br>Logo>Search | Major | 1.3.1 Meaningful Sequence | https://cl.ly/a8e751db3001 | Interchange the placement of  and manage UI via stylesheet. |
| Screen Reader | CI_108 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Home Page | Incorrect role link provided for "Send me a copy" checkbox. | 1. Launch: http://www.ci.pomona.ca.us/<br>2. Navigate using tab and arrow keys and then verify. | Incorrect role link provided for "Send me a copy" checkbox. | "Send me a copy" should be identified with role checkbox. | Critical | 4.1.2 Name Role and Value | https://cl.ly/69e1b47958fb | Provide "Send me a copy" in input tag with type="checkbox". |
| Screen Reader | CI_109 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Home Page | Upcoming Events>Insufficient link text provided for "Previous, Next, Current" Month links. | 1. Launch: http://www.ci.pomona.ca.us/<br>2. Navigate using arrow keys and then verify. | Insufficient link text i.e. Left arrow, Right arrow, center arrow provided for "Previous, Next, Current" Month links. | Appropriate link text should be provided for all links. Similar behavior observed for "City of Pomona Calendar" page. | Critical | 2.4.4 Link Purpose | https://cl.ly/e324945e33d9 | Provide aria-label attribute in <a> tag. |
| Screen Reader | CI_110 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Home Page | Upcoming Events> Screen reader identify all hidden month names while navigating using arrow keys. | 1. Launch: http://www.ci.pomona.ca.us/<br>2. Navigate using arrow keys and then verify. | Screen reader identify all hidden month names while navigating using arrow keys. | Screen reader should not identify hidden month names while navigating using arrow keys. | Major | 1.3.1 Info and Relationships | N/A | Provide aria-hidden="true" onmouseover month name list. |
| Screen Reader | CI_111 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Home Page | Upcoming Events> Labeling is missing for month combo box. | 1. Launch: http://www.ci.pomona.ca.us/<br>2. Navigate using arrow keys and then verify. | Labeling is missing for month combo box. | Appropriate label should be provided for month combo box. | Major | 3.3.2 Labels Or Instructions | https://cl.ly/3ad48b18b26d | Provide aria-label="Month" in <select> having class="month_select" |
| Screen Reader | CI_112 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Home Page | Transparency> Insufficient link text provided for "Click here" link. | 1. Launch: http://www.ci.pomona.ca.us/<br>2. Navigate using arrow keys and then verify. | Insufficient link text provided for "Click here" link. | Appropriate link text should be provided for "Click here" link as "Click here for access transparency in city govt," | Major | 2.4.4 Link Purpose | https://cl.ly/1676ee7bb216 | Provide aria-label=" "Click here for access transparency in city govt" in <a> tag. |
| Screen Reader | CI_113 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Home Page | Insufficient link texts provided for "Zoom level A, AA, AAA" links. | 1. Launch: http://www.ci.pomona.ca.us/<br>2. Navigate using arrow keys and then verify. | Screen reader identify Zoo level links as "A, A, A Links" | Appropriate link text should be provided for all Zoom links. | Critical | 2.4.4 Link Purpose | https://cl.ly/e1bcf24ea01d | Provide aria-label attribute in <a> tag. |

| Test | Bug_id | Environment (Screen Reader/ OS/ Browser) | Users Affected | Page | Summary | Steps to Reproduce | Actual Result | Expected Result | Severity | WCAG Guideline | Screencast | Recommendations |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Screen Reader | CI_114 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Home Page | Footer logo is completely inaccessible using arrow and tab keys, | 1. Launch: http://www.ci.pomona.ca.us/ 2. Navigate using tab and arrow keys and then verify. | Footer logo is completely inaccessible using arrow and tab keys, | Appropriate alt text should be provided for footer logo graphic. | Major | 1.1.1 Non-text Content | https://cl.ly/b1de4ab4edb0 | Provide relevant alt text in img tag. |
| Screen Reader | CI_115 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Home Page | Labeling is missing for "Search" edit. | 1. Launch: http://www.ci.pomona.ca.us/ 2. Navigate using tab and arrow keys and then verify. | Labeling is missing for "Search" edit. | Appropriate label i.e. Search should be provided. | Major | 3.3.2 Labels Or Instructions | https://cl.ly/451703910e55 | Provide aria-label="Search" in input tag. |
| Screen Reader | CI_116 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Home Page | Insufficient alt text provided for all images. | 1. Launch: http://www.ci.pomona.ca.us/ 2. Navigate using tab and arrow keys and then verify. | Insufficient alt text provided for all images. | Relevant alt text should be provided. | Major | 1.4.5 Images of text | https://cl.ly/e46375d0f9b9 | Provide long description for the image text below the informative image. |
| Screen Reader | CI_117 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Home Page | Upcoming Events> Incorrect reading sequence order. | 1. Launch: http://www.ci.pomona.ca.us/ 2. Navigate using arrow keys and then verify. | Print>Subscribe>Download | Reading order should be from left to right.<br><br>Download>Subscribe>Print | Major | 1.3.2 Meaningful Sequence | https://cl.ly/cdfaa81e2116 | Interchange the placement of  having class="zc_icon" and manage UI via stylesheet. |
| Screen Reader | CI_118 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Home Page | Required state is missing for input fields. | 1. Launch: http://www.ci.pomona.ca.us/ 2. Navigate using tab key and then verify. | Required state is missing for input fields. | Required state should be present for input fields. | Major | 4.1.2 Name Role and Value | https://cl.ly/4b3ff7e1ab43 | Provide aria-required="true" in input tag. |
| Screen Reader | CI_119 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Government-city-commissions | "Commission Information" not tagged in heading. | 1. Launch: http://www.ci.pomona.ca.us/index.php/government/city-commissions 2. Navigate using arrow keys and then verify. | "Commission Information" not tagged in heading. | "Commission Information" should be tagged in heading level 1. | Major | 1.3.1 Info and Relationships | https://cl.ly/aa5e521ca8d4 | Provide "Commission information" in <h1> tag. |
| Screen Reader | CI_120 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Government-city-commissions | Incorrect heading level provided for "City Hall" heading. | 1. Launch: http://www.ci.pomona.ca.us/index.php/government/city-commissions 2. Navigate using arrow keys and then verify. | "Incorrect heading level provided for "City Hall" heading. | Heading level 2 should be provided for "City Hall" heading. | Major | 1.3.1 Info and Relationships | N/A | Provide "City hall" in <h1> tag. |
| Screen Reader | CI_121 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Government-city-commissions | Insufficient link text provided for "here" links. | 1. Launch: http://www.ci.pomona.ca.us/index.php/government/city-commissions 2. Navigate using arrow keys and then verify. | Insufficient link text provided for "here" links. | Descriptive link text should be provided for "here" links. | Critical | 2.4.4 Link Purpose | https://cl.ly/c5a31e473baa | Provide aria-label="click here for appointment application" in <a> tag. |

