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2016

# City of Fresno ADA Self-Evaluation Update



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*This document will be made available in alternative formats upon request. To request alternative formats contact the office of the ADA Coordinator at 559-621-8716.*

## **1.0 Executive Summary**

### **1.1 Introduction**

The Americans with Disabilities Act (ADA) is a comprehensive civil rights law that mandates equal opportunity for individuals with disabilities. The ADA prohibits discrimination in access to jobs, public accommodations, government services, public transportation, and telecommunications. The City of Fresno (City) has undertaken a comprehensive re-evaluation of its policies and programs to determine the extent to which individuals with disabilities may be restricted in their access to services and activities. The ADA states that a public entity must provide programs, activities and services in such a way as to avoid discrimination against people with disabilities.

The City conducted citywide Self-Evaluations of services, policies, and practices in 1994 and 2002. The City conducted a physical inventory of all curb returns which require the installation of a curb ramp in 2002 and again in 2007. The City conducted a physical inventory of sidewalks in 2004 and again in 2007. From 2006 to 2009 the City conducted a physical audit of multiple City facilities to identify physical barriers to access and identify necessary alterations in order to meet state and federal accessibility standards; the results of that physical audit are available within the ADA Facilities Transition Plan.

In the years since the last self-evaluation was conducted new programs have been created, existing programs/services have changed, services have been realigned to other departments, and personnel has changed, all of which can impact program accessibility. For this reason, the City is updating the citywide ADA Self-Evaluation.

This ADA Self-Evaluation Update is prepared in fulfillment of the requirements set forth in the ADA (28 C.F.R. § 35.105). The ADA states that a public entity must reasonably modify its policies, practices, or procedures to avoid discrimination against people with disabilities. This report will assist the City staff in identifying policy, program, and physical barriers to accessibility and in developing barrier removal solutions that will facilitate the opportunity of access to all individuals.

This report describes the process developed to update the Self-Evaluation of the City's activities and provides policy and program recommendations, along with action steps and timelines to ensure program accessibility. This document will guide the planning and implementation of necessary policy and program modifications over the next years and establishes a baseline from which the City can track compliance efforts. The ADA Self-Evaluation update is significant in that it reestablishes the City's commitment to the development and maintenance of policies, programs, and facilities that include all of its citizens.

## 1.2 Legislative Mandate

The preparation of a Self-Evaluation is a requirement of the federal regulations implementing Section 504 of the Rehabilitation Act (Section 504), which require that all organizations receiving federal funds make their programs available without discrimination toward people with disabilities. Section 504, which has become known as the “civil rights act” of persons with disabilities, states in part:

*No otherwise qualified individual with a disability in the United States shall, solely by reason of handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.*

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

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

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

Title II of the ADA stipulates that public entities must identify and evaluate all programs, activities, and services and review all policies, practices, and procedures that govern administration of the entity’s programs, activities, and services. The Self-Evaluation identifies and corrects those policies and practices that are inconsistent with the requirements of Title II of the ADA. As part of the Self-Evaluation, the City should:

- Identify all their programs, activities, and services; and
- Review all the policies, practices, and procedures.

The goals of the Self-Evaluation were to develop policy recommendations for the City and each of its departments, divisions, and sections and to foster ties between City staff and representatives of the disabilities community.

The process of making City facilities and programs accessible to all individuals will be an ongoing one and the City will continue to review accessibility issues such as resolution of

complaints and reasonable modifications. The City will also annually evaluate the success of improving access to programs by the practices and procedures developed during the self-evaluation process.

### **1.3 Discrimination and Accessibility**

There are two kinds of accessibility: physical accessibility and program accessibility. Physical accessibility requires that a facility be readily accessible to and usable by individuals with disabilities. To be “readily Accessible” a facility must be constructed in conformance with the ADA Accessibility Guidelines for Buildings and Facilities, or with the Uniform Federal Accessibility Standards.

Program access requires the City to operate its services, programs, and activities so that when viewed in their entirety the service, program, or activity is readily accessible and usable by individuals with disabilities. Programmatic accessibility entails all policies, practices, and procedures that permit people with disabilities to participate in programs and to access important information. Program accessibility requires that individuals with disabilities be provided an equally effective opportunity to participate in or benefit from a public entity’s programs and services. Program accessibility may be achieved by either structural or non-structural methods:

- altering an existing facility;
- Acquisition or redesign of equipment;
- Assignment of aides; and
- Providing services at alternative accessible sites.

When choosing a method of providing program access, the City will give priority to the one that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities. In compliance with the requirements of the ADA, the City provides equality of opportunity but does not guarantee equality of results. The City does not have to take any action that it can demonstrate would result in a fundamental alternation in the nature of a program or activity, would create a hazardous condition, or would represent an undue financial and administrative burden. See Section 2 for additional discussion on the determination of undue burden.

### **1.4 Notice under the Americans with Disabilities Act**

In accordance with 28 C.F.R. § 35.106, the City has made available to applicants, participants, beneficiaries, and other interested persons information regarding the provisions of the ADA and its applicability to the services, programs, and activities of the City.

ADA notices are provided to the public in a variety of ways, including posters, brochures, and other print means as well as in a video format with audio, sign language, and text.



The City's most up-to-date ADA Notice with current contact persons can be found at: <http://www.fresno.gov/Government/DisabilityAdvisoryCommission/Notice.htm>

### **1.5 ADA Grievance Procedure**

In accordance with 28 C.F.R. § 35.107 the City has adopted and published a grievance procedure providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by the U.S. Department of Justice regulations implementing Title II of the ADA. Title II states, in part, that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in programs, services or activities sponsored by a public entity.”

The City distributes the grievance procedure to all of its agencies, posts copies of it in conspicuous locations in each of its public buildings, and posts copies to its website in an accessible format. The City refreshes each posted copy, and updates the contact information contained on it, as necessary. Copies are also provided to any person upon request. The grievance procedure has also been made available in Spanish and Hmong.

The City's most up-to-date ADA Grievance Procedure with current contact persons can be found at:

<http://www.fresno.gov/Government/DisabilityAdvisoryCommission/ADAGrievance.htm>

The right of a person to prompt and equitable resolution of any complaint filed under this policy shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal or state agency.

These rules shall be construed to protect the substantive rights of the interest persons to provide timely notice of any impediment to access City programs, services or activities, and to assure that the City complies with the ADA.

### **1.6 Designated ADA Coordinator**

In accordance with 28 C.F.R. § 35.107 the City of Fresno, a public entity that employs 50 or more persons, has designated Shannon M. Mulhall to coordinate its Citywide efforts to comply with and carry out its responsibilities under the ADA.

In accordance with 49 CFR 27.11(c) and 27.13, the Airports Department has designated Beth McDonell to coordinate efforts to comply with and carry out its responsibilities under the ADA for Fresno Yosemite International Airport (FAT) and Fresno Chandler Airport (FCH).

### **1.7 Disability Advisory Commission**

The Disability Advisory Commission (DAC) is made up of seven community leaders appointed by the Mayor and approved by the City Council; five of the seven members must be persons with disabilities. The current Commission represents many years of professional work and personal experience with a range of disabilities. The DAC assisted the City in gaining perspective and plan acceptance for this Self-Evaluation Update, as well as assisting in setting priorities for future corrective action.

#### **Current Commission Members**

- Francis Reyes Acosta, Chair - Advocate for disability rights and board member for Resources for Independence, Central Valley;
- Tiffany A. Potter, Vice Chair - Founder and President of United Learning Foundation;
- Carlos Duarte - (ex officio member) ADA transportation specialist with Fresno Area Express;
- Ken Elvington - Staff Service Manager for the California Department of Rehabilitation;
- Heather Flores – Executive Director of Central Valley Regional Center;
- Dr. Jenelle Pitt - Professor at California State University, Fresno's nationally-recognized Rehabilitation Counseling Program;
- Mary Beth Randall - Board Member of the Guide Dog Users of California, member of the California Council of the Blind, and member of the American Council of the Blind; and
- Kyra Schlee – Advocate for disability rights and representative of the Deaf and Hard of Hearing community.

