

CITY OF SOUTH SAN FRANCISCO



AMERICANS WITH DISABILITIES ACT self evaluation and transition plan

APPENDICES

MAY 2014

Appendices

Appendix A: Program Accessibility Questionnaire

Appendix B: Public Outreach

Appendix C: Sample Citizen Request Form

Appendix D: Pedestrian Rights-of-Way Reports and Maps

Appendix E: Downtown Parking Lot Survey Reports

Appendix F: Intersections Survey

Appendix G: Facility Reports

Appendix A: Program Accessibility Questionnaire

City of South San Francisco Programs, Activities, and Services Accessibility Survey



1. Name of Department/Division:

Response
Count

20

answered question

20

skipped question

0

2. Name and title of person completing this questionnaire:

Response
Count

20

answered question

20

skipped question

0

3. Telephone number:

Response
Count

20

answered question

20

skipped question

0

4. Email:

Response
Count

20

answered question

20

skipped question

0

5. Please list the programs (activities or services) that your Department provides to the public as well as provide a brief description for each one.

Response
Count

20

answered question

20

skipped question

0

6. Date program questionnaire filled out:

Response
Percent Response
Count

Date:



100.0%

20


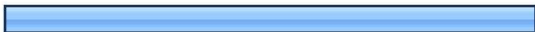

answered question

20

skipped question

0

7. Do you allow members of the public to use electronic equipment such as copying machines, personal computers?


		Response Percent	Response Count
Yes		15.0%	3
No		80.0%	16
Don't know		0.0%	0
Not applicable		5.0%	1

If yes, please describe the electronic equipment the public is allowed to use:

2

answered question	20
skipped question	0

8. Do you ensure that electronic equipment is accessible to and usable by individuals with disabilities? For example, provide an accessible workstation to help someone fill out a form or a clipboard to use as a work surface?


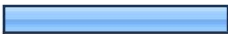
		Response Percent	Response Count
Yes		100.0%	3
No		0.0%	0
Don't know		0.0%	0
Not applicable		0.0%	0

If yes please describe how you ensure that the equipment is accessible:

3

answered question	3
skipped question	17

9. Are auxiliary aids (such as tools, access to equipment, moveable light sources, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?

		Response Percent	Response Count
Yes		66.7%	2
No		33.3%	1
Don't know		0.0%	0
Not applicable		0.0%	0
If yes, please describe.			2
answered question			3
skipped question			17

10. If any of the division's programs (activities or services) have eligibility requirements for participation, do they contain any of the following? For example, your Department offers a volunteer program to the public that would require an individual to meet specific physical fitness standards such as a lifting 40 lbs or walking up and down stairs.





		Response Percent	Response Count
There are no eligibility requirements		90.0%	18
Don't know		5.0%	1
Physical fitness standards		5.0%	1
Mental fitness		5.0%	1
Performance requirements		5.0%	1
Safety Standards		0.0%	0

If yes, how do you ensure that these policies do not discriminate against people with disabilities?

6

answered question	20
skipped question	0

11. Does your Department make changes to standard operating procedures to include a person with disabilities? For example, allowing someone to bring a personal attendant with them to a recreation class or moving an event to an accessible location?





		Response Percent	Response Count
Yes		65.0%	13
No		10.0%	2
Don't know		5.0%	1
Not applicable		20.0%	4

If yes, please describe the policy to make changes in standard operating procedures:

12

answered question	20
skipped question	0

12. Is there a formal procedure for making changes to standard operating procedures?




		Response Percent	Response Count
Yes		30.0%	6
No		45.0%	9
Don't know		10.0%	2
Not applicable		15.0%	3

If yes, please describe the procedure.

7

answered question	20
skipped question	0

13. Do you track accessibility requests?




		Response Percent	Response Count
Yes		10.0%	2
No		75.0%	15
Don't know		0.0%	0
Not applicable		15.0%	3

If yes, please list how many requests have you received and what the requests were for.

6

answered question	20
skipped question	0

14. Does your program (activities or services) charge an additional fee for people with disabilities for modifying programs?





		Response Percent	Response Count
Yes		0.0%	0
No		80.0%	16
Don't know		5.0%	1
Not applicable		15.0%	3

If yes, please describe.

1

answered question	20
skipped question	0

15. Does your Department consult or work with any outside organizations or groups that assist people with disabilities such as the a Center for Independent Living or Senior Citizen's advocacy group?




		Response Percent	Response Count
Yes		30.0%	6
No		50.0%	10
Don't know		5.0%	1
Not applicable		15.0%	3

If yes, please list the organizations.

6

answered question	20
skipped question	0

16. Does your Department have any policies which exclude service animals, such as service dogs for the blind or signal dogs for the hearing impaired?


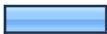


		Response Percent	Response Count
Yes		0.0%	0
No		90.0%	18
Don't know		5.0%	1
Not applicable		5.0%	1

If yes, please describe your policy on service animals.

0

answered question	20
skipped question	0

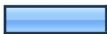



17. Do you have a non-discrimination statement that includes persons with disabilities?

		Response Percent	Response Count
Yes		60.0%	12
No		15.0%	3
Don't know		20.0%	4
Not applicable		5.0%	1

Comments: 8

answered question	20
skipped question	0





18. Is a non-discrimination statement that includes information about how to reach the ADA coordinator posted in all Departments in a location that maximizes public exposure?