| Test | Bug_id | Environment (Screen Reader/ OS/ Browser) | Users Affected | Page | Summary | Steps to Reproduce | Actual Result | Expected Result | Severity | WCAG Guideline | Screencast | Recommendations |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Screen Reader | CI_122 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Government-city-commissions | Screen reader does not identify "Government" as currently selected link | 1. Launch: http://www.ci.pomona.ca.us/index.php/government/city-commissions 2. Navigate using arrow keys and then verify. | Screen reader does not identify "Government" as currently selected link | Screen reader should identify "Government" as currently selected link. Similar behavior observed for all navigation links. | Major | 4.1.2 Name Role and Value | https://cl.ly/7c7cf2fd5ae0 | Provide aria-current="Page" in <a> tag for all active links |
| Screen Reader | CI_123 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Government-city-commissions | Screen reader reads "Auto" with the content of the page. | 1. Launch: http://www.ci.pomona.ca.us/index.php/government/city-commissions 2. Navigate using arrow keys and then verify. | Screen reader read "Auto" with the content of the page. | Screen reader should not read "Auto" with the content of the page. | Major | 1.3.1 Info and Relationships | N/A | Screen reader should not read "Auto" with the content of the page. |
| Screen Reader | CI_124 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Government-city-commissions | Screen reader reads List items individually while navigating using arrow keys. | 1. Launch: http://www.ci.pomona.ca.us/index.php/government/city-commissions 2. Navigate using arrow keys and then verify. | Screen reader reads List items individually while navigating using arrow keys. | Screen reader should reads List items in a single list while navigating using arrow keys. | Major | 1.3.1 Info and Relationships | https://cl.ly/bb767264139d | Provide all list items in a single list like in single <ul>. |
| Screen Reader | CI_125 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Residents >Living | Text "Living" not tagged in heading | 1. Launch: http://www.ci.pomona.ca.us/index.php/residents/living 2. Navigate using arrow keys and then verify. | Text "Living" not tagged in heading | "Living" should be tagged in heading level 1. | Major | 1.3.1 Info and Relationships | https://cl.ly/a5a3a1c00ddc | Replace  having class="content heading" with <h1>. |
| Screen Reader | CI_126 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Residents >Living | Screen reader unnecessarily identify "Social Security offices of Pomona", "ADA" in heading level 2. | 1. Launch: http://www.ci.pomona.ca.us/index.php/residents/living 2. Navigate using arrow keys and then verify. | Screen reader unnecessarily identify "Social Security offices of Pomona", "ADA" in heading level 2. | Screen reader should not identify "Social Security offices of Pomona", "ADA" in heading level 2. | Major | 1.3.1 Info and Relationships | https://cl.ly/8fdaadcdbabb | Provide role="Presentation" in h2. |
| Screen Reader | CI_127 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | City of Panorama Calendar | Text "City of Pomona Calendar" not tagged in heading level 1. | 1. Launch: http://www.ci.pomona.ca.us/index.php/about/city-calendar 2. Navigate using arrow key and then verify. | Screen reader identify "City of Pomona Calendar" as plain text. | "City of Pomona Calendar" should be tagged in heading level 1. | Major | 1.3.1 Info and Relationships | https://cl.ly/3c019eec9bf2 | Provide "City of Pomona Calendar" in <h1>. |
| Screen Reader | CI_128 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | City of Pomona Calendar | Incorrect reading order. | 1. Launch: http://www.ci.pomona.ca.us/index.php/about/city-calendar 2. Navigate using arrow key and then verify. | Below is the incorrect reading sequence order.<br><br>Print>Subscribe>Download>List View | Reading Order should be from Left to Right.<br><br>ListView>Download>Subscribe>Print | Major | 1.3.2 Meaningful Sequence | https://cl.ly/3f8cc98efa5f | Interchange the placement of div and manage UI via stylesheet. |

| Test | Bug_id | Environment (Screen Reader/ OS/ Browser) | Users Affected | Page | Summary | Steps to Reproduce | Actual Result | Expected Result | Severity | WCAG Guideline | Screencast | Recommendations |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Screen Reader | CI_129 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | City of Pomona Calendar | Column header association missing for table calendar. | 1. Launch: http://www.ci.pomona.ca.us/index.php/about/city-calendar 2. Navigate using arrow key and then verify. | Column header association missing for table calendar. | Column header association should be present in a table | Critical | 1.3.1 Info and Relationships | https://cl.ly/f3b006f3f578 | - |
| Screen Reader | CI_130 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | City of Pomona Calendar | Mouse Over info is completely inaccessible. | 1. Launch: http://www.ci.pomona.ca.us/index.php/about/city-calendar 2. Navigate using arrow key and then verify. | Mouse Over info is completely inaccessible. | Mouse Over info should be accessible using tab and arrow keys. | Blocker | 2.1.1 Keyboard | https://cl.ly/d899bc20423c | Bind enter key press event on dates and open the mouse over content in a form of tooltip with role="alert" aria-live="assertive". |
| Screen Reader | CI_131 | JAWS/Win10/Chrome Voiceover/iOS/Safari Talkback/Android/Chrome | Visually Impaired | Pay Utility Bill | Text "Pay utility bill", "Security Notice" not tagged in heading. | 1. Launch: http://www.ci.pomona.ca.us/index.php/revenue/utility-billing/pay-utility-bill 2. Navigate using arrow key and then verify. | Text "Pay utility bill", "Security Notice" not tagged in heading. | Text "Pay utility bill", "Security Notice" should be tagged in heading level 1. | Major | 1.3.1 Info and Relationships | https://cl.ly/fac5a181a814 https://cl.ly/a42a24c3618c | Provide suggested text in h1. |
| Keyboard | CI_132 | Win10/Chrome | Motor Impaired | Home page | Send me a copy checkbox is inaccessible. | 1. Launch: http://www.ci.pomona.ca.us/ 2. Navigate using tab key and verify. | Send me a copy checkbox is inaccessible. | Tab Focus should move to "Send me a copy checkbox". | Blocker | 2.1.1 Keyboard | N/A | Provide "Send me a copy" in input with type="checkbox". |
| Color Contrast | CI_133 | Win10/Chrome | Low-Vision | Home page | Color contrast ratio of calendar dates are less than 4.5:1. | 1. Launch: http://www.ci.pomona.ca.us/ 2.Measure the contrast ratio of calendar dates and verify. | Color contrast ratio of calendar dates are less than 4.5:1. | Color contrast ratio of calendar dates should be more than or equal to 4.5:1. | Major | 1.4.3 Contrast(Minimum) | https://cl.ly/6b381fb2bb97 | Adjust the color code in stylesheet which meets the contrast ratio of more than or equal to 4.5:1. |
| Color Contrast | CI_134 | Win10/Chrome | Low-Vision | Home page | "A, AA, AAA" link are not accessible to low-vision users. | 1. Launch: http://www.ci.pomona.ca.us/ 2.Measure the contrast ratio and verify. | "A, AA, AAA" link are not accessible to low-vision users. | "A, AA, AAA" links should be accessible to low-vision users. | Major | 1.4.3 Contrast(Minimum) | https://cl.ly/b6c7c84a4863 | Increase the font-size of "A, A, AA" links. |
| Color Contrast | CI_135 | Win10/Chrome | Low-Vision | Home page | Color contrast ratio fails for text "Mobile Version". | 1. Launch: http://www.ci.pomona.ca.us/ 2.Measure the contrast ratio and verify. | Color contrast ratio fails for text "Mobile Version". | Color contrast ratio should be more than equal to 4.5:1 for text "Mobile Version". | Major | 1.4.3 Contrast(Minimum) | https://cl.ly/bcac43b0f9ce | Adjust the color code of background in stylesheet which meets the contrast ratio of more than or equal to 4.5:1. |
| **Browser Zoom** | **No Issues** | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |

| Test | Bug_id | Environment (Screen Reader/ OS/ Browser) | Users Affected | Page | Summary | Steps to Reproduce | Actual Result | Expected Result | Severity | WCAG Guideline | Screencast | Recommendations |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| High Contrast | No Issues | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |

| Category | Question | Program/Service/Activity 1: |
|---|---|---|
| A. General | Department | Administration |
| A. General | Name of Program, Service or Activity ("Program") | Administration Department |
| A. General | Description of Program | Office of the City Manager, Mayor, and City Council |
| A. General | Location of Program (Name of Facility and Address) | Pomona City Hall, 505 S. Garey Avenue |
| A. General | Do you know if physical barriers exist at the Facility? If yes, what are they? | N/A - All public entrances to City Hall are ADA accessible. |
| A. General | Does the program or service receive federal money or grants? | No |
| A. General | Have you taken any steps to remove physical barriers? | N/A |
| A. General | Name of Department Staff responsible for this program | Linda Lowry, City Manager |
| A. General | Are there any recent or current complaints from employees, members of the public or other stakeholders regarding accessibility for individuals with disabilities at your site? (If so, please describe): | No |
| A. General | Are you aware of any community members or recipients of services with disabilities who utilize your site? | Yes |
| B. Notice | How do you advertise of the program offering? | Administration Department's services, phone number, and address are listed on our City website, ci.pomona.ca.us. |
| B. Notice | How do you advertise of the program's special procedures used for individuals with disabilities? | N/A |
| C. Participation | Is the program offered exclusively to people with disabilities? | No |
| C. Participation | If the program is not offered directly to people with disabilities, does the program segregate people with disabilities, requiring them to participate at particular times or separate locations? | No |
| C. Participation | Are there any additional costs for someone who needs accommodations to participate in the program? | No |
| D. Eligibility | List any formal or informal eligibility criteria for this program. | N/A |
| E. Communication and Printed Information | Does your department prepare audiovisual or televised presentations or website demonstrations/webinars for the public or make audiovisual presentations to the public? If yes, is it captioned? | Yes we create presentations; not captioned. |
| E. Communication and Printed Information | How do recipients access or request information about your programs, services or events (come to your office, call, email, other, etc.)? | Visit our office, call, email, fax, mail, submit a request through the Pomona Go APP, and visit the City website ci.pomona.ca.us. |
| E. Communication and Printed Information | Does your department provide documents on its website for downloading by the public? | Occasionally |

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| E. Communication and Printed Information | Have you or the rest of the staff been trained in operating TTY/TDDs and in other means of communicating over the telephone with a person having a hearing or speech disability? | No |
| E. Communication and Printed Information | Do your publications, service announcements, and advertisements related to the program make known that they are also available in **alternative formats** upon request? | No |
| E. Communication and Printed Information | How do you make documents and publications available to individuals with visual disabilities? (Check all that apply):<br>___ Audiotape<br>___ Large print<br>___ Braille<br>___ Computer disk<br>___ Some other media.<br>If so, please list them: | |
| F. Policies | What policies, procedures and/or practices govern this program? Please list and provide. | N/A |
| F. Policies | Are there policies, or procedures that are common knowledge that are not included in written or documented procedures? Please provide all. | N/A |
| F. Policies | Is there a process for determining whether a specific modification to include a person with disabilities would:<br>a. Fundamentally alter the nature of the program?<br>b. Cause **undue burden** of the program you offer?<br>c. Cause a direct threat to the participant or others? | N/A |
| F. Policies | Do these policies and procedures limit of exclude participation of those with disabilities? | |
| G. Contractors | Do you use contractors to conduct the program on behalf of your department? | Yes - IVHS, GovQA |
| G. Contractors | If yes, are contractors aware of their obligations to facilitate participation of individuals with disabilities in programs operated on behalf of your department? | N/A |
| H. Emergency | Are there emergency evacuation plans posted at the facility at which this program is offered? | Yes |
| H. Emergency | Do the emergency evacuation plans include procedures for individuals with disabilities? Stairway evacuation procedures (i.e. Stryker provided in the event of a power outage, or fire?) | Unknown |
| H. Emergency | Have staff members in your department who provide emergency services to the public had training in emergency evacuation including communicating in emergency situations with people who have hearing or speech impairments (e.g. American Sign Language (ASL), etc.) or communication in dealing with people with Autism? | No |
| H. Emergency | Are all emergency response services in your department equipped with TDD or other equally effective service accessible to persons who are deaf, hearing and/or speech impaired? | N/A |

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|---|---|---|
| H. Emergency | Are there equipment and/or policies available to notify individuals with disabilities of emergencies and evacuation procedure briefly describe the equipment and/or procedures specific to individuals with:<br>• Visual disabilities:<br>• Hearing disabilities:<br>• Mobility disabilities:<br>• Learning disabilities: | No |
| I. Service Animals | Do you have any restrictions on **service animals** as pertaining to this particular program? | No |
| J. Special Events | Does your department organize special events or do you help facilitate private events on public property? | Yes |
| J. Special Events | If yes, please describe the type of event and what types of outside organizations are involved. | Community Meetings/Town Halls and Mayor's State of the City Address |
| J. Transportation | Do you provide transportation to volunteers, beneficiaries, visitors, program users, etc. to and from this program location? | No |
| J. Transportation | If yes, briefly describe the procedures your department follows to make transportation accessible to persons with disabilities (visual, hearing, mobility, learning) | N/A |
| K. Training | Are all staff members who administer this program aware of the department's obligations and policies that enable people with disabilities to participate? | No |
| K. Training | Does your department offer or participate in training regarding the provision of reasonable modifications for people with disabilities as pertaining to this program? | No |

| Category | Question | Program/Service/Activity 1: |
|---|---|---|
| A. General | Department | BUILDING AND SAFETY |
| A. General | Name of Program, Service or Activity ("Program") | INSPECTIONS/PLAN CHECK |
| A. General | Description of Program | INSPECTION/PLAN CHECK |
| A. General | Location of Program (Name of Facility and Address) | CITY OF POMONA |
| A. General | Do you know if physical barriers exist at the Facility? If yes, what are they? | NO |
| A. General | Does the program or service receive federal money or grants? | N/A |
| A. General | Have you taken any steps to remove physical barriers? | NO |
| A. General | Name of Department Staff responsible for this program | GIL PETRIS / AGUSTINE FIGUEROA |
| A. General | Are there any recent or current complaints from employees, members of the public or other stakeholders regarding accessibility for individuals with disabilities at your site? (If so, please describe): | NONE |
| A. General | Are you aware of any community members or recipients of services with disabilities who utilize your site? | YES. CUSTOMERS |
| B. Notice | How do you advertise of the program offering? | N/A |
| B. Notice | How do you advertise of the program's special procedures used for individuals with disabilities? | OVER THE COUNTER INFORMATION |
| C. Participation | Is the program offered exclusively to people with disabilities? | NO |
| C. Participation | If the program is not offered directly to people with disabilities, does the program segregate people with disabilities, requiring them to participate at particular times or separate locations? | NO |
| C. Participation | Are there any additional costs for someone who need accommodations to participate in the program? | NO |
| D. Eligibility | List any formal or informal eligibility criteria for this program. | N/A |
| E. Communication and Printed Information | Does your department prepare audiovisual or televised presentations or website demonstrations/webinars for the public or make audiovisual presentations to the public? If yes, is it captioned? | NO |
| E. Communication and Printed Information | How do recipients access or request information about your programs, services or events (come to your office, call, email, other, etc.)? | EMAIL; COUNTER VISIT |
| E. Communication and Printed Information | Does your department provide documents on its website for downloading by the public? | YES |
| E. Communication and Printed Information | Have you or the rest of the staff been trained in operating TTY/TDDs and in other means of communicating over the telephone with a person having a hearing or speech disability? | NO |