### **1.8 Related Plan Documents**

This report should be considered in conjunction with several other citywide or department specific evaluation efforts as listed below.

#### **Facilities Transition Plan**

On September 22, 2016, the City Council adopted the 2016 Facilities Transition Plan. From 2006 to 2009 the City conducted a physical audit of City facilities to identify facility barriers and identify recommendations and alterations in order to meet state and federal accessibility standards. In 2009, the Facilities Transition Plan was drafted, which identified physical barriers and set out a proposed schedule for addressing and removing those barriers. The City conducted public hearings, solicited public comments and provided the opportunity for interested persons, including the DAC, to participate in the development of this plan. In Fiscal Year 2015-2016, the Office of the ADA Coordinator updated the text and prioritization of the Draft Facilities Transition Plan. Public meetings to review the 2016 ADA Facilities Transition Plan were held on February 10, 2015 and March 10, 2015, during the DAC meeting. Public participation included persons with disabilities.

### **ADA Transition Plan for the Right of Way**

On February 25, 2016, the City Council adopted the 2016 Update to the ADA Transition Plan for the Right of Way (ROW). The ROW Transition plan incorporates retrofitting Curb Ramps, Sidewalks, and Accessible Pedestrian Signals and replaces the 2003 Amended Curb Ramp Transition Plan. The City conducted public hearings, solicited public comments and provided the opportunity for interested persons, including the City's Disability Advisory Commission, to participate in the development of this plan.

### **DARM Analysis of Impediments and Consolidated Plan**

On May 13, 2016, the City Council Adopted the Analysis of Impediments (AI) to fair housing choice. The AI is a review of impediments to fair housing choice in the public and private sector and involves the following:

- A comprehensive review of federal, state and local laws, regulations, and administrative policies, procedures, and practices;
- An assessment of how these laws affect the location, availability, and accessibility of housing;
- An evaluation of conditions, both public and private, affecting fair housing choice for all protected classes;
- An assessment of the availability of affordable, accessible housing in a range of unit sizes; and
- An analysis of whether or not the community has sufficient, accurate, and current information and data to understand and document all of its fair housing impediments.

The AI identifies impediments to fair housing and assists the City to identify actions to ameliorate the effects of the identified impediments. This document, in addition to the Consolidated Plan, functionally serves as an ADA Self-Evaluation and plan for barrier removals for housing policies and procedures. Records of the most recent AI and Consolidated Plan are maintained by the Development and Resource Management (DARM) department.

### **Department of Public Transportation Bus Stop Self-Evaluation**

In December 2015, the Department of Public Transportation initiated a contract to evaluate Fresno Area Express (FAX) services, policies, practices, and provide an inventory of physical barriers to program access. FAX provides public transportation services in the City and County of Fresno, which includes 16 fixed routes, approximately 1,700 bus stops, and paratransit services for persons with disabilities. A survey of each bus stop was performed and a transition plan developed listing each physical barrier with a schedule for barrier removal. Through the course of this assessment and self-evaluation, there were opportunities for people with disabilities to provide input on the plan. Records of the self-evaluation are maintained by FAX. This project is tentatively estimated to conclude in November 2016.

### **Information Technology Strategic Plan**

In December 2015, the City initiated a contract to develop a citywide five-year Information Technology (IT) Strategic Plan to guide the City in planning, procuring, implementing and managing current and future investments and resources. This strategic plan includes within the scope of work an evaluation of all technology for ADA compliance and Web Content Accessibility Guidelines 2.0 (WCAG 2.0) conformance and a remediation plan for deficiency with timelines and priorities. This will function as an evaluation for web-based service and programs. Records of the Strategic Plan are maintained by the Information Service Department. This project is tentatively estimated to conclude in June 2017.

### **Parks Master Plan**

The adoption of the General Plan set the stage for an update of the City's Parks Master Plan. It calls for an assessment of the existing parks and parkland, an action plan defining priorities for recreational facilities, and identifying opportunities for strategic partnerships and comprehensive financing. The goal of the Parks Master Plan Update is to provide the City with one concise document for parks and recreation planning that sets forth findings; design, construction and maintenance standards; management policies; and programming and recommendations to address current and future needs. The Parks Master Plan incorporates considerations for updating accessibility. This project is tentatively estimated to conclude and adopt a Vision Plan by December 2016 and the Master Plan by September 2017.

## 2.0 Definitions

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

### 2.1 Disability

The term disability means, with respect to an individual:

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

The definition of ‘disability’ shall be construed broadly in favor of expansive coverage, to the maximum extent permitted by the terms of the ADA.

### 2.2 Physical or Mental Impairment

Physical or mental impairment means:

- Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more body systems, such as: neurological, musculoskeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, immune, circulatory, hemic, lymphatic, skin, and endocrine; or
- Any mental or psychological disorder such as intellectual disability, organic brain syndrome, emotional or mental illness, and specific learning disability.
- Physical or mental impairment includes, but is not limited to, contagious and noncontagious diseases and conditions such as the following: orthopedic, visual, speech and hearing impairments, and cerebral palsy, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, intellectual disability, emotional illness, dyslexia and other specific learning disabilities, Attention Deficit Hyperactivity Disorder, Human Immunodeficiency Virus infection (whether symptomatic or asymptomatic), tuberculosis, drug addiction, and alcoholism.

The term “disability” does not include homosexuality, bisexuality, transvestism, transsexualism, pedophilia, exhibitionism, voyeurism, gender identity disorders not resulting from physical impairments, other sexual behavior disorders, Compulsive gambling, kleptomania, pyromania, or psychoactive substance use disorders resulting from current illegal use of drugs.

### 2.3 Major Life Activities

Major life activities include, but are not limited to:

- Caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, sitting, reaching, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, writing, communicating, interacting with others, and working; and
- The operation of a major bodily function, such as the functions of the immune system, special sense organs and skin, normal cell growth, and digestive, genitourinary, bowel, bladder, neurological, brain, respiratory, circulatory, cardiovascular, endocrine, hemic, lymphatic, musculoskeletal, and reproductive systems. The operation of a major bodily function includes the operation of an individual organ within a body system.

## **2.4 Substantial Limitations**

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

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

## **2.5 Having a Record of Impairment**

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

## **2.6 Regarded as Having a Disability**

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

## **2.7 Qualified Individual with a Disability**

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

## **2.8 Discrimination on the Basis of Disability**

Discrimination on the basis of disability means to:

- Limit, segregate, or classify a citizen in a way that may adversely affect opportunities or status because of the person's disability;

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

## 2.9 Complaint

A complaint is a claimed violation of the ADA.

## 2.10 Reasonable Program Modifications

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

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

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

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

Modification applies to:

- All decisions and to the application or registration process;



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

Modification is not required if:

- It changes the fundamental nature of a program or activity
- It creates a hazardous situation; or
- It poses an undue burden on the City.

## **2.11 Undue Burden**

The City is not required to provide an accommodation that imposes an undue burden on the operation of the City's business.

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

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

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

## **2.12 Auxiliary Aids and Services**

The term auxiliary aids and services include:

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



### **3.0 ADA Self-Evaluation Process**

This section details the ADA Self-Evaluation development process. Section 4 reports the findings of the assessment of the published policies and practices of the City. Section 5 reports the citywide and department specific findings, the action steps that were developed and projected completion dates.