		Response Percent	Response Count
Yes		15.0%	3
No		55.0%	11
Don't know		25.0%	5
Not applicable		5.0%	1




If yes, please describe where the non-discrimination statement is posted. 5

answered question	20
skipped question	0


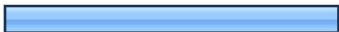


19. Do you notify all persons that your meetings, hearings, interviews, and conferences will be held in accessible locations and that adaptive/auxiliary aids (such as assistive listening devices, readers for the blind, pen and paper) will be provided, upon request, to participants with disabilities?

		Response Percent	Response Count
Yes		40.0%	8
No		25.0%	5
Don't know		5.0%	1
Not applicable		30.0%	6
answered question			20
skipped question			0

20. Do you know the procedure for filing a disability discrimination complaint?

		Response Percent	Response Count
Yes		25.0%	5
No		55.0%	11
Don't know		20.0%	4
If yes, please describe the procedure for filing a discrimination complaint.			6
answered question			20
skipped question			0

21. Do you notify all members of the public how and with whom to file a disability discrimination complaint?



		Response Percent	Response Count
Yes		5.0%	1
No		50.0%	10
Don't know		15.0%	3
Not applicable		30.0%	6

If yes, please describe the process here.

3

answered question	20
skipped question	0

22. Does your Department produce printed materials that are made available to the public?



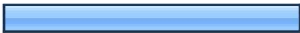
		Response Percent	Response Count
Yes		90.0%	18
No		10.0%	2
Don't know		0.0%	0
Not applicable		0.0%	0

Comments:






0

answered question	20
skipped question	0




23. Who manages your printed materials?

		Response Percent	Response Count
My Department manages printed material		50.0%	9
Printed materials are managed centrally		5.6%	1
Both Department and central management		44.4%	8
Don't know		0.0%	0
		Comments:	1
		answered question	18
		skipped question	2





24. How do you make documents and publications available to individuals with visual disabilities? (check all that apply):

		Response Percent	Response Count
Do not provide any alternative formats upon request		27.8%	5
Don't know		22.2%	4
Audiotape		5.6%	1
Braille		0.0%	0
Electronic Copy		44.4%	8
Large print		27.8%	5
Other: please list			9
answered question			18
skipped question			2

25. Do you make the content of documents and publications available in simple, easy-to-understand language for individuals with learning disabilities?

		Response Percent	Response Count
Yes		38.9%	7
No		27.8%	5
Don't know		33.3%	6
If yes, please email a sample publication to cecilier@migcom.com			4
answered question			18
skipped question			2





26. Does your department include images of people with disabilities?

		Response Percent	Response Count
Yes, we include photos of people with disabilities		33.3%	6
No, we include photos of people, but do not show any images of people with disabilities.		5.6%	1
Do not include any photos of people in publications		50.0%	9
Don't know		11.1%	2

Comments: 5

answered question	18
skipped question	2




27. Does your department prepare audiovisual or televised presentations or website demonstrations/webinars for the public or make audiovisual presentations to the public?

		Response Percent	Response Count
Yes		45.0%	9
No		45.0%	9
Don't know		5.0%	1
Not applicable		5.0%	1

Comment: 5

answered question	20
skipped question	0

28. How do you make audiovisual or televised or on-line presentations prepared or presented by your department to the public accessible to individuals with disabilities? Please check all that apply.

		Response Percent	Response Count
Captioning		33.3%	3
Transcription		33.3%	3
Do not provide alternative formats upon request		44.4%	4

Please list other alternative formats:


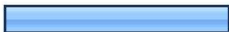

4

answered question	9
skipped question	11




29. What type of audiovisual presentations (film, videotape, television) does your department provide?

	Response Count
	9
answered question	9
skipped question	11

30. If you show people in your audiovisual presentations, do you also portray individuals with disabilities in your audiovisual presentations?

		Response Percent	Response Count
Yes		11.1%	1
No		33.3%	3
Don't know		55.6%	5
Comments:			2
answered question			9
skipped question			11


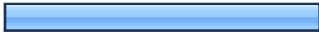


31. Does your Department have a website?

		Response Percent	Response Count
Yes		85.0%	17
No		10.0%	2
Don't know		0.0%	0
Not applicable		5.0%	1
If yes, please list the website:			15
answered question			20
skipped question			0

32. What information is provided on this site?

	Response Count
	17
answered question	17
skipped question	3

33. Does your Department's website include information about accessibility of facilities (parking, bathrooms, assistive listening devices, etc.) where programs (services or activities) are offered?


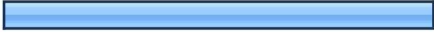
		Response Percent	Response Count
Yes		11.8%	2
No		47.1%	8
Don't know		35.3%	6
Not applicable		5.9%	1

If yes, please describe briefly what information is provided about accessibility:

4

answered question	17
skipped question	3

34. Does your Department ensure that its website is usable by individuals with disabilities, including those who use speaking browsers?



		Response Percent	Response Count
Yes		0.0%	0
No		35.3%	6
Don't know		64.7%	11

If yes, please describe the process for testing website accessibility:

3

answered question	17
skipped question	3

35. Are the documents provided on your website for downloading accessible to persons with visual disabilities?


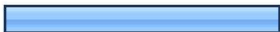

		Response Percent	Response Count
Yes		0.0%	0
No		29.4%	5
Don't know		70.6%	12

If yes, please describe briefly how downloadable files are tested for accessibility:





4

answered question	17
skipped question	3

36. Is information regarding your Department's facilities, programs and services created and managed by the Department or by others?