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| E. Communication and Printed Information | Do your publications, service announcements, and advertisements related to the program make known that they are also available in **alternative formats** upon request? | NO |
| E. Communication and Printed Information | How do you make documents and publications available to individuals with visual disabilities? (Check all that apply):<br>___ Audiotape<br>___ Large print<br>___ Braille<br>___ Computer disk<br>___ Some other media.<br>If so, please list them: | DEPARTMENT DOES NOT PROVIDE ANY OF THE LISTED |
| F. Policies | What policies, procedures and/or practices govern this program? Please list and provide. | N/A |
| F. Policies | Are there policies, or procedures that are common knowledge that are not included in written or documented procedures? Please provide all. | NO |
| F. Policies | Is there a process for determining whether a specific modification to include a person with disabilities would:<br>a. Fundamentally alter the nature of the program?<br>b. Cause **undue burden** of the program you offer?<br>c. Cause a direct threat to the participant or others? | NO |
| F. Policies | Do these policies and procedures limit of exclude participation of those with disabilities? | N/A |
| G. Contractors | Do you use contractors to conduct the program on behalf of your department? | N/A |
| G. Contractors | If yes, are contractors aware of their obligations to facilitate participation of individuals with disabilities in programs operated on behalf of your department? | NA |
| H. Emergency | Are there emergency evacuation plans posted at the facility at which this program is offered? | NA |
| H. Emergency | Do the emergency evacuation plans include procedures for individuals with disabilities? Stairway evacuation procedures (i.e. Stryker provided in the event of a power outage, or fire?) | NO |
| H. Emergency | Have staff members in your department who provide emergency services to the public had training in emergency evacuation including communicating in emergency situations with people who have hearing or speech impairments (e.g. American Sign Language (ASL), etc.) or communication in dealing with people with Autism? | NA |
| H. Emergency | Are all emergency response services in your department equipped with TDD or other equally effective service accessible to persons who are deaf, hearing and/or speech impaired? | NO |
| H. Emergency | Are there equipment and/or policies available to notify individuals with disabilities of emergencies and evacuation procedure briefly describe the equipment and/or procedures specific to individuals with:<br>• Visual disabilities:<br>• Hearing disabilities:<br>• Mobility disabilities:<br>• Learning disabilities: | NO |

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| I. Service Animals | Do you have any restrictions on **service animals** as pertaining to this particular program? | NO |
| J. Special Events | Does your department organize special events or do you help facilitate private events on public property? | NO |
| J. Special Events | If yes, please describe the type of event and what types of outside organizations are involved. | N/A |
| J. Transportation | Do you provide transportation to volunteers, beneficiaries, visitors, program users, etc. to and from this program location? | NO |
| J. Transportation | If yes, briefly describe the procedures your department follows to make transportation accessible to persons with disabilities (visual, hearing, mobility, learning) | N/A |
| K. Training | Are all staff members who administer this program aware of the department's obligations and policies that enable people with disabilities to participate? | N/A |
| K. Training | Does your department offer or participate in training regarding the provision of reasonable modifications for people with disabilities as pertaining to this program? | N/A |

| Category | Question | Program/Service/Activity 1: | Program/Service/Activity 2: |
|---|---|---|---|
| A. General | Department | City Clerk | City Clerk |
| A. General | Name of Program, Service or Activity ("Program") | Passport Services | Notary Services |
| A. General | Description of Program | Passport Acceptance Agency | Notary Services |
| A. General | Location of Program (Name of Facility and Address) | City Hall 505 S. Garey Ave. | City Hall 505 S. Garey Ave. |
| A. General | Do you know if physical barriers exist at the Facility? If yes, what are they? | No | No |
| A. General | Does the program or service receive federal money or grants? | No | No |
| A. General | Have you taken any steps to remove physical barriers? | N/A | N/A |
| A. General | Name of Department Staff responsible for this program | Rosalia A. Butler, City Clerk | Rosalia A. Butler, City Clerk |
| A. General | Are there any recent or current complaints from employees, members of the public or other stakeholders regarding accessibility for individuals with disabilities at your site? (If so, please describe): | No | No |
| A. General | Are you aware of any community members or recipients of services with disabilities who utilize your site? | Yes | Yes |
| B. Notice | How do you advertise of the program offering? | City Website/Cable Channel/Pamphlets | No Advertising |
| B. Notice | How do you advertise of the program's special procedures used for individuals with disabilities? | N/A | N/A |
| C. Participation | Is the program offered exclusively to people with disabilities? | No | No |
| C. Participation | If the program is not offered directly to people with disabilities, does the program segregate people with disabilities, requiring them to participate at particular times or separate locations? | No | No |
| C. Participation | Are there any additional costs for someone who need accommodations to participate in the program? | No | No |
| D. Eligibility | List any formal or informal eligibility criteria for this program. | Must be a U.S. Citizen | No formal/informal criteria necessary |
| E. Communication and Printed Information | Does your department prepare audiovisual or televised presentations or website demonstrations/webinars for the public or make audiovisual presentations to the public? If yes, is it captioned? | No we do not | No we do not |
| E. Communication and Printed Information | How do recipients access or request information about your programs, services or events (come to your office, call, email, other, etc.)? | Come to our office or call | Come to our office |
| E. Communication and Printed Information | Does your department provide documents on its website for downloading by the public? | No | No |
| E. Communication and Printed Information | Have you or the rest of the staff been trained in operating TTY/TDDs and in other means of communicating over the telephone with a person having a hearing or speech disability? | No | No |
| E. Communication and Printed Information | Do your publications, service announcements, and advertisements related to the program make known that they are also available in **alternative formats** upon request? | No | No |