#### **3.1 Program Accessibility Survey Questionnaire**

The self-evaluation of the City's services, programs, and activities required and involved the participation of every division and section of the City. A program accessibility questionnaire was distributed to designated department liaisons to complete for their programs, services, and activities (Appendix). The program accessibility survey included an inventory of all services and programs provided to the public, and the locations at which these were provided. The survey included a review of the following information:

- Summary of the program and its purpose, the specific activities that comprise the program, and the nature of any advertising or program material produced;
- Any program or admission eligibility requirements;
- An overview of participation in the program, including who participates and how participation is facilitated;
- The methods used by the department to provide accessibility;
- Any access complaints or requests for improving access to the program;
- A list of facilities, or portions of facilities, used for the program and the activity that takes place there;
- Program providers, including outside organizations;
- Transportation; and
- Communication, including audio-visual presentations and emergency evacuations.

#### **3.2 General Staff Survey**

A digital survey was made available for all staff to share their experiences and perceptions on the accessibility of the City. The survey consisted of four questions: What the City is doing well, areas of needed improvement, the respondent's department, and an option to provide contact information to discuss further. This survey was intentionally short to facilitate maximum participation and was designed to elicit open ended responses. There were 105 members of staff who responded to the survey, with the majority of the responses from the Police department. These results were incorporated into the assessment and findings for each department and citywide.

#### **3.3 Public Participation Process**

The public input period is from October 15, 2016, through January 15, 2017. On December 13, 2016 and January 13, 2017 people with disabilities and other interested community members are invited to attend a DAC meeting to provide input on the plan

and the self-evaluation proposed steps. Groups that represent or serve people with disabilities were contacted regarding the availability to provide comments. The following organizations were provided copies of the Draft document and encouraged to submit comments: Resources for Independence, Central Valley; Deaf and Hard of Hearing Service Center, Inc.; Central Valley Regional Center; Valley Center for the Blind; and Exceptional Parents Unlimited.

#### **4.0 Assessment of City Rules and Regulations**

During the 2003 Self-Evaluation the published policies and practices of the City were analyzed to determine whether services offered or language used is discriminatory to people with disabilities. With this updated self-evaluation the City's published Administrative Order (AO) Manual and Fresno Municipal Code (FMC) were analyzed to determine whether they had successfully been modified to reflect the recommendations of the 2003 Self-Evaluation.

The items within the AO Manual that were found in 2003 to require modification all related to the availability of auxiliary aids and the willingness of the City to make information available in alternative formats upon request. These policy items have been integrated into Administrative Order 8-18 Effective Communication with Individuals with Disabilities, which is tentatively scheduled for adoption.

The FMC recommended amendments related to accessibility for people with disabilities was adopted by Council on March 3, 2011 (Bill No. B-6, Ordinance No. 2011-6).

## **5.0 Policy and Program Accessibility Findings and Action Steps**

The Self-Evaluation process identified accessibility issues that have citywide impacts as well as those that are department or division specific. The citywide findings and action steps apply to all departments. Projected dates of completion for the action steps are also included with each item. The citywide action steps will be made part of each department's ADA implementation strategy and will be included in the annual ADA report.

### **5.1 Citywide Findings**

The following items apply to all departments.

#### **Citywide Practices That Facilitate the Participation of People with Disabilities**

- As a whole, departments and Staff is aware that the City has an ADA Coordinator, Notice, and Grievance Procedure as well as where to locate them.
- All new employees are trained on the basic requirements of the ADA and appropriate ways of serving people with disabilities.
- All City employees are trained on the Title II requirements of the ADA and appropriate ways of serving people with disabilities. Training is mandatory every three years in conjunction with anti-harassment training.
- Staff is generally aware of the need and willing to provide modifications and accommodations.
- The City allows the use of service animals in all facilities and staff is cognizant of the requirement to engage in limited inquiry about service animals.
- The City has developed an Effective Communication Policy (AO 8-18) which is tentatively scheduled for adoption.

#### **Citywide Action Steps**

Finding: Public notification regarding meetings, conferences, and other events inconsistently include information regarding accessible locations and the availability of auxiliary aids and services.

Action Step: The City will ensure that staff is aware that all public announcements and postings for its programs must include a statement regarding accessible locations and the availability of auxiliary aids upon request.

Target Completion: 1-2 years

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Finding: Public engagement documents are not consistently written in easy-to-understand language.

Action Step: The City will develop guidelines and identify training resources for creating public engagement documents that are written in easy-to-understand language.

Target Completion: 1-2 years

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Finding: The City provides mandatory ADA training to the staff. Gaps in staff knowledge that could be addressed with modifications to the training curriculum were identified.

Action Step: Existing ADA training materials will be modified to include additional information about communicating telephonically with people with hearing disabilities, requirements for online accessibility, and working with individuals with autism spectrum disorders.

Target Completion: 1-2 years

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Finding: The City produces numerous PDFs with varying levels of accessibility, from fully accessible to fully inaccessible.

Action Step: City staff members who prepare PDFs for posting on the City's website will receive training in creating accessible PDF files. Prior to being posted on the City's website, all PDF files will be reviewed for accessibility. When documents are not able to be made fully accessible they will include a statement regarding the availability of the documents in alternative formats upon request. Pre-existing non-compliant PDFs will be made accessible upon request.

Target Completion: 1-2 year

## 5.2 Citywide Website

The City continues to put increasing amounts of information on its website. Providing public access to City documents on-line is an effective means of reaching people with disabilities when provided in an accessible format. Section 508 of the Rehabilitation Act (Section 508), ADA, and WCAG 2.0 set forth the accessibility standards for electronic and information technology and functional performance criteria necessary for such technology to be accessible.

### Citywide Website Practices That Facilitate the Participation of People with Disabilities

- The City has acquired necessary software to create accessible PDF files and provides optional in-house training courses for staff on how to produce accessible documents for web posting.
- The City has adopted AO 8-16 *Accessibility of Information of the City Website*. The purpose of this AO is to promote the accessibility of information on the City's website for persons with disabilities by require that documents containing text posted on the City website in PDF will, to the greatest extent possible, be accessible PDFs or in another alternate accessible format. The Webmaster monitors content during the approval process and notifies staff if deficiencies in accessibility are found.
- The city solicits input from people with disabilities and provides a notice instructing visitors to the websites on how to request accessible information.
- The City contracts for a service that provides automated testing for accessibility, tools for assisting with remediation of accessibility issues, and training for staff.

### Website Action Steps

Finding: The existing website is not fully compliant with accessibility requirements. The website is undergoing a complete update which will replace the existing website.

Action Step: The webmaster will ensure that the new website complies with applicable regulations including Section 508, ADA, and WCAG 2.0 to the greatest extent possible.

Target Completion: 1-2 years

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Finding: The City posts numerous PDFs with varying levels of accessibility.

Action Step: City staff members who prepare PDFs for posting on the City's website will receive training in creating accessible PDF files. Prior to being posted on the City's website, all new PDF files will be reviewed for accessibility. Pre-existing non-compliant PDFs will be made accessible upon request.

Target Completion: 2-3 years

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Finding: The City does not have a designated Web Accessibility Coordinator.

Action Step: The City will designate the Webmaster as the Web Accessibility Coordinator who will be responsible for coordinating the City's web accessibility compliance. The Web Accessibility Coordinator shall be knowledgeable concerning the WCAG 2.0 and web accessibility generally and is available as a resource for Web Content Personnel.

Target Completion: 1 year

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Finding: The City has a limited policy related to accessibility of PDFs that are posted online, but does not include compliance with WCAG 2.0 for the web pages and online services.

Action Step: The City will adopt, implement, and post online a policy that its web pages and online services will comply with WCAG 2.0 AA, utilizing policy models from the Department of Justice.

Target Completion: 1-2 years

## 5.3 Airports

The Airports Department is responsible for operations at the Administration building, the Fresno Yosemite International (FYI) Terminal Building, and Fresno Chandler Executive Airport. Airports Administration and Public Safety are both housed in the Administration building. This serves the general public needing to visit public safety office in addition to pre-bid and preconstruction meetings that are routinely held.