		Response Percent	Response Count
By others?		5.9%	1
By the department?		41.2%	7
A combination?		52.9%	9
Please describe.			5
answered question			17
skipped question			3

37. Do you communicate by telephone with individuals with hearing or speech difficulties?

		Response Percent	Response Count
Yes		50.0%	10
No		5.0%	1
Don't know		35.0%	7
Not applicable		10.0%	2
Comments:			4
answered question			20
skipped question			0

38. Do you use Text Telephones (TTY)?




		Response Percent	Response Count
Yes		15.0%	3
No		85.0%	17
Don't know		0.0%	0

If yes, list the location, telephone number, and organization of TTY/TDD directories in which the TTY/TDD number is listed:

6

answered question	20
skipped question	0

39. Do any staff members use the California Relay Service (711)?


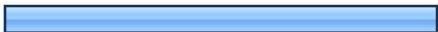

		Response Percent	Response Count
Yes		30.0%	6
No		40.0%	8
Don't know		30.0%	6

Comments:




6

answered question	20
skipped question	0


40. Do you publish your TTY number or California Relay Service numbers in all materials where a phone number is listed?

		Response Percent	Response Count
Yes		5.0%	1
No		65.0%	13
Don't know		30.0%	6
Comments:			5
answered question			20
skipped question			0

41. Do you train your staff in operating TTY and in other means of communicating over the telephone with a person with a hearing or speech disability?

		Response Percent	Response Count
Yes		20.0%	4
No		65.0%	13
Don't know		15.0%	3
Comments:			5
answered question			20
skipped question			0

42. Do any staff members have contact with the public?

		Response Percent	Response Count
Yes		100.0%	20
No		0.0%	0
Don't know		0.0%	0
Not applicable		0.0%	0




Comments: 3

answered question	20
skipped question	0

43. How do you inform staff members who have contact with the public of your department's obligations and policies that enable persons with disabilities to participate in programs or activities?

	Response Count
	20
answered question	20
skipped question	0

44. Do your staff receive training on interacting with people with disabilities?


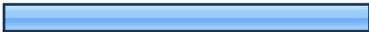


		Response Percent	Response Count
Yes, staff training provided		40.0%	8
Don't know		10.0%	2
No, staff do not receive training		50.0%	10

If yes, please describe your staff training process:

10

answered question	20
skipped question	0

45. Are there staff members in your Department who provide emergency services to the public?




		Response Percent	Response Count
Yes		30.0%	6
No		55.0%	11
Don't know		5.0%	1
Not applicable		10.0%	2

If yes, have they had training in American Sign Language or other means of communicating in emergency situations with people who have hearing or speech impairments?

7

answered question	20
skipped question	0

46. Are there other staff members who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing impairments?





		Response Percent	Response Count
Yes		30.0%	6
No		20.0%	4
Don't know		50.0%	10
Not applicable		0.0%	0

If yes, please list staff who would benefit from receiving emergency American Sign Language training:

4

answered question	20
skipped question	0

47. Are there any limitations or ratios for the number of people with disabilities who may participate in or be admitted to any department program? For example exams, testing for level of ability, age requirements, etc.




		Response Percent	Response Count
Yes		10.0%	2
No		40.0%	8
Don't know		15.0%	3
Not applicable		35.0%	7

If yes, please describe the limitations and programs:

4

answered question	20
skipped question	0

48. Does your program use any criteria (for example good health, residency, letters of recommendation) or written and/or oral tests (including level of skill or achievement, or other factor being tested) in the admissions process?




		Response Percent	Response Count
Yes		20.0%	4
No		50.0%	10
Don't know		0.0%	0
Not applicable		30.0%	6

If yes, please list the participation requirements.

5

answered question	20
skipped question	0

49. Are there any forms required for admission to the program (for example, tests and/or the submission of other admissions criteria such as certificates?).


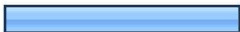


		Response Percent	Response Count
Yes		40.0%	8
No		30.0%	6
Don't know		0.0%	0
Not applicable		30.0%	6

If yes, please send sample forms to ashleyt@migcom.com

6




answered question	20
skipped question	0

50. Do the forms contain a notice that the City does not discriminate against people with disabilities?

		Response Percent	Response Count
Yes		5.0%	1
No		35.0%	7
Don't know		10.0%	2
Not applicable		50.0%	10
Comments:			3


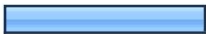

answered question	20
skipped question	0

51. Is an interview required prior to an applicant's entrance into the program?

		Response Percent	Response Count
Yes		35.0%	7
No		20.0%	4
Don't know		0.0%	0
Not applicable		45.0%	9
Comments:			5

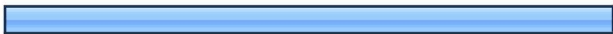

answered question	20
skipped question	0

52. Does your department hold public meetings?

		Response Percent	Response Count
Yes		60.0%	12
No		30.0%	6
Don't know		0.0%	0
Not applicable		10.0%	2
Comments:			5



answered question	20
skipped question	0

53. Do you require that public meetings, hearings, and conferences be held in accessible locations?

		Response Percent	Response Count
Yes		91.7%	11
No		8.3%	1
Don't know		0.0%	0
Comments:			1

answered question	12
skipped question	8

54. Are American Sign Language interpreters, readers, or adaptive equipment provided when requested for meetings, interviews, and conferences?