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| E. Communication and Printed Information | How do you make documents and publications available to individuals with visual disabilities? (Check all that apply):<br>___ Audiotape<br>___ Large print<br>___ Braille<br>___ Computer disk<br>___ Some other media.<br>If so, please list them: | No | No |
| F. Policies | What policies, procedures and/or practices govern this program? Please list and provide. | U.S. Department of State | Secretary of State |
| F. Policies | Are there policies, or procedures that are common knowledge that are not included in written or documented procedures? Please provide all. | No | No |
| F. Policies | Is there a process for determining whether a specific modification to include a person with disabilities would:<br>a. Fundamentally alter the nature of the program?<br>b. Cause **undue burden** of the program you offer?<br>c. Cause a direct threat to the participant or others? | No | No |
| F. Policies | Do these policies and procedures limit of exclude participation of those with disabilities? | No | No |
| G. Contractors | Do you use contractors to conduct the program on behalf of your department? | No | No |
| G. Contractors | If yes, are contractors aware of their obligations to facilitate participation of individuals with disabilities in programs operated on behalf of your department? | N/A | N/A |
| H. Emergency | Are there emergency evacuation plans posted at the facility at which this program is offered? | Yes | Yes |
| H. Emergency | Do the emergency evacuation plans include procedures for individuals with disabilities? Stairway evacuation procedures (i.e. Stryker provided in the event of a power outage, or fire?) | No | No |
| H. Emergency | Have staff members in your department who provide emergency services to the public had training in emergency evacuation including communicating in emergency situations with people who have hearing or speech impairments (e.g. American Sign Language (ASL), etc.) or communication in dealing with people with Autism? | No | No |
| H. Emergency | Are all emergency response services in your department equipped with TDD or other equally effective service accessible to persons who are deaf, hearing and/or speech impaired? | No | No |
| H. Emergency | Are there equipment and/or policies available to notify individuals with disabilities of emergencies and evacuation procedure briefly describe the equipment and/or procedures specific to individuals with:<br>• Visual disabilities:<br>• Hearing disabilities:<br>• Mobility disabilities:<br>• Learning disabilities: | No | No |
| I. Service Animals | Do you have any restrictions on **service animals** as pertaining to this particular program? | No | No |

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|---|---|---|---|
| J. Special Events | Does your department organize special events or do you help facilitate private events on public property? | No | No |
| J. Special Events | If yes, please describe the type of event and what types of outside organizations are involved. | N/A | N/A |
| J. Transportation | Do you provide transportation to volunteers, beneficiaries, visitors, program users, etc. to and from this program location? | No | No |
| J. Transportation | If yes, briefly describe the procedures your department follows to make transportation accessible to persons with disabilities (visual, hearing, mobility, learning) | N/A | N/A |
| K. Training | Are all staff members who administer this program aware of the department's obligations and policies that enable people with disabilities to participate? | Yes | Yes |
| K. Training | Does your department offer or participate in training regarding the provision of reasonable modifications for people with disabilities as pertaining to this program? | No | No |

| Category | Question | Program/Service/Activity 1: |
|---|---|---|
| A. General | Department | Library |
| A. General | Name of Program, Service or Activity ("Program") | |
| A. General | Description of Program | |
| A. General | Location of Program (Name of Facility and Address) | 625 S. Garey Avenue |
| A. General | Do you know if physical barriers exist at the Facility? If yes, what are they? | No |
| A. General | Does the program or service receive federal money or grants? | No |
| A. General | Have you taken any steps to remove physical barriers? | NA |
| A. General | Name of Department Staff responsible for this program | Mark Gluba |
| A. General | Are there any recent or current complaints from employees, members of the public or other stakeholders regarding accessibility for individuals with disabilities at your site? (If so, please describe): | No |
| A. General | Are you aware of any community members or recipients of services with disabilities who utilize your site? | Yes |
| B. Notice | How do you advertise of the program offering? | |
| B. Notice | How do you advertise of the program's special procedures used for individuals with disabilities? | |
| C. Participation | Is the program offered exclusively to people with disabilities? | No |
| C. Participation | If the program is not offered directly to people with disabilities, does the program segregate people with disabilities, requiring them to participate at particular times or separate locations? | No |
| C. Participation | Are there any additional costs for someone who need accommodations to participate in the program? | No |
| D. Eligibility | List any formal or informal eligibility criteria for this program. | |
| E. Communication and Printed Information | Does your department prepare audiovisual or televised presentations or website demonstrations/webinars for the public or make audiovisual presentations to the public? If yes, is it captioned? | No |
| E. Communication and Printed Information | How do recipients access or request information about your programs, services or events (come to your office, call, email, other, etc.)? | Email/Phone |
| E. Communication and Printed Information | Does your department provide documents on its website for downloading by the public? | Yes |
| E. Communication and Printed Information | Have you or the rest of the staff been trained in operating TTY/TDDs and in other means of communicating over the telephone with a person having a hearing or speech disability? | Yes |
| E. Communication and Printed Information | Do your publications, service announcements, and advertisements related to the program make known that they are also available in **alternative formats** upon request? | No |

| | | |
|---|---|---|
| E. Communication and Printed Information | How do you make documents and publications available to individuals with visual disabilities? (Check all that apply):<br>___ Audiotape<br>__X_ Large print<br>___ Braille<br>___ Computer disk<br>___ Some other media.<br>If so, please list them: | |
| F. Policies | What policies, procedures and/or practices govern this program? Please list and provide. | Library Rules of Behavior |
| F. Policies | Are there policies, or procedures that are common knowledge that are not included in written or documented procedures? Please provide all. | |
| F. Policies | Is there a process for determining whether a specific modification to include a person with disabilities would:<br>a. Fundamentally alter the nature of the program?<br>b. Cause **undue burden** of the program you offer?<br>c. Cause a direct threat to the participant or others? | No |
| F. Policies | Do these policies and procedures limit of exclude participation of those with disabilities? | No |
| G. Contractors | Do you use contractors to conduct the program on behalf of your department? | Yes |
| G. Contractors | If yes, are contractors aware of their obligations to facilitate participation of individuals with disabilities in programs operated on behalf of your department? | Yes |
| H. Emergency | Are there emergency evacuation plans posted at the facility at which this program is offered? | Yes |
| H. Emergency | Do the emergency evacuation plans include procedures for individuals with disabilities? Stairway evacuation procedures (i.e. Stryker provided in the event of a power outage, or fire?) | Yes |
| H. Emergency | Have staff members in your department who provide emergency services to the public had training in emergency evacuation including communicating in emergency situations with people who have hearing or speech impairments (e.g. American Sign Language (ASL), etc.) or communication in dealing with people with Autism? | |
| H. Emergency | Are all emergency response services in your department equipped with TDD or other equally effective service accessible to persons who are deaf, hearing and/or speech impaired? | No |
| H. Emergency | Are there equipment and/or policies available to notify individuals with disabilities of emergencies and evacuation procedure briefly describe the equipment and/or procedures specific to individuals with:<br>• Visual disabilities:<br>• Hearing disabilities:<br>• Mobility disabilities:<br>• Learning disabilities: | |
| I. Service Animals | Do you have any restrictions on **service animals** as pertaining to this particular program? | Yes |

| | | |
|---|---|---|
| J. Special Events | Does your department organize special events or do you help facilitate private events on public property? | No |
| J. Special Events | If yes, please describe the type of event and what types of outside organizations are involved. | |
| J. Transportation | Do you provide transportation to volunteers, beneficiaries, visitors, program users, etc. to and from this program location? | No |
| J. Transportation | If yes, briefly describe the procedures your department follows to make transportation accessible to persons with disabilities (visual, hearing, mobility, learning) | |
| K. Training | Are all staff members who administer this program aware of the department's obligations and policies that enable people with disabilities to participate? | Yes |
| K. Training | Does your department offer or participate in training regarding the provision of reasonable modifications for people with disabilities as pertaining to this program? | No |