### **Airports Practices That Facilitate the Participation of People with Disabilities**

- Has designated a department ADA Coordinator to ensure compliance with all relevant accessibility regulations.
- Has completed necessary facility improvements to remove barriers to access.
- Staff is aware of the need to provide program modifications for persons with disabilities and auxiliary aids as requested for public meetings.
- Airports periodically partners with community organizations to provide training for staff related to disability sensitivity and/or joint training with community organizations.
- Airport announcements are provided in multiple modalities (auditory & visual electronic signs) and simplified language.
- Airports Department utilizes the Ambassador Program during peak hours, which consists of contracted individuals who are available to assist with passenger questions and needs. These individuals are provided with training on how to respectfully engage with people with disabilities.
- Department is in the process of designing and installing accessible Electric Vehicle Charging stations for public use.

### **Airports Department Action Steps**

The following are action steps that are specific to Airports Department practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA.

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Findings: The Airports website is separate from the citywide website. The Airports website is undergoing a complete update, which will replace the existing website. This work is being conducted by a contractor.

Action Step: Prior to launch of website, staff and/or contractors will conduct automated accessibility tests to identify any accessibility barriers and enlist individuals with disabilities to test for ease of use and accessibility barriers. The airports will ensure that the website includes a notice instructing visitors to the websites on how to request accessible information.

Target Completion: 1 year

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Findings: Airports was an early implementer and provider of Service Animal Relief Area (SARA) for visitors. Recent Federal Aviation Administration (FAA) Draft Advisory Circular 150/5360-14A, Access to Airports by Individuals with Disabilities includes updated requirements for SARAs. The current SARA does not meet all of the updated requirements.

Action Step: Modify existing SARA to meets current regulatory requirements.

Target Completion: 1-2 years



## 5.4 City Attorney's Office (CAO)

The City Attorney's Office (CAO) provides legal services and advice to the Mayor, Council, City Manager and various departments within the City. The CAO enforces the City's Municipal Code through criminal, civil and administrative proceedings. The CAO has limited direct public programs and does not provide legal services to the public, however it directly affects the public on a citywide basis as the legal voice for every department.

### City Attorney Practices That Facilitate the Participation of People with Disabilities

- Staff is aware of the need to provide program modifications for persons with disabilities.
- Staff is trained as part of orientation and through staff meetings.
- Most legal documents can be made available in some alternative format such as large print, digital services, or audiotape. Due to the nature of the documents and federal and state rules the language cannot be altered.
- Interpreters, readers, and/or adaptive equipment are provided at meetings upon request, as are arrangements for participation by non-signing individuals with hearing disabilities.

### City Attorney's Office Action Steps

The following are action steps that are specific to CAO practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA.

---

Finding: Previous the City contract agreements and templates did not consistently include language regarding requirements for ADA Title II compliance. Currently the CAO is proactively updating standard contract agreements and templates with relevant language.

Action Step: Continue the process of updating standard contract agreements and templates with language regarding requirements for ADA Title II compliance.

Target Completion: 1 year

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Additional Action Step: As the primary legal contact for the City, the C will continue to stay apprised of accessibility legislation and the City's responsibilities to be in compliance with applicable laws. The Department of Justice and the Access Board have websites that can help facilitate keeping up-to-date on information: <http://www.ada.gov> and [www.accessboard.com](http://www.accessboard.com). In particular, the Department of Justice has a quarterly report on enforcing the ADA that can serve as a reference tool: <http://www.usdoj.gov/crt/ada/statrpt.htm>.

Completion date: On-going

## 5.5 City Clerk's Office

The City Clerk's Office coordinates and compiles the agendas for each council meeting. Agendas and legal notices are posted in accordance with the Brown Act. Minutes are prepared for the City Council meetings and certain Board meetings. The City Clerk's Office is responsible for managing the Council records and citywide records. Additionally the City Clerk's Office archives permanent records, maintains the records retention schedule, and dispose of records once they have met their retention.

### **City Clerk's Office Practices That Facilitate the Participation of People with Disabilities**

- Senior staff is aware of the need to provide program modifications for persons with disabilities.
- Standard language is used on weekly agendas advising those needed modifications to participate in Council meetings and whom to contact.
- Documents and publications are available on audiotape.
- Meetings are held in accessible locations, and interpreters or other adaptive equipment is provided upon request.
- Records that are available on Microfilm can be converted to PDF and made accessible upon request.
- Staff is aware of the need to provide online documents in accessible formats.
- The online agenda management system provides meeting agenda and minute information in multiple, equivalent digital formats.

### **City Clerk's Office Action Steps**

The following are action steps that are specific to City Clerk's Office practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA.

---

Finding: The City Clerk's Office is actively transitioning to a document management system that offers an online public portal. The vendor has indicated the document management system is accessible and compatible with assistive technology.

Action Step: City Clerk's office will continue to transition documents to the document management system and make efforts to ensure that publicly available documents are accessible.

Target Completion: 3-4 years

---

Finding: Council meetings that are archived online within the agenda management system are not captioned. The agenda management system offers captioning as an add-on contract service.

Action Step: The City Clerk's Office will request additional funding in the annual budget to facilitate the amendment of the agenda management service contract to include captioning of recorded council videos. This item has a potential fiscal impact of \$18,000 - \$25,000 per year.<sup>1</sup>

Target Completion: 1-2 years

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<sup>1</sup> The agenda management company currently charges \$150 per hour and an average council meeting is about 4-5 hours long. The City holds approximately 30 meetings a year.

## 5.6 Development and Resource Management (DARM)

The Development and Resources Management Department (DARM), formerly the Planning and Development Department, is the focus of both public and private property development throughout the City and the sustainable management of its land and water resources and public infrastructure. Programs and activities include downtown and neighborhood revitalization, long range land use planning, new development entitlements, building permits, building plan check, inspection services, code enforcement, parking services, and efficiency programs for residential and commercial properties. Divisions within the Department work directly with the public in-person at the counter, over the telephone, and on the job site.

### **DARM Practices That Facilitate the Participation of People with Disabilities**

- Staff is aware of the need to provide program modifications for persons with disabilities.
- Interpreters, and/or assistive listening devices or other means are provided upon request to ensure that individuals with hearing disabilities can participate effectively in meetings, conferences, and hearings.
- Staff provides use of readers to make documents and publications available to individuals with visual or cognitive disabilities (Housing Division).
- Department regularly seeks out input on projects from people with disabilities.
- Department employs a sufficient number of, and in all cases at least one Certified Access Specialist (CAsp) to meet the public's need for experienced, trained, and tested individuals who can inspect buildings and sites for compliance with applicable state and federal construction-related accessibility standards.

### **DARM Action Steps**

The following are action steps that are specific to DARM practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA.

---

Finding: Public notification regarding meetings, conferences, and other events inconsistently include information regarding accessible locations and the availability of auxiliary aids.

Action Step: DARM will ensure that staff is aware that all public announcements and postings for its programs must include a statement regarding accessible locations and the availability of auxiliary aids upon request. Paid legal notices will include a simplified statement such as "for information and accommodations contact [contact person]."

Target Completion: 1-2 years

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Finding: Pamphlets, documents, and fliers for the Sustainability program inconsistently include accommodation statements or the availability of alternative formats.

Action step: Documents developed in house for the Sustainability program to be reviewed and updated to include accommodation statements

Target Completion: 1-2 years

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Finding: Public Engagement and Long Range Planning documents are not consistently written in easy-to-understand language.

Action Step: The City will develop guidelines and identify training resources for creating public engagement documents that are written in easy-to-understand language. DARM will utilize this guide for public engagement and long range planning documents.

Target Completion: 1-2 years

---

Finding: DARM produces numerous PDFs with varying levels of accessibility, from fully accessible to fully inaccessible.