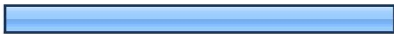


		Response Percent	Response Count
Yes		66.7%	8
No		0.0%	0
Don't know		33.3%	4

If yes, how much advanced notice is required to provide accommodations?

10

answered question	12
skipped question	8

55. Do you ensure that all individuals with hearing disabilities who do not read sign language can participate effectively in meetings, conferences, and hearings via assistive listening devices or other means?


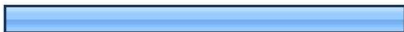

		Response Percent	Response Count
Yes		58.3%	7
No		16.7%	2
Don't know		25.0%	3

Comments:


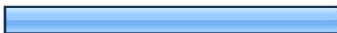

4

answered question	12
skipped question	8


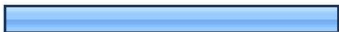

56. Do you provide transportation to volunteers, program participants, visitors, and others who participate in your programs?

		Response Percent	Response Count
Yes		20.0%	4
No		60.0%	12
Don't know		0.0%	0
Not applicable		20.0%	4
Please describe.			5
answered question			20
skipped question			0

57. Do you have procedures to make transportation accessible to persons who have visual disabilities?

		Response Percent	Response Count
Yes		25.0%	1
No		50.0%	2
Don't Know		25.0%	1
If yes, please describe the procedures.			2
answered question			4
skipped question			16

58. Do you have procedures to make transportation accessible to persons who have hearing disabilities?




		Response Percent	Response Count
Yes		25.0%	1
No		50.0%	2
Don't Know		25.0%	1

If yes, please describe the procedures.

2

answered question	4
skipped question	16

59. Do you have procedures to make transportation accessible to persons who have mobility disabilities?




		Response Percent	Response Count
Yes		50.0%	2
No		25.0%	1
Don't Know		25.0%	1

If yes, please describe the procedures.

2

answered question	4
skipped question	16

60. Do you have procedures to make transportation accessible to persons who have learning disabilities?




		Response Percent	Response Count
Yes		25.0%	1
No		50.0%	2
Don't Know		25.0%	1

If yes, please describe the procedures.

2

answered question	4
skipped question	16

61. Does your Department provide facility tours or organize trips for members of the public?


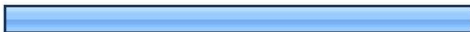

		Response Percent	Response Count
Yes		50.0%	10
No		45.0%	9
Don't know		0.0%	0
Not applicable		5.0%	1

If yes, please list the tours and trips.

10

answered question	20
skipped question	0

62. Do you have procedures to make tours and trips accessible to persons who have visual disabilities?




		Response Percent	Response Count
Yes		20.0%	2
No		70.0%	7
Don't Know		10.0%	1

If yes, please describe the procedures.

2

answered question	10
skipped question	10

63. Do you have procedures to make tours and trips accessible to persons who have hearing disabilities?


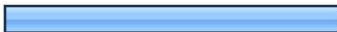

		Response Percent	Response Count
Yes		30.0%	3
No		60.0%	6
Don't Know		10.0%	1

If yes, please describe the procedures.

3

answered question	10
skipped question	10

64. Do you have procedures to make tours and trips accessible to persons who have mobility disabilities?




		Response Percent	Response Count
Yes		40.0%	4
No		50.0%	5
Don't Know		10.0%	1

If yes, please describe the procedures.

4

answered question	10
skipped question	10

65. Do you have procedures to make tours and trips accessible to persons who have learning disabilities?

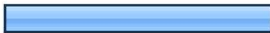



		Response Percent	Response Count
Yes		20.0%	2
No		70.0%	7
Don't Know		10.0%	1

If yes, please describe the procedures.

3

answered question	10
skipped question	10

66. Do you use consultants to conduct programs on behalf of your Department?





		Response Percent	Response Count
Yes		40.0%	8
No		45.0%	9
Don't know		5.0%	1
Not applicable		10.0%	2

If yes, please list what consultants.

7

answered question	20
skipped question	0

67. Do you ensure that consultants are aware of their obligations to facilitate participation of individuals with disabilities in programs or activities operated on behalf of your Department?


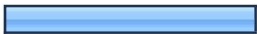


		Response Percent	Response Count
Yes		62.5%	5
No		12.5%	1
Don't know		12.5%	1
Not applicable		12.5%	1

If yes, please describe the procedures.

5

answered question	8
skipped question	12

68. Do you monitor this obligation?

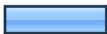


		Response Percent	Response Count
Yes		37.5%	3
No		37.5%	3
Don't know		12.5%	1
Not applicable		12.5%	1

If yes, please describe your department's procedure:

4

answered question	8
skipped question	12

69. Do you notify individuals with visual disabilities of emergencies and evacuation procedures?


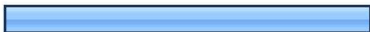

		Response Percent	Response Count
Yes		15.0%	3
No		60.0%	12
Don't Know		25.0%	5

If yes, describe the equipment and/or procedures do you use to notify individuals with visual disabilities of emergencies and evacuation procedures:

7

answered question	20
skipped question	0

70. Do you notify individuals with hearing disabilities of emergencies and evacuation procedures?




		Response Percent	Response Count
Yes		20.0%	4
No		55.0%	11
Don't Know		25.0%	5

If yes, describe the equipment and/or procedures do you use to notify individuals with hearing disabilities of emergencies and evacuation procedures:

7

answered question	20
skipped question	0

71. Do you notify individuals with mobility disabilities of emergencies and evacuation procedures?


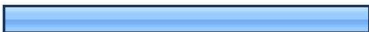

		Response Percent	Response Count
Yes		20.0%	4
No		55.0%	11
Don't Know		25.0%	5

If yes, describe the equipment and/or procedures do you use to notify individuals with mobility disabilities of emergencies and evacuation procedures:

7

answered question	20
skipped question	0

72. Do you notify individuals with learning disabilities of emergencies and evacuation procedures?

		Response Percent	Response Count
Yes		20.0%	4
No		55.0%	11
Don't Know		25.0%	5

If yes, describe the equipment and/or procedures do you use to notify individuals with learning disabilities of emergencies and evacuation procedures:


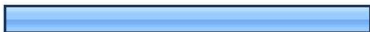

6

answered question	20
skipped question	0

**73. List all facilities, or portions of facilities, used for your Department's programs, services or activities. For each facility, designate the activity for which it is used. Example:
Facility=City Hall. Program=Building Permit Services**

	Response Count
	20
answered question	20
skipped question	0

74. Have you had requests for improving accessibility to your Department's programs or facilities?


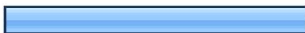
		Response Percent	Response Count
Yes		30.0%	6
No		55.0%	11
Don't know		15.0%	3
Not applicable		0.0%	0

If yes, please describe how many requests and what the requests were for.

7

answered question	20
skipped question	0

75. Does your Department organize special events or do you help facilitate private events on City property such as a park or City building?




		Response Percent	Response Count
Yes		55.0%	11
No		45.0%	9
Don't know		0.0%	0
Not applicable		0.0%	0

If yes, please describe briefly the type of event and what types of outside organizations are involved.

11

answered question	20
skipped question	0

76. Do you ensure that both private entities and your staff are aware of their obligations to facilitate participation of individuals with disabilities in these special events or private events held on public property?

		Response Percent	Response Count
Yes		45.5%	5
No		45.5%	5
Don't Know		9.1%	1
Not applicable		0.0%	0

If yes, please describe your department's procedures.

5

answered question	11
skipped question	9

77. Thank you for completing this survey. This is the last question on the survey. Do you have any accessibility questions for us? Please use this box below for any other questions or comments. When you are done with the survey, please click on the "done" button. Once you click on the "done" button, you will not be able to edit or change your answers to this survey.

	Response Count
	3
answered question	3
skipped question	17

Page 2, Q1. Name of Department/Division:

1	City Attorney's Office	Jun 14, 2013 11:39 AM
2	City Manager's Office	Jun 14, 2013 10:50 AM
3	Building Department	Jun 13, 2013 3:01 PM
4	South San Francisco Police Department	Jun 13, 2013 10:19 AM
5	Park and Recreation - Sports	Jun 13, 2013 10:12 AM
6	Parks and Recreation - Facility Maintenance	Jun 12, 2013 11:40 PM
7	City Clerk	Jun 12, 2013 7:15 PM
8	Finance	Jun 12, 2013 5:06 PM
9	Library / Community Learning Center	Jun 12, 2013 3:38 PM
10	Parks and Recreation/Rentals	Jun 11, 2013 2:53 PM
11	Parks and Recreation/Aquatics	Jun 11, 2013 2:24 PM
12	Information Technology	Jun 11, 2013 12:18 PM
13	Human Resources	Jun 11, 2013 11:15 AM
14	Recreation/Childcare	Jun 10, 2013 1:19 PM
15	Public works	Jun 7, 2013 1:21 PM
16	ECE/Planning	Jun 6, 2013 2:18 PM
17	South San Francisco Public Library	Jun 5, 2013 2:46 PM
18	Parks and Recreation/Recreation	Jun 5, 2013 9:43 AM
19	senior services	Jun 5, 2013 8:58 AM
20	Fire Department	Jun 4, 2013 3:43 PM

Page 2, Q5. Please list the programs (activities or services) that your Department provides to the public as well as provide a brief description for each one.

1	Meets with and responds to members of the public on legal issues.	Jun 14, 2013 11:39 AM
2	Our office coordinates the Council's events, activities and correspondence. We also coordinate our Citizen's Academy. Essentially our activities shift from day to day given what might be going on in the City.	Jun 14, 2013 10:50 AM
3	Issue building permits and house property history files.	Jun 13, 2013 3:01 PM
4	LiveScan Fingerprinting Community Easter Egg Hunt Project NEAT (youth diversion program) Senior Breakfast Summer Youth Work Program (job opportunities for qualifying youth) Citizen Academies (English and Spanish) Explorer Program (Youth program for introduction to law enforcement career opportunities) GREAT Program for schools (Gang Resistance Education and Tolerance) Every 15 Minutes (Drunk driving education aimed at high school students) 9-1-1 for Kids Police Department Tours K-9 Demonstrations Holiday Food and Toy Drive Community and Neighborhood Watch Meetings	Jun 13, 2013 10:19 AM
5	Adult Sports: softball leagues, basketball leagues Middle School Sports: flag football, volleyball, basketball, track and field, badminton, tennis, girls lacrosse, golf Youth basketball clinics and leagues Youth soccer clinic Junior Giants: developmental baseball program for 8-13 year olds Open gym basketball and badminton weight room Liaison with co-sponsor groups: baseball, soccer, swimming	Jun 13, 2013 10:12 AM
6	Custodial service Building Maintenance (repairs, cabinetry, plumbing, HVAC and elevator service, carpets and flooring, etc.) Project management	Jun 12, 2013 11:40 PM
7	*Election Services *Submission Center for Claims, subpoenas, public records act requests, exotic animal permits * General information services *notification of Council public hearings pursuant to the brown act * notification of Council meetings pursuant to the brown act * Admin management of council public meetings *Admin Management of Board and Commission recruitment and appointment process.	Jun 12, 2013 7:15 PM
8	We take applications and payments from new businesses that are applying for business licenses. We sell parking permits for the downtown area to customers	Jun 12, 2013 5:06 PM
9	Adult programs - Classes, workshops, support groups Children programs - Homework Assistance, children activities to support adult learning	Jun 12, 2013 3:38 PM
10	The Facility Rental Division oversees the use of public rental facilities, and picnic sites within the city. Staff also assists with maintenance, improvements of these sites, and assistance for special events.	Jun 11, 2013 2:53 PM
11	Aqatic programs including lessons for babies, children, adults; recreation swim; lap swim; water exercise classes	Jun 11, 2013 2:24 PM
12	None	Jun 11, 2013 12:18 PM
13	1. Recruitment of new employees and interns. We advertise open positions on line with CalOpps, a recruitment tool for public agencies, and elsewhere, conduct a screening and interview process, and establish a list of eligible candidates for	Jun 11, 2013 11:15 AM