| Category | Question | Program/Service/Activity 1: |
|---|---|---|
| A. General | Department | Neighborhood Services |
| A. General | Name of Program, Service or Activity ("Program") | Community Services/Housing Authority/Housing Services |
| A. General | Description of Program | Distribution of federal/state/ local funds through grants; providing programming to youth, families and seniors. |
| A. General | Location of Program (Name of Facility and Address) | City Hall, community centers, senior centers |
| A. General | Do you know if physical barriers exist at the Facility? If yes, what are they? | All buildings are ADA accessible |
| A. General | Does the program or service receive federal money or grants? | Yes |
| A. General | Have you taken any steps to remove physical barriers? | Yes |
| A. General | Name of Department Staff responsible for this program | Neighborhood Services |
| A. General | Are there any recent or current complaints from employees, members of the public or other stakeholders regarding accessibility for individuals with disabilities at your site? (If so, please describe): | No |
| A. General | Are you aware of any community members or recipients of services with disabilities who utilize your site? | Yes |
| B. Notice | How do you advertise of the program offering? | website, newsletter, social media |
| B. Notice | How do you advertise of the program's special procedures used for individuals with disabilities? | website, newsletter |
| C. Participation | Is the program offered exclusively to people with disabilities? | We have some programs offered specifically to persons with disabilities |
| C. Participation | If the program is not offered directly to people with disabilities, does the program segregate people with disabilities, requiring them to participate at particular times or separate locations? | no |
| C. Participation | Are there any additional costs for someone who need accommodations to participate in the program? | no |
| D. Eligibility | List any formal or informal eligibility criteria for this program. | We have several programs that have different criteria |
| E. Communication and Printed Information | Does your department prepare audiovisual or televised presentations or website demonstrations/webinars for the public or make audiovisual presentations to the public? If yes, is it captioned? | Yes, but they are not captioned |
| E. Communication and Printed Information | How do recipients access or request information about your programs, services or events (come to your office, call, email, other, etc.)? | website, mail, call, newsletter, social media, office visits, site visits |
| E. Communication and Printed Information | Does your department provide documents on its website for downloading by the public? | yes |
| E. Communication and Printed Information | Have you or the rest of the staff been trained in operating TTY/TDDs and in other means of communicating over the telephone with a person having a hearing or speech disability? | no |

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|---|---|---|
| E. Communication and Printed Information | Do your publications, service announcements, and advertisements related to the program make known that they are also available in **alternative formats** upon request? | not that I am aware of |
| E. Communication and Printed Information | How do you make documents and publications available to individuals with visual disabilities? (Check all that apply):<br>___ Audiotape<br>___ Large print<br>___ Braille<br>___ Computer disk<br>___ Some other media.<br>If so, please list them: | We could provide computer disk if requested |
| F. Policies | What policies, procedures and/or practices govern this program? Please list and provide. | Federal, state and local policies govern |
| F. Policies | Are there policies, or procedures that are common knowledge that are not included in written or documented procedures? Please provide all. | not that I am aware of |
| F. Policies | Is there a process for determining whether a specific modification to include a person with disabilities would:<br>a. Fundamentally alter the nature of the program?<br>b. Cause **undue burden** of the program you offer?<br>c. Cause a direct threat to the participant or others? | Yes |
| F. Policies | Do these policies and procedures limit of exclude participation of those with disabilities? | no |
| G. Contractors | Do you use contractors to conduct the program on behalf of your department? | yes, sometimes |
| G. Contractors | If yes, are contractors aware of their obligations to facilitate participation of individuals with disabilities in programs operated on behalf of your department? | yes |
| H. Emergency | Are there emergency evacuation plans posted at the facility at which this program is offered? | yes |
| H. Emergency | Do the emergency evacuation plans include procedures for individuals with disabilities? Stairway evacuation procedures (i.e. Stryker provided in the event of a power outage, or fire?) | yes |
| H. Emergency | Have staff members in your department who provide emergency services to the public had training in emergency evacuation including communicating in emergency situations with people who have hearing or speech impairments (e.g. American Sign Language (ASL), etc.) or communication in dealing with people with Autism? | no |
| H. Emergency | Are all emergency response services in your department equipped with TDD or other equally effective service accessible to persons who are deaf, hearing and/or speech impaired? | not that I am aware of |
| H. Emergency | Are there equipment and/or policies available to notify individuals with disabilities of emergencies and evacuation procedure briefly describe the equipment and/or procedures specific to individuals with:<br>• Visual disabilities:<br>• Hearing disabilities:<br>• Mobility disabilities:<br>• Learning disabilities: | in some buildings |

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| I. Service Animals | Do you have any restrictions on **service animals** as pertaining to this particular program? | No |
| J. Special Events | Does your department organize special events or do you help facilitate private events on public property? | Yes |
| J. Special Events | If yes, please describe the type of event and what types of outside organizations are involved. | Meetings, trainings - nonprofits, community organizations, other local government |
| J. Transportation | Do you provide transportation to volunteers, beneficiaries, visitors, program users, etc. to and from this program location? | No |
| J. Transportation | If yes, briefly describe the procedures your department follows to make transportation accessible to persons with disabilities (visual, hearing, mobility, learning) | |
| K. Training | Are all staff members who administer this program aware of the department's obligations and policies that enable people with disabilities to participate? | Yes |
| K. Training | Does your department offer or participate in training regarding the provision of reasonable modifications for people with disabilities as pertaining to this program? | Yes |

| No. | Category | Question | Answer |
|---|---|---|---|
| 1 | Police Department | Has the US Department of Justice Role Call training videos been utilized to orient sworn officers to the appropriate interaction with persons with disabilities in law enforcement situations? | No |
| 2 | Police Department | Are sign language interpreters available to support officers in public interactions? | No |
| 3 | Police Department | Has the City's first responders been trained regarding disability civil rights laws? | Yes |
| 4 | Police Department | When arrests are made, how are service animals (and emotional support animals) dealt with? | Humane Society Handles |
| 5 | Police Department | Have officers been trained regarding the best techniques for communication with persons with disabilities and officer safety? Sensory impairment, Autism, etc. | Yes |
| 6 | TTY Compatible Equipment | Do you have a TTY or TTY-compatible equipment at every emergency communication services call-taking position? | Yes |
| 7 | TTY Compatible Equipment | Do you have procedures for maintaining TTYs and TTY-compatible equipment that are as effective as the maintenance procedures for voice telephone equipment? | Yes |
| 8 | TTY Compatible Equipment | If you have a plan for back-up equipment in case of equipment malfunctions, or power failure, does that plan cover TTY calls and equipment? | Yes |
| 9 | Equal Access for TTY Users | Is the response time and quality of the telephone emergency services provided for TTY users equal to the response time and quality of the services provided to others? | Yes |
| 10 | Equal Access for TTY Users | Are the hours of operation of the telephone emergency services for TTY users equal to the hours of operation of the services provided to others? | Yes |
| 11 | Equal Access for TTY Users | If the telephone emergency services provide additional features (such as number identification, automatic location identification, automatic call distribution), are the features provided to TTY users equal to the features provided to others, whenever feasible? | Yes |
| 12 | Equal Access for TTY Users | Do call takers response to each silent, open line call by querying the line with a TTY? | No |
| 13 | Equal Access for TTY Users | Can all call takers easily switch back and forth between TTY mode and voice mode during a call? | Yes |
| 14 | TTY Training | Is TTY training mandatory for all emergency communications services personnel who may have contact with individuals from the public who have hearing or speech disabilities? | Yes |
| 15 | TTY Training | Do emergency telephone services require or offer refresher training for TTYs at least as often as they require or offer training for voice calls, or at least every six months? | No |