Action Step: City staff members who prepare PDFs for posting on the City's website will receive training in creating accessible PDF files. Prior to being posted on the City's website, all PDF files will be reviewed for accessibility (Administration, all divisions)

Target Completion: 1-2 year

---

Finding: Long Range Planning works with various consultants for the development of planning documents. Consultants provide documents with varying levels of accessibility, from fully accessible to fully inaccessible.

Action Step: Scope of work for consultants will include a requirement to provide fully accessible documents.

Target Completion: 1-2 years

---

Finding: Administrative records staff have varying levels of understanding on how to recognize requests for accommodations and how to provide documents in alternative formats.

Action Step: Administration division will develop Train-the-Trainer materials/checklists for the Records Supervisor to utilize for training new staff on documents/records accommodations

Target Completion: 1-2 years

---

Finding: There is not an easy-to-identify accessible path for program applicants to locate the Housing division nor an accessible location for meeting with participants.

Action Step: Housing Division to be reconfigured to be accessible and to provide permanent signage to make it easier to locate the division.

Target Completion: 1 year

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Additional Action steps: Housing division program applications and/or forms that are developed by the City to be reviewed and updated to ensure that they are accessible for web posting.

Target Completion: 2-3 years

Additional Action steps: Policies and Procedures for Housing programs to be reviewed by representatives from the DAC.

Target Completion: 1-2 years

## 5.7 Finance

The Finance Department provides a wide range of support services to other City departments. These include accounting and financial reporting, budgeting, payroll, billing and accounts receivable, accounts payable, cash management and investing, business licenses, cashiering, purchasing coordination, management of the Disadvantaged Business Enterprise Program (DBE) and central printing. Overall responsibility for management of the City's finances rests with the Finance Director/Controller who also serves as the City Treasurer, a position appointed by the City Council.

### Finance Practices That Facilitate the Participation of People with Disabilities

- Staff is aware of the need to provide program modifications for persons with disabilities.
- Nondiscrimination language and information for how to request accommodations or other auxiliary aids are included in public bid documents.
- Finance offers, but does not require, dog licensing for service animals at no cost.
- Staff is aware of the need for PDF accessibility and actively seeks out additional training.

### Finance Action Steps

The following are action steps that are specific to Finance practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA.

---

Finding: Finance frequently produces large volume public documents in PDF format for online posting that are not fully accessible

Action step: New large volume PDF documents will be made accessible to the greatest extent possible. When documents are not able to be made fully accessible they will include a statement regarding the availability of the documents in alternative formats upon request. Pre-existing non-compliant PDFs will be made accessible upon request.

Target Completion: 1-2 years

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Finding: Finance utilizes online PDF forms with varying levels of accessibility.

Action Step: Forms that are available in PDF format will be updated and created into accessible formats.

Target Completion: 4-5 years

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Finding: The Master Fee Schedule is not in a format that is easy to use by the public.

Action Item: Master Fee Schedule to be review and reformatted as necessary to increase accessibility and usability.

Target Completion: 2-3 years

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Findings: Finance and Purchasing play a role with regards to acquisition of digital/online contracted services that are accessed by the public.

Action Item: Finance will provide support to ISD in ensuring that contracted digital and online services are brought into compliance with Section 508, ADA, and WCAG 2.0 requirements. Items include dialog with contractors, ensuring that accessibility testing occurs prior to contract renewal, and that new and renewed contracts include language regarding ADA, Section 508, and WCAG 2.0 requirements.

Target Completion: 3-5 years



## 5.8 Fire

The Fire Department provides responsive fire and emergency services including fire prevention, fire suppression, emergency medical services, and all risk mitigation and community-based fire services. Services are delivered through the five divisions within the department: Operations and Technical Services Command, Community Risk Reduction and Support Services Command, Training and Special Operations Command, Business and Fiscal Services, and Personnel and Investigations. The Office of Emergency Services, which is responsible for citywide emergency management and planning, is housed within the Fire Department.

### Fire Practices That Facilitate the Participation of People with Disabilities

- Staff is aware of the need to provide program modifications for persons with disabilities.
- All Fire Department personnel are required to complete an online module-based Disability Training for First Responders.
- The Office of the Emergency Services frequently collaborates with and local organizations serving individuals with disabilities on planning and training events, including hosting a quarterly multi-agency meeting to discuss accessible mass care and sheltering considerations

### Fire Action Steps

The following are action steps that are specific to Fire Department practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA.

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Finding: Public Service Announcement videos posted online do not have captioning.

Action Step: Future Public Service Announcement videos for the public that are produced internally or contracted by the department will include captioning.

Target Completion: 1-2 years

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Finding: Existing emergency shelters contain barriers to access.

Action Step: Barriers at existing emergency shelters are included in the citywide facilities transition plan, which is monitored by the Public Works Department Facilities Maintenance Division with a target completion of Fiscal Year 2033. For existing emergency shelters that have barriers to access, procedures will be established to provide temporary mitigating measures, such as accessible trailer restrooms/showers and providing temporary accessible parking and ramps.

Target Completion: 3-4 years

---

Finding: The City Emergency Operations plan does not include procedures to provide additional time, transportation, and search assistance for people with disabilities in emergency shelters to locate accessible temporary housing and support services in the community following an emergency.

Action Step: The Office of Emergency Services will develop an action committee in conjunction with Fresno County Office of Emergency Services to review the needs for accessible long term housing and to establish the jurisdictional responsibilities of such programs.

Target Completion: 3-4 years

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Findings: The City Emergency Operations Plan does not currently provide the following: 1) an effective way for people with disabilities to request and receive durable medical equipment and medication while in shelters; 2) written procedures to ensure that emergency shelters have back-up generators and a way to keep medications refrigerated (such as a refrigerator or a cooler with ice) including a plan for routinely notifying the public and disability groups of the location of shelters providing electricity and refrigeration; and 3) policies and procedures to ensure that medical, social service, and other benefit programs provide effective communication to people with disabilities, including people who are Deaf or hard of hearing and people who are blind or have low vision.

Action Step: The EOP will be updated and adopted to include these provisions.

Target Completion: 1-2 years

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Findings: Shelter operations are coordinated by American Red Cross (ARC). Interviews with ARC representatives revealed that they do not have the following: 1) written procedures to ensure that food, water, and a receptacle and plastic bags for the disposal of service animal waste are available at emergency shelters; 2) security procedures at shelters that allow people with service animals to take their animals outside for relief without unnecessary delays for security screening upon re-entry; and 3) kitchen access policies to provide immediate access to food and refrigerated medications for shelter residents and volunteers whose disabilities may require it.

Action Step: The Emergency Preparedness Officer will work with ARC representatives to establish a Memorandum of Understanding that includes requirements for these policies and procedures related to disability access.

Target Completion 1-2 years

## **5.9 Information Services Department (ISD)**

The Information Services Department (ISD) is responsible for overseeing the use of Information Technology to support the goals and initiatives of the City.

The One Call Center is public facing and has daily contact with the public. One Call Center's mission is to serve the public and City employees by receiving calls regarding information requests, making service requests, and lodging complaints.

Systems & Applications is responsible for the development and maintenance of enterprise wide applications, data base administration functions, Web development and maintenance

ISD Communications is responsible for implementations and maintenance of a reliable and secure telecommunications infrastructure to meet and exceed current and future requirements for the City. This includes enterprise phone switching, T-1s, cell phones, PDAs and other telecommunication activities.

Computer Services is responsible for implementations and maintenance of a high-speed, reliable and secure networking infrastructure that provides highly available and secure applications, information stores and web services. This division is also responsible for desktop support, Help Desk, and Traffic Operations functions (IT based).

ISD Geographic Information Services (GIS) is responsible for installing, monitoring and maintaining hardware, database, operating and application software and toolsets on GIS servers; load data from other sources for use by the City, such as aerial photos, current Assessor Map pages, tract and parcel maps and data for production of maps by request.