Page 2, Q5. Please list the programs (activities or services) that your Department provides to the public as well as provide a brief description for each one.

	open positions. 2. We respond to public inquiries on the phone at at the front counter.	
14	Preschool: Licensed Preschool (2) for 2.5 - 5 years old. After School: Licensed afterschool programs for Kindergarten through 5th grade during the school year at 4 sites. REAL: ASES grant funded after school program at 2 sites Summer Camp: Sports, Enrichment, Teen, Traditional Camps Full of Fun Camp: For teens and young adults with special needs. Spring/Winter Camps: Camp for Kindergarten through 12 years old during winter and spring break. Safe Routes To School: Supportive program to educate families on safety to school as well as healthy eating and active living.	Jun 10, 2013 1:19 PM
15	Street Maintenance - maintain the roadway infrastructure including signals, signals pavement, sewer storm drains, curbs, gutters, and sidewalks. Engineering services - issue permits for construction, grading, and encroachments. Water Quality control Plant - treat waste water and discharge to SF Bay.	Jun 7, 2013 1:21 PM
16	1.Provide assistance to public regarding City development regulations - General Plan, Zoning, California Environmental Quality Act (CEQA) - via public counter, phone, internet, off-site meetings 2. Review business licenses 3.Conduct public hearings 4. Site inspections	Jun 6, 2013 2:18 PM
17	Library collections and services in support of our roles as identified in Mission Statement: Primary:Popular materials library and complement to formal education process for children & adults. Secondary:Preschooler's Door to Learning & Complement to Independent Learning Process for Children and Adults.	Jun 5, 2013 2:46 PM
18	Enrichment Classes - over 125 different types offered in 5 facilities. Also supervise Special Events: Egg Hunt, Fun Run, Youth Government Day, Movie Night in the Park, Halloween Extravaganza, Ballet Recitals, etc.	Jun 5, 2013 9:43 AM
19	lunch outings casino trips BINGO games arts and crafts English as a second language class yoga classes line dancing tai chi tax preperation pool tables bridge players HIP housing services HICAP insurance counseling program grocery shopping service	Jun 5, 2013 8:58 AM
20	Fire suppression and emergency response to fires, emergency medical calls, hazardous materials incidents, natural and man-made disasters. Fire prevention: Fire inspections, plan check and related duties Code enforcement: enforcement of the municipal code. Public education: fire prevention education, CPR training, school visits Disaster preparedness: Citizen training on how to be better prepared in the event of a disaster. Also Community Emergency Response Team (CERT)training, citizen based emergency response team that acts as force multiplier augmenting public safety efforts during a disaster	Jun 4, 2013 3:43 PM

Page 2, Q6. Date program questionnaire filled out:

1	06/14/2013	Jun 14, 2013 11:39 AM
2	06/14/2013	Jun 14, 2013 10:50 AM
3	06/13/2013	Jun 13, 2013 3:01 PM
4	06/13/2013	Jun 13, 2013 10:19 AM
5	06/13/2013	Jun 13, 2013 10:12 AM
6	06/13/2013	Jun 12, 2013 11:40 PM
7	06/12/2013	Jun 12, 2013 7:15 PM
8	06/12/2013	Jun 12, 2013 5:06 PM
9	06/12/2013	Jun 12, 2013 3:38 PM
10	06/11/2013	Jun 11, 2013 2:53 PM
11	06/11/2013	Jun 11, 2013 2:24 PM
12	06/11/2013	Jun 11, 2013 12:18 PM
13	06/11/2013	Jun 11, 2013 11:15 AM
14	06/10/2013	Jun 10, 2013 1:19 PM
15	06/07/2013	Jun 7, 2013 1:21 PM
16	06/06/2013	Jun 6, 2013 2:18 PM
17	06/05/2013	Jun 5, 2013 2:46 PM
18	06/05/2013	Jun 5, 2013 9:43 AM
19	06/05/2013	Jun 5, 2013 8:58 AM
20	06/04/2013	Jun 4, 2013 3:43 PM

Page 3, Q1. Do you allow members of the public to use electronic equipment such as copying machines, personal computers?