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| 16 | TTY Equipment Testing | Do you test your telephone emergency services to ensure direct, equal access for people using TTYs? | **Yes** |

useful link regarding TTY https://www.ada.gov/911ta.htm

| Category | Question | Program/Service/Activity 1: | Program/Service/Activity 2: |
|---|---|---|---|
| A. General | Department | PUBLIC WORKS | PUBLIC WORKS |
| A. General | Name of Program, Service or Activity ("Program") | ENGINEERING | PUBLIC SERVICES/PARKS & FACILITIES/FLEET |
| A. General | Description of Program | DESIGN & CONSTRUCTION OF CIP PROJECTS, DEVELOPMENT PROJECT REVIEW, TRAFFIC & LIGHTING | MAINTAIN STREETS & SIDEWALKS, PARKS & FACILITIES, CITY VEHICLE MAINTENANCE |
| A. General | Location of Program (Name of Facility and Address) | 505 S GAREY AVE | 636 W MONTEREY AVE |
| A. General | Do you know if physical barriers exist at the Facility? If yes, what are they? | NO | NO |
| A. General | Does the program or service receive federal money or grants? | YES, ATP, STPL-L, CDBG | NO |
| A. General | Have you taken any steps to remove physical barriers? | YES THROUGH CIP PROJECTS | N/A |
| A. General | Name of Department Staff responsible for this program | RENE GUERRERO, PW DIRECTOR | RENE GUERRERO, PW DIRECTOR |
| A. General | Are there any recent or current complaints from employees, members of the public or other stakeholders regarding accessibility for individuals with disabilities at your site? (If so, please describe): | RECENT LITIGATION | NONE |
| A. General | Are you aware of any community members or recipients of services with disabilities who utilize your site? | RESIDENTS, CONSULTANTS, CONTRACTORS UTILIZE CITY HALL FOR CITY BUSINESS | RESIDENTS |
| B. Notice | How do you advertise of the program offering? | CITY WEBSITE, FOR CIP NEWSPAPER | CITY WEBSITE, FOR CIP NEWSPAPER |
| B. Notice | How do you advertise of the program's special procedures used for individuals with disabilities? | ADA REQUESTS FOR CURB RAMPS S/W ARE EITHER REQUESTED THROUGH COUNTER, ONLINE (ACCESS E-POMONA) OR THROUGH PHONE (REQUEST FORM ALSO AVAILABLE ONLINE) | N/A |
| C. Participation | Is the program offered exclusively to people with disabilities? | NO | NO |
| C. Participation | If the program is not offered directly to people with disabilities, does the program segregate people with disabilities, requiring them to participate at particular times or separate locations? | NO | NO |
| C. Participation | Are there any additional costs for someone who need accommodations to participate in the program? | NO | NO |
| D. Eligibility | List any formal or informal eligibility criteria for this program. | NO | NO |
| E. Communication and Printed Information | Does your department prepare audiovisual or televised presentations or website demonstrations/webinars for the public or make audiovisual presentations to the public? If yes, is it captioned? | NO | NO |
| E. Communication and Printed Information | How do recipients access or request information about your programs, services or events (come to your office, call, email, other, etc.)? | COUNTER, CITY WEBSITE, PHONE, EMAIL OR MEETINGS | COUNTER, CITY WEBSITE, PHONE, EMAIL OR MEETINGS |
| E. Communication and Printed Information | Does your department provide documents on its website for downloading by the public? | YES | YES |

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| E. Communication and Printed Information | Have you or the rest of the staff been trained in operating TTY/TDDs and in other means of communicating over the telephone with a person having a hearing or speech disability? | NO | NO |
| E. Communication and Printed Information | Do your publications, service announcements, and advertisements related to the program make known that they are also available in **alternative formats** upon request? | NO | NO |
| E. Communication and Printed Information | How do you make documents and publications available to individuals with visual disabilities? (Check all that apply):<br>___ Audiotape<br>___ Large print<br>___ Braille<br>___ Computer disk<br>___ Some other media.<br>If so, please list them: | AUDIO- COUNCIL MTGS ONLY | N/A |
| F. Policies | What policies, procedures and/or practices govern this program? Please list and provide. | CAPITAL IMPROVEMENT PROGRAM, PUBLIC CONTRACTS CODE, POMONA MUNICPAL CODE, GREENBOOK | CAPITAL IMPROVEMENT PROGRAM, PUBLIC CONTRACTS CODE, POMONA MUNICPAL CODE, GREENBOOK |
| F. Policies | Are there policies, or procedures that are common knowledge that are not included in written or documented procedures? Please provide all. | N/A | N/A |
| F. Policies | Is there a process for determining whether a specific modification to include a person with disabilities would:<br>a. Fundamentally alter the nature of the program?<br>b. Cause **undue burden** of the program you offer?<br>c. Cause a direct threat to the participant or others? | NO | NO |
| F. Policies | Do these policies and procedures limit of exclude participation of those with disabilities? | NOT SURE | N/A |
| G. Contractors | Do you use contractors to conduct the program on behalf of your department? | YES, FOR CONSTRUCTION MANAGEMENT AND INSPECTIONS (AS NEEDED) | YES, FOR MAINTENANCE |
| G. Contractors | If yes, are contractors aware of their obligations to facilitate participation of individuals with disabilities in programs operated on behalf of your department? | NOT SURE | NOT SURE |
| H. Emergency | Are there emergency evacuation plans posted at the facility at which this program is offered? | NO | NO |
| H. Emergency | Do the emergency evacuation plans include procedures for individuals with disabilities? Stairway evacuation procedures (i.e. Stryker provided in the event of a power outage, or fire?) | N/A | N/A |
| H. Emergency | Have staff members in your department who provide emergency services to the public had training in emergency evacuation including communicating in emergency situations with people who have hearing or speech impairments (e.g. American Sign Language (ASL), etc.) or communication in dealing with people with Autism? | NO | NO |
| H. Emergency | Are all emergency response services in your department equipped with TDD or other equally effective service accessible to persons who are deaf, hearing and/or speech impaired? | NO | NO |