### **ISD Practices That Facilitate the Participation of People with Disabilities**

- Staff is aware of the need to provide program modifications for persons with disabilities
- The department provides licensing of Adobe Acrobat Pro to all departments to facilitate the creation of accessible PDF documents for the public
- Communication division assists with set up of Assistive Listening systems.
- The One Call Center routinely accepts and understands how to appropriate handle relay calls.

### **ISD Action Steps**

The following are action steps that are specific to ISD Department practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA. These should also be considered in conjunction with the Information Technology Strategic Plan.

Findings: Digital/online services that are accessed by the public need to come into compliance with Section 508, ADA, and WCAG 2.0 requirements.

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Action: Adoption of a citywide policy on accessible information technology and digital Services that outlines the requirements and expectations for accessibility as well as a process for granting reasonable exceptions.

Target Completion: 1-2 years

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Action Step: ISD staff to be trained on WCAG 2.0 requirements and how to test for accessibility.

Target Completion: 1-2 years

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Action Step: Notification to and open dialog with existing contractors providing public use digital systems/applications about expectations for ADA, Section 508, and WCAG 2.0 compliance.

Target Completion: 1-2 years

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Action: Prior to contract renewal of public use digital systems/applications ISD will perform automated accessibility tests to identify any accessibility barriers and enlist individuals with disabilities to test for ease of use and accessibility barriers.

Target Completion: 3-5 years

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Action: At time of contract renewal with vendors of public use digital systems/applications, language regarding accessibility requirements will be included.

Target Completion: 3-5 years

## **5.10 Parks, After-School, Recreation and Community Services (PARCS)**

The PARCS Department offers a wide range of activities, programs, and community services for children, teens, adults, and seniors.

The neighborhood parks provide drop-in recreation programs at 17 neighborhood parks sites with a wide range of activities including sports leagues, arts/crafts, group games, nature, science, healthy cooking classes, nutrition and special events. Many of these programs are operated by Community Benefit Organizations (CBOs) who are contracted for services.

Summer day camps provide a variety of activities for youth and include Fitness Camp, FUN Camp, Adventure Camp, Survivor Camp, Princess Camp, Pixie Dust Camp and skate/BMX Camps.

The Senior Hot Meals program offers a congregate hot meal at six sites throughout the City to seniors. Meals are served Monday through Friday (excluding holidays) at community centers, neighborhood parks and senior residential centers. In addition to nutritionally balanced lunch a variety of leisure learning and participation are offered at the sites at no cost to the participants.

Adult and youth sports program provides instructional and competitive leagues for youth and adults. The action sports program provides supervision of skate/BMX parks throughout Fresno and operates the BMX Race Program and summer camps. The aquatics program offer recreation swim and swim lessons for persons of all ages at the four standard pools, five learner pools and two wader pools throughout Fresno.

PARCS provides community outreach special events for families with the intention of connecting constituents to services in their area through activities such as performances, carnival games, and food booths. Community centers, neighborhood park facilities and sports fields are made available for the public to rent.

### **PARCS Practices That Facilitate the Participation of People with Disabilities**

- Staff is aware of the need to provide program modifications for persons with disabilities.
- Most programs accept youth and adults with disabilities if they can be integrated into activities without compromising the health and safety of the individual.
- Inspiration Park is a universally accessible park on 8 acres with a community center that has assistive technology and electronic equipment that is accessible to and usable by individuals with disabilities.
- Pools that host aquatics programs are equipped with lifts.
- Senior meals and recreational programs are hosted at multiple PARCS sites.

## **PARCS Action Steps**

The following are action steps that are specific to PARCS practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA. These steps should also be considered in conjunction with the Parks Master Plan.

---

Finding: PARCS posts numerous PDFs with varying levels of accessibility.

Action Step: PARCS staff members who prepare documents for posting on the City's website will receive training in creating accessible PDF files. Prior to being posted on the City's website, all PDF files will be reviewed for accessibility.

Target Completion: 1-2 years

---

Finding: Pamphlets, fliers and other public notification documents regarding programs and events inconsistently include information regarding accessible locations and the availability of auxiliary aids or alternative formats.

Action Step: The City will ensure that staff is aware that all public announcements and postings for its programs must include a statement regarding accessible locations and the availability of auxiliary aids and alternative formats upon request.

Target Completion: 1-2 years

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Finding: Some PARCS sports/recreation programs have eligibility restrictions based on the nature of the program but those specific requirements are not outlined or documented.

Action Step: PARCS will develop written descriptions for each sports/recreation program that outline any specific eligibility requirements, justifications for any that would exclude individuals with disabilities, and potential modifications suggestions. PARCS is encouraged to engage with the DAC and members of the community on this project.

Target Completion: 5 years

---

Finding: PARCS programs have a high frequency of public contact, but the department does not have a standing budget line item available for fulfilling reasonable accommodation or modification requests. PARCS does not have a mechanism for tracking and quantifying the cost of public accommodations/modifications requested for program participation.

Action Step: PARCS to reallocate funding specifically for fulfilling reasonable accommodation and modification requests and to track associated costs. Estimated needed \$1000 to \$5000 annually.

Target Completion: 1-2 years

---

Finding: PARCS contracts with various CBOs to operate programming at neighborhood park sites. Staff is unsure if CBO contracts include information about ADA compliance or the level of understanding that CBOs may have on ADA Compliance.

Action Step: At time of renewal with CBOs that operate PARCS programs, additional language will be added to the contracts to ensure compliance with ADA Title II requirements and that CBOs know their obligation to provide reasonable modifications and accommodations.

Target Completion for all CBOs: 3-5 years

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Finding: Existing community centers contain barriers to access.

Action Step: Barriers at existing emergency shelters are included in the citywide Facilities Transition Plan, which is monitored by the Public Works Department Facilities Maintenance Division with a target completion of Fiscal Year 2033. PARCS will coordinate the funding, tracking, and implementation of the PARCS facilities included in this plan in conjunction with Facilities Maintenance. Public classes, meetings, and events that are held in inaccessible locations will be relocated to alternative accessible facility upon request.

Target Completion: Ongoing

## 5.11 Personnel Services

The Personnel Services Department advertises employment opportunities, processes all applications, administers job-related tests, and posts/records job opportunities on the City website and job line. Staff members coordinate training programs for City employees, process all incoming employees for payroll purposes, and respond to requests for information and assistance with regard to City employment.

Personnel provide support to citizens of Fresno and other communities with access to the services provided by the Administration Division, Recruitment and Examination Division, Risk Management Division, Benefits Division and Training Division of the Personnel Services Department.

### Findings: Practices That Facilitate the Participation of People with Disabilities

- Staff is aware of the need to provide program modifications for persons with disabilities and provides modifications on a case-by-case basis.
- Staff is cognizant of the need to provide reasonable employment accommodations during all stages of the application, interview, hiring, and employee separation process.
- Regular training and meetings are provided to inform staff about the City's obligations and policies that enables persons with disabilities to participate in its programs or activities.
- Public meetings are required to be held in accessible locations.
- Interpreters, readers, and/or adaptive equipment and assistive listening devices are provided upon request.
- The height of the fingerprinting machine has been modified to ensure accessibility for wheelchair use.
- Staff is trained to create accessible PDFs for public posting on the website.

### Personnel Services Action Steps

The following are action steps that are specific to Personnel Services practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA.

---

Finding: Current version of the online employment program People Soft is not fully accessible and compliant with ADA, Section 508, and WCAG 2.0 requirements. Personnel department staff provides job descriptions and application assistance at the personnel counter.

Action: Prior to contract renewal for online reporting tool ISD will be asked to perform automated accessibility tests to identify any accessibility barriers and enlist individuals with disabilities to test for ease of use and accessibility barriers. At time of contract



renewal language regarding accessibility requirements including compliance with ADA, Section 508, and WCAG 2.0 requirements, will be included.