1	Computers, printers and scanners are available to the public.	Jun 12, 2013 3:46 PM
2	Both Main and Grand Branch Library have copiers for public use; Self check out stations and automated pay stations; there are computers (and printers) for public use; wireless is available for those bringing there own computers.	Jun 5, 2013 2:48 PM

Page 4, Q1. Do you ensure that electronic equipment is accessible to and usable by individuals with disabilities? For example, provide an accessible workstation to help someone fill out a form or a clipboard to use as a work surface?

1	Tables and clipboards are available in the reception area. One-one assistance is available.	Jun 12, 2013 3:48 PM
2	Our computer stations, include accessible stations (height adjustable, special software, keyboard, etc), we have printers at specified height, wheel chair accessible copiers,	Jun 5, 2013 2:57 PM
3	the tables are accessible	Jun 5, 2013 9:03 AM

Page 4, Q2. Are auxiliary aids (such as tools, access to equipment, moveable light sources, adjustable worktable levels, paper and pen, etc.) provided to assist persons with disabilities?

1	Keyboard shortcuts are posted next to monitor. Paper and pens are provided upon request.	Jun 12, 2013 3:48 PM
2	We have adj. height workstations, tables; paper & pen available, rollators (type of walker) to facilitate library use; transport wheelchairs, magnifiers, etc.	Jun 5, 2013 2:57 PM

Page 5, Q1. If any of the division's programs (activities or services) have eligibility requirements for participation, do they contain any of the following?

For example, your Department offers a volunteer program to the public that would require an individual to meet specific physical fitness standards...

1	Participants must pass a background check	Jun 13, 2013 10:22 AM
2	Building maintenance does not have a volunteer program at this time	Jun 12, 2013 11:48 PM
3	Minimum age requirement	Jun 12, 2013 3:50 PM
4	There are no current volunteer programs for rentals. The below answers are specific to rentals only - not the department.	Jun 11, 2013 2:59 PM
5	No programs	Jun 11, 2013 12:20 PM
6	The positions we recruit for have various standards depending on the position. All will require that the employee be mentally and physically able to perform the essential duties of the position. Some will also require various performance standards such as typing skills, physical and mental standards based on the needs of the position. Each position has been evaluated as to essential functions and the physical and mental requirements for each is listed on the job description. We evaluate the requirements from time to time to ensure they are up to date and to determine if intervening technological or other changes have made changes to those requirements so they exclude fewer people. With recruitments, if we are requested by an applicant to have an accommodation of their disability during the testing process we review the request and provide accommodation as needed on an ad hoc basis.	Jun 11, 2013 11:42 AM

Page 5, Q2. Does your Department make changes to standard operating procedures to include a person with disabilities? For example, allowing someone to bring a personal attendant with them to a recreation class or moving an event to an accessible location?

1	While this has not occurred, the department would make efforts to accommodate an individual with a disability as needed.	Jun 14, 2013 11:41 AM
2	May change a furniture set-up to accommodate a wheel chair as needed, etc.	Jun 12, 2013 11:48 PM
3	IF someone needed a clipboard to fill out an application, we would provide that to them. If someone was blind, we'd read them the form	Jun 12, 2013 5:08 PM
4	Interpreters are available upon request. Personal attendants are welcome.	Jun 12, 2013 3:50 PM
5	Allow to bring in a helper	Jun 11, 2013 2:26 PM
6	No programs	Jun 11, 2013 12:20 PM
7	If requested, we have made accommodation during the testing process for recruitments.	Jun 11, 2013 11:42 AM
8	When the placement is appropriate and in the best interest of the customer. We do our best to meet with the person to develop a plan for inclusion.	Jun 10, 2013 1:21 PM
9	Public Hearing Agendas state the following: "Individuals with disabilities who require auxiliary aids or services to attend and participate in this meeting should contact the ADA Coordinator at (650) 829-3800, five working days before the meeting."	Jun 6, 2013 2:27 PM
10	We have an Accomodation Request form; also signage saying staff will retrieve materials from shelves, etc. A given that an attendant may accompany to a program.	Jun 5, 2013 3:03 PM
11	ADA - we will work with the individual and/or parent/guardian to make them successful in attending a class, event.	Jun 5, 2013 9:48 AM
12	the senior center and adult day care program regularly accomodate those with disabilities.	Jun 5, 2013 9:11 AM

Page 5, Q3. Is there a formal procedure for making changes to standard operating procedures?

1	The suggestion for modification or updates is presented to the management Staff group for consideration.	Jun 13, 2013 10:22 AM
2	Accommodations request forms	Jun 12, 2013 3:50 PM
3	No programs	Jun 11, 2013 12:20 PM
4	The SOP must be updated, the old one removed from the book, and the new one inserted.	Jun 7, 2013 1:25 PM
5	Public Hearing Agendas state the following: "Individuals with disabilities who require auxiliary aids or services to attend and participate in this meeting should contact the ADA Coordinator at (650) 829-3800, five working days before the meeting."	Jun 6, 2013 2:27 PM
6	As noted above, submission of the Accommodation Request form; also application for Homebound Service.	Jun 5, 2013 3:03 PM
7	Policies reviewed annually by the Deputy Fire Chief	Jun 4, 2013 3:55 PM

Page 5, Q4. Do you track accessibility requests?