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| H. Emergency | Are there equipment and/or policies available to notify individuals with disabilities of emergencies and evacuation procedure briefly describe the equipment and/or procedures specific to individuals with:<br>• Visual disabilities:<br>• Hearing disabilities:<br>• Mobility disabilities:<br>• Learning disabilities: | NO | NO |
| I. Service Animals | Do you have any restrictions on **service animals** as pertaining to this particular program? | NO | NO |
| J. Special Events | Does your department organize special events or do you help facilitate private events on public property? | YES | YES |
| J. Special Events | If yes, please describe the type of event and what types of outside organizations are involved. | COMMUNITY MEETINGS ON CITY PROPERTY | Special Events, Concerts on City property |
| J. Transportation | Do you provide transportation to volunteers, beneficiaries, visitors, program users, etc. to and from this program location? | NO | NO |
| J. Transportation | If yes, briefly describe the procedures your department follows to make transportation accessible to persons with disabilities (visual, hearing, mobility, learning) | | |
| K. Training | Are all staff members who administer this program aware of the department's obligations and policies that enable people with disabilities to participate? | NO | NO |
| K. Training | Does your department offer or participate in training regarding the provision of reasonable modifications for people with disabilities as pertaining to this program? | NO | NO |

| No. | Category | Question | Answer |
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| 1 | Policies and Procedures regarding Web Accessibility | Does your agency create and maintain its own web pages? | Currently yes, an RFP is being released to have the website hosted and maintained off site. |
| 2 | Policies and Procedures regarding Web Accessibility | Has your agency established web accessibility guidelines to ensure that your web pages- Internet and Intranet - are accessible to people with disabilities? | Not currently |
| 3 | Policies and Procedures regarding Web Accessibility | Do you have procedures in place to ensure that your accessibility guidelines are followed by people with have responsibility for the content of your web site? | requirement when the project is awarded |
| 4 | Policies and Procedures regarding Web Accessibility | If you have established web accessibility guidelines, please indicate which programs are addressed by those requirements. | requirement when the project is awarded |
| 5 | Policies and Procedures regarding Web Accessibility | Does your agency have a policy requiring that prior to posting, web pages are tested using text-only browsers - such as the public domain "Lynx" browser- commonly used by people with disabilities? | requirement when the project is awarded |
| 6 | Policies and Procedures regarding Web Accessibility | Does your agency provide clear and detailed information or options for improving the accessibility of your web sites for people with disabilities? | requirement when the project is awarded |
| 7 | Policies and Procedures regarding Web Accessibility | Has your agency designated and advertised an email address to allow people with disabilities to inform you of accessibility problems encountered on your website? | requirement when the project is awarded |

| Category | Question | Program/Service/Activity 1: |
|---|---|---|
| A. General | Department | Water/Sewer |
| A. General | Name of Program, Service or Activity ("Program") | Water Resources Department |
| A. General | Description of Program | Water, sewer, and flood control services |
| A. General | Location of Program (Name of Facility and Address) | 148 N. Huntington Street |
| A. General | Do you know if physical barriers exist at the Facility? If yes, what are they? | Yes. The facility was constructed decades ago with no thought of ADA considerations. That being said, steps exist as well as narrow halls and doors that are difficult to open, |
| A. General | Does the program or service receive federal money or grants? | No |
| A. General | Have you taken any steps to remove physical barriers? | Yes. The WRD is planning to construct a new building complex. This new complex will include all the ADA amenities and appurtenances required. |
| A. General | Name of Department Staff responsible for this program | Darron Poulson |
| A. General | Are there any recent or current complaints from employees, members of the public or other stakeholders regarding accessibility for individuals with disabilities at your site? (If so, please describe): | No |
| A. General | Are you aware of any community members or recipients of services with disabilities who utilize your site? | no |
| B. Notice | How do you advertise of the program offering? | No programs involving the public visiting the facility are advertised. |
| B. Notice | How do you advertise of the program's special procedures used for individuals with disabilities? | NA |
| C. Participation | Is the program offered exclusively to people with disabilities? | NA |
| C. Participation | If the program is not offered directly to people with disabilities, does the program segregate people with disabilities, requiring them to participate at particular times or separate locations? | NA |
| C. Participation | Are there any additional costs for someone who need accommodations to participate in the program? | NA |
| D. Eligibility | List any formal or informal eligibility criteria for this program. | None |
| E. Communication and Printed Information | Does your department prepare audiovisual or televised presentations or website demonstrations/webinars for the public or make audiovisual presentations to the public? If yes, is it captioned? | Yes and no. The department has made videos which were not captioned. |
| E. Communication and Printed Information | How do recipients access or request information about your programs, services or events (come to your office, call, email, other, etc.)? | Call, email, Web. |

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| E. Communication and Printed Information | Does your department provide documents on its website for downloading by the public? | Yes |
| E. Communication and Printed Information | Have you or the rest of the staff been trained in operating TTY/TDDs and in other means of communicating over the telephone with a person having a hearing or speech disability? | No |
| E. Communication and Printed Information | Do your publications, service announcements, and advertisements related to the program make known that they are also available in **alternative formats** upon request? | No |
| E. Communication and Printed Information | How do you make documents and publications available to individuals with visual disabilities? (Check all that apply):<br>___ Audiotape<br>___ Large print<br>___ Braille<br>___ Computer disk<br>___ Some other media.<br>If so, please list them: | NA |
| F. Policies | What policies, procedures and/or practices govern this program? Please list and provide. | No policies have been created. |
| F. Policies | Are there policies, or procedures that are common knowledge that are not included in written or documented procedures? Please provide all. | NA |
| F. Policies | Is there a process for determining whether a specific modification to include a person with disabilities would:<br>a. Fundamentally alter the nature of the program?<br>b. Cause **undue burden** of the program you offer?<br>c. Cause a direct threat to the participant or others? | No |
| F. Policies | Do these policies and procedures limit of exclude participation of those with disabilities? | None that we are aware of. |
| G. Contractors | Do you use contractors to conduct the program on behalf of your department? | Yes |
| G. Contractors | If yes, are contractors aware of their obligations to facilitate participation of individuals with disabilities in programs operated on behalf of your department? | No |
| H. Emergency | Are there emergency evacuation plans posted at the facility at which this program is offered? | No |
| H. Emergency | Do the emergency evacuation plans include procedures for individuals with disabilities? Stairway evacuation procedures (i.e. Stryker provided in the event of a power outage, or fire?) | NA |
| H. Emergency | Have staff members in your department who provide emergency services to the public had training in emergency evacuation including communicating in emergency situations with people who have hearing or speech impairments (e.g. American Sign Language (ASL), etc.) or communication in dealing with people with Autism? | No |
| H. Emergency | Are all emergency response services in your department equipped with TDD or other equally effective service accessible to persons who are deaf, hearing and/or speech impaired? | No |

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|---|---|---|
| H. Emergency | Are there equipment and/or policies available to notify individuals with disabilities of emergencies and evacuation procedure briefly describe the equipment and/or procedures specific to individuals with:<br>• Visual disabilities:<br>• Hearing disabilities:<br>• Mobility disabilities:<br>• Learning disabilities: | No |
| I. Service Animals | Do you have any restrictions on **service animals** as pertaining to this particular program? | NA |
| J. Special Events | Does your department organize special events or do you help facilitate private events on public property? | None at this facility. |
| J. Special Events | If yes, please describe the type of event and what types of outside organizations are involved. | NA |
| J. Transportation | Do you provide transportation to volunteers, beneficiaries, visitors, program users, etc. to and from this program location? | No |
| J. Transportation | If yes, briefly describe the procedures your department follows to make transportation accessible to persons with disabilities (visual, hearing, mobility, learning) | NA |
| K. Training | Are all staff members who administer this program aware of the department's obligations and policies that enable people with disabilities to participate? | No |
| K. Training | Does your department offer or participate in training regarding the provision of reasonable modifications for people with disabilities as pertaining to this program? | No |