Target Completion: 2-3 years

## 5.12 Police

The Police Department is responsible for providing law enforcement services and protection to the citizens of the City. The department houses the 911 Emergency Services call center and includes various community engagement programs.

The Investigation Bureau provides follow-up investigation to many types of crimes. Detectives contact the public as witnesses, and victims, as well as through the provision of resources. Detectives, when they are not investigating criminal cases, or testifying in court cases, are available for public meetings, to interact with the public.

Records Division is tasked with maintaining Case files of reports and investigations, as well as citations. Records Division personnel have daily contact with the public during business hours.

Bringing Broken Neighborhoods Back to Life (BBNBTL) is a Police and faith based organizations that work with other businesses and non-profit organizations to promote trust and rapport between the Police Department and the Community, bringing services to families in high-crime, high-poverty areas.

Citizens Police Academy is an informational academy designed to answer questions of the general public, by giving them hands on and front line answers from the men and women in law enforcement. This is done within a 13-week class held at the Fresno Police Department, or other facilities.

The Citizen Corps program promotes public safety, emergency preparedness, enhanced response capability through training and public outreach.

Citizens On Patrol program utilizes uniformed volunteers to assist the department with crime prevention through high-visibility directed patrol, assisting officers with patrol functions, community involvement and interaction by assisting with Neighborhood Watch, Crime Stoppers and Police Activities League.

Mayor's Gang Prevention Initiative is designed to assist any person(s) who are involved in gangs, or potential gang members, families and friends to assist them with leaving this lifestyle.

### **Police Practices That Facilitate the Participation of People with Disabilities**

- Staff is aware of the need to provide program modifications for persons with disabilities.
- 911 Emergency Services are equipped with TTY compatible equipment, dispatchers receive training on how to use TTYs along with regular refresher training, and the dispatch center regularly tests telephone emergency services for direct equal access.

- Interpreters and/or adaptive equipment are provided upon request for meetings, interviews, conferences, training, and events.
- Documents and publications are available in simple, easy-to-understand language for individuals with learning disabilities.
- The department has issued communication cards as auxiliary aids to department members who interact with community members on a regular basis. The card can be used to communicate with persons who are deaf or hard of hearing. The card is not meant to replace the need for an interpreter.
- The department has adopted a policy for effective communication with people with disabilities (370) and permits modifications of procedures for individuals with speech or hearing disabilities to be handcuffed in front to allow the person to sign or write notes, safety permitting (306).
- The department has adopted a policy (418) that at least every three years, all members shall receive training related to recognition of persons with mental illness and procedures for accessing available community mental health resources. In addition, sworn officers shall be trained on specific guidelines to follow in dealing with persons they suspect are mentally ill during contacts on the street as well as during interviews and interrogation.
- The department has adopted a policy (900) that arrestee, detainee, or other person that is lawfully in the custody of the department will be allowed to keep prescribed orthopedic or prosthetic appliances, including hearing aids and glasses, unless there is an immediate risk of bodily harm to any person or the security of the facility.
- The department has adopted procedures for transporting individuals who use mobility devices (901).
- The department has adopted procedures for individuals who are arrested and are assisted by service animals to be permitted to make arrangements for the care of such animals prior to transport (370).
- BBNBTL includes participants and volunteers with disabilities who assist at community events.
- Citizen Corps CERT program provides training module for volunteer on working with people with disabilities and access and functional needs.

### **Police Action Steps**

The following are action steps that are specific to Police Department practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA.

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Finding: Department of Justice best practices for law enforcement entities encourage the posting of signs in lobby/booking/holding areas advising persons who are deaf or hard of hearing of the availability of auxiliary aids and services, including qualified interpreters.

Action Step: Department to provide signs in the public lobby and holding cell area.

Target Completion: 1-2 years

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Finding: Online reporting tool is not fully accessible and compliant with ADA, Section 508, and WCAG 2.0 requirements. Police Department does, however, provide equivalent facilitation with the availability of making reports via phone or in person.

Action: Prior to contract renewal for online reporting tool ISD will be asked to perform automated accessibility tests to identify any accessibility barriers and enlist individuals with disabilities to test for ease of use and accessibility barriers. At time of contract renewal language regarding accessibility requirements including compliance with ADA, Section 508, and WCAG 2.0 requirements, will be included.

Target Completion: 3-5 years

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Finding: Police Records division frequently produces public documents in PDF format for online posting that are not fully accessible.

Action step: PDF documents will be made accessible to the greatest extent possible. When documents are not able to be made fully accessible they will include a statement regarding the availability of the documents in alternative formats upon request.

Target Completion: 1-2 years

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Finding: Pamphlets, fliers and other public notification documents regarding programs and events inconsistently include information regarding accessibility of locations and the availability of auxiliary aids or alternative formats.

Action Step: The City will ensure that staff is aware that all announcements and postings for its public programs must include a statement regarding accessible locations and the availability of auxiliary aids and alternative formats upon request.

Target Completion: 1-2 years

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Finding: Local community members have expressed interested in the availability of a voluntary registry for people with autism that will provide responding officers with information about an individual's specific needs. Community Oriented Policing tools like this have been implemented in other law enforcement agencies throughout the US and

Canada as a way of providing information to law enforcement personnel to assist with successful contact with people with autism spectrum disorders.

Action Item: Explore if a voluntary registry for people with autism would be a good fit for the department and, if found to be a benefit, test and implement.

Target Completion: 2-3 years

Action Item: A Roll Call Training Bulletin to be developed and distributed annually with information about identifying behaviors of Autism Spectrum Disorder and tips for Police personnel who are responding to incidents involving an individual with Autism Spectrum Disorder.

Target Completion: 1-2 years

Action Item: Existing training will be modified to incorporate tools to assist officers responding to incidents involving individuals who have Autism Spectrum Disorder.

Target Completion: 2-3 years

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Finding: The department has a high frequency of public contact but the department does not have a standing budget line item available for fulfilling reasonable accommodation or modification requests.

Action Step: Police to reallocate funding specifically for fulfilling reasonable accommodation and modification requests and to track associated costs. Estimated needed \$1000 to \$5000 annually.

Target Completion: 1-2 years

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Finding: Police Department Headquarters and Annex Building contain barriers to access.

Action Step: Barriers at existing facilities are included in the citywide Facilities Transition Plan, which is monitored by the Public Works Department Facilities Maintenance Division with a target completion of Fiscal Year 2033. Public classes, meetings, and events that are held in the Annex Building will be held in alternative accessible locations or be willing to be relocated to alternative accessible facility upon request. Auxiliary Aids and services will be provided to individuals needing them at the Police Department Headquarters.

Target Completion: 2-3 years

### **5.13 Public Utilities**

The Department of Public Utilities delivers high quality utilities services (solid waste, wastewater and water) professionally and competitively to ensure the health and safety of our community, preservation of the environment and the economic vitality of the City.

Utilities, Billing & Collection (UB&C) prepares and mails out approximately 130,000 utility bills a month, and staff acts as the go-between for the customer and the departments providing utility services. The Customer Services section serves its customers by taking phone call requests to start and/or stop water, disposal, sanitation and sewer services, answering general questions about the City's utilities services, and resolving billing problems. Utilities staff at the public lobby counters in City Hall and Manchester Center handle the same requests for customers, in addition to taking payments. The Field section staff delivers delinquent notices to individual properties, and turns on and shuts off water service based on delinquent billings or applications to start or stop service.

#### **Public Utilities Practices That Facilitate the Participation of People with Disabilities**

- Tours or other visits by the general public to the wastewater treatment plant have been made accessible to the greatest extent feasible without resulting in fundamental alterations and reasonable accommodations or modifications have been granted upon request.
- The solid waste division makes alternate arrangements for individuals who are unable to place containers out on the street for collection.
- Staff is aware of the need to provide program modifications for persons with disabilities. UB&C maintains an accessible service counter and Staff is comfortable with making reasonable modifications as needed.
- Staff uses interpreters, email, or other written communication to communicate with individuals with hearing disabilities.
- Public meetings are required to be held at accessible locations.
- Interpreters, readers, adaptive equipment, and/or assistive listening devices are provided upon request.

#### **Public Utilities Department-Wide Action Steps**

The following are action steps that are specific to Public Utilities practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA.

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Finding: Pamphlets, fliers and other public notification documents regarding programs and events inconsistently include information regarding accessible locations and the availability of auxiliary aids or alternative formats.

Action Step: The City will ensure that staff is aware that all public announcements and postings for its programs must include a statement regarding accessible locations and the availability of auxiliary aids and alternative formats upon request.

Target Completion: 1-2 years

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Finding: Video Public Service Announcements and posted online and advertisements shown on television do not have captioning.

Action Step: Future videos for the public that are produced internally or contracted by the department will include captioning.

Target Completion: 1-2 years

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Findings: Online payment tool is not fully accessible and compliant with ADA, Section 508, and WCAG 2.0 requirements. UB&C provides equivalent facilitation with the availability of making payments via phone, mail, and in person.

Action: Prior to contract renewal for payment software ISD will be asked to perform automated accessibility tests to identify any accessibility barriers and enlist individuals with disabilities to test for ease of use and accessibility barriers. At time of contract renewal language regarding accessibility requirements including compliance with ADA, Section 508, and WCAG 2.0 requirements, will be included.

Target Completion: 2-3 years

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Additional Action Step: Water Affordability Credit application to be reviewed and updated if necessary.

Target Completion: 1-2 years

Additional Action Step: Requirements for the Solid Waste Special Handling within the Fresno Municipal Code will be reviewed and update if necessary.

Target Completion: 1-2 years

## 5.14 Public Works

The Public Works Department is responsible for street maintenance, traffic operations, facilities maintenance, and management of capital improvement projects. The Finance-Accounting division provides the budgeting, tracking and payroll for the department. Administration division includes clerical support, grant writing, and the Citywide ADA Coordination program.

The Capital Management Division plans, designs, and constructs facilities and infrastructure which support the City's growth and modernization according to the City's Capital Improvement Program and General Plan.

The Engineering Services Division is comprised of: General Engineering Services, Real Estate & Lease Services, Traffic Operations, Intelligent Transportation Systems (ITS) Transportation Planning. The Engineering Services Division also maintains the City Standard Specifications and Standard Drawings. Services under these sections include GIS Mapping, Plan Check & Permit Services, Right of Way & Special Districts, Real Estate Services, UGM and Impact Fees Community Facilities Districts.

The Facilities Management Division is responsible for providing centralized facilities maintenance, repair and improvement services to departments throughout the City. The division is responsible for the delivery of services through two programs; Building Repairs Program and the Special Projects and Capital Program.

Street Maintenance Division provides the following services: road maintenance including pothole patching, hazardous debris clearing from traffic, and other road conditioning maintenance; traffic paint and sign painting of curbs, crosswalks, combo lanes, right turn pockets, most traffic related signage and other essential traffic controlling devices; Concrete Maintenance repairing damaged sidewalks, curbs and gutters, and the installing curb ramps and gap fills under the ADA Infrastructure program; traffic signals and street lighting repair and maintenance; and street sweeping routine mechanical sweeping of City residential streets.

Landscape Maintenance Division provides the following services: median island and buffer maintenance, weed abatement, low limb clearance, irrigation services, and urgent tree maintenance service.

### **Public Works Practices That Facilitate the Participation of People with Disabilities**

- Staff is aware of the need to provide program modifications for persons with disabilities.
- The Department has adopted a transition plan for the Right of Way and numerous policies and procedures for building and maintaining infrastructure that support the participation of persons with disabilities. Such policies and procedures include



construction of curb ramps and removal of median obstructions in cross walks during street overlays, installation of Accessible Pedestrian Signals (APS) and countdown pedestrian heads with new and modified traffic signals, curb ramp retrofit program, Sidewalk concrete repair program, accessible temporary traffic control, and inspection of contracted and public projects.

- Department budgets funds annually that can be used to respond to requests from the public for reasonable accommodations and modifications.
- Interpreters and/or adaptive equipment are provided upon request for meetings, interviews, conferences, training, and events.
- Department regularly conducts training to make staff aware of the City's obligations and policies that enable persons with disabilities to participate in its programs and activities.
- Department regularly seeks out input on projects from people with disabilities.

### **Public Works Action Steps**

The following are action steps that are specific to Public Works practices that require modification. These will be combined with the general policies to complete the City's policies to implement the ADA.

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Finding: The Department does not currently have policies and procedures for integrating accessible on-street parking in the Capital Improvement Program.

Action Step: Explore means of integrating designated accessible on street parking into the Capital Improvement Program (CIP) and develop policies and procedures for future implementation.

Target Completion: 2-3 years

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Finding: Public Works posts numerous PDFs with varying levels of accessibility.

Action Step: Prior to being posted on the City's website, all PDF files will be reviewed for accessibility. As they are updated, replace online permits and other planning documents with accessible versions.

Action Step: Department staff who prepares documents for posting on the City's website, including council reports, will receive training in creating accessible PDF files.

Target Completion: 3-4 years

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Finding: Existing facilities contain barriers to access.

Action Step: Barriers at facilities are included in the Facilities Transition Plan. Public Works Department Facilities Maintenance Division will track implementation of upgrades at facilities included in this plan.

Target Completion: 16 years

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Additional action: Full review and update as needed the City Standard Specifications and Drawings to ensure that they are in compliance with the relevant accessibility requirements of the ADA, California Building Code, California Manual on Uniform Traffic Control Devices (MUTCD), and the proposed Public Rights of Way Accessibility Guidelines (PROWAG).

Target Completion: 2-3 years

## 5.15 Retirement System

The Retirement System provides retirement allowances and other benefits to the non-safety members employed by the City. The System also provides lifetime retirement, disability, and death benefits to its members. The Retirement Board is responsible for the prudent investment of member and employer contributions, and defraying reasonable expenses of administration.

### Retirement Practices That Facilitate the Participation of People with Disabilities

- Staff is aware of the need to provide program modifications for persons with disabilities.
- Meetings are required to be held in accessible locations.
- Interpreters, readers, adaptive equipment, and assistive listening devices are provided when requested for meetings, conferences, and other events.

### Retirement Action Steps

Finding: The Retirement website and member portal, which is separate from the primary City website and administered by a third party, do not fully meet Section 508, ADA, and WCAG 2.0 requirements for accessibility.

Action Step: Retirement will update and/or replace the existing website so that it complies with applicable regulations.

Target Completion: 2-3 years

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Finding: Retirement systems post online PDFs with varying levels of accessibility.

Action Step: Staff members who prepare PDFs for posting on the City's website will receive training in creating accessible PDF files. Prior to being posted on the website, PDF files will be reviewed for accessibility.

Target Completion: 1-2 years

### **5.16 Transportation Department - Fresno Area Express (FAX)**

In December 2015, the Department of Public Transportation initiated a consulting contract to evaluate Fresno Area Express (FAX) services, policies, practices, and provide an inventory of physical barriers to program access. FAX provides public transportation services in the City and county of Fresno, which includes 16 fixed routes, approximately 1,700 bus stops, and paratransit services for persons with disabilities. A survey of each bus stop was performed and a transition plan developed listing each physical barrier with a schedule for barrier removal. Records of the self-evaluation and transition plan are available through the Department of Public Transportation/FAX. This project is tentatively estimated to conclude in November 2016.