1	To my knowledge, there has never been an accessibility request at our public counter for the 14 years I have worked here.	Jun 12, 2013 5:08 PM
2	No programs	Jun 11, 2013 12:20 PM
3	Informally. We don't have any formal tracking procedure because the requests are so rare.	Jun 11, 2013 11:42 AM
4	When a request comes to install a accessibility device we document it. We have documents nearly a hundred. I'm not going to list each one.	Jun 7, 2013 1:25 PM
5	Would be easy enough to do but haven't had a need to do so.	Jun 5, 2013 3:03 PM
6	I only receive requests occasionally. One in the last six months.	Jun 5, 2013 9:48 AM

Page 5, Q5. Does your program (activities or services) charge an additional fee for people with disabilities for modifying programs?

1	No programs	Jun 11, 2013 12:20 PM
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Page 5, Q6. Does your Department consult or work with any outside organizations or groups that assist people with disabilities such as the a Center for Independent Living or Senior Citizen's advocacy group?

1	The City of South San Francisco Senior Center	Jun 13, 2013 10:22 AM
2	The facilities division does not work directly with advocacy groups	Jun 12, 2013 11:48 PM
3	local school district, County agencies, community agencies	Jun 12, 2013 3:50 PM
4	No programs	Jun 11, 2013 12:20 PM
5	School District; SM Co Commission on Disabilities, Bay Area Disabilities Services Librarian committee (BADSL), etc.	Jun 5, 2013 3:03 PM
6	The senior center works closely with the County of San Mateo Aging and Adult Services, HICAP, HIP housing, Alzheimer's Association, Family caregiver Alliance, AARP, Adult education	Jun 5, 2013 9:11 AM

Page 6, Q1. Do you have a non-discrimination statement that includes persons with disabilities?

1	The City has a policy, but the office of the City Attorney does not have a seperate policy.	Jun 14, 2013 11:43 AM
2	Included in the City's Non-Discrimination Policy	Jun 12, 2013 11:57 PM
3	There is an ADA statement on our Council Agendas that the Department is responsible for. We do not have a separate departmenta non-discrimination statement.	Jun 12, 2013 7:19 PM
4	City of South San Francisco policy	Jun 12, 2013 3:50 PM
5	I'm not aware of a formal statement for rentals, but staff is instructed to accommodate persons of all abilities.	Jun 11, 2013 3:01 PM
6	City policy	Jun 11, 2013 12:21 PM
7	The City's personnel rules provide: 2.03 Fair Employment—The City shall not discriminate against any applicant or employee in violation of state or federal laws or the City's administrative instructions. Nor does the City tolerate retaliation against any applicant or employee for filing a discrimination complaint. The City's Administrative Instructions include a provision stating that: "The City is committed to providing a work enviornment that is free fromunlawful discrimiunation and harassment on the basis of age; sex; race; religion; ethnic or national origina; medical cnodition, sexual orientation, marital status; physical or mental disability and military leave."	Jun 11, 2013 12:10 PM
8	As pertains to personnel in AI; language in various documents	Jun 5, 2013 3:16 PM

Page 6, Q2. Is a non-discrimination statement that includes information about how to reach the ADA coordinator posted in all Departments in a location that maximizes public exposure?

1	There is virtually no public access to the City Attorney's office.	Jun 14, 2013 11:43 AM
2	There is a City poster/statement in the break room in our building.	Jun 12, 2013 7:19 PM
3	I don't know who the ADA Coordinator is.	Jun 12, 2013 5:09 PM
4	But easily accomplished, if required. Should be uniform.	Jun 5, 2013 3:16 PM
5	in the display cases on both floors	Jun 5, 2013 9:25 AM

Page 6, Q4. Do you know the procedure for filing a disability discrimination complaint?

1	A written or verbal complaint would be made to the office of the City Attorney, City Manager or Risk Manager.	Jun 14, 2013 11:43 AM
2	Complaint is documented and forwarded through the chain of command, however, can be presented directly to the Chief of Police.	Jun 13, 2013 10:24 AM
3	Employees to go to HR Director; public discrimination complaints may go to City Clerk, and other avenues may also be available	Jun 12, 2013 11:57 PM
4	Notify the Director of HR that there is an issue related to disability compliance.	Jun 11, 2013 12:10 PM
5	Claims against the city typically go to the City Clerk.	Jun 5, 2013 3:16 PM
6	Not sure of how to file, but would contact HR.	Jun 5, 2013 9:49 AM

Page 6, Q5. Do you notify all members of the public how and with whom to file a disability discrimination complaint?

1	This has never come up.	Jun 12, 2013 5:09 PM
2	No programs	Jun 11, 2013 12:21 PM
3	to contact the senior services supervisor or Human Resources	Jun 5, 2013 9:25 AM

Page 8, Q1. Who manages your printed materials?

1	Some are produced by the Department, but some are produced through CalOpps or outside vendors related to recruitment materials.	Jun 11, 2013 12:13 PM
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**Page 8, Q2. How do you make documents and publications available to individuals with visual disabilities?
(check all that apply):**

1	To my knowledge, we do not currently provide informaiton in alternative fomats unless they are requested	Jun 14, 2013 11:05 AM
2	Not really applicable for building maintenance	Jun 13, 2013 12:00 AM
3	We would accomodate any requests of the above nature.	Jun 12, 2013 7:23 PM
4	This has never come up, however, if it did, I would ask the City Clerk's Office how to handle this.	Jun 12, 2013 5:10 PM
5	Accomodation request forms available	Jun 12, 2013 3:52 PM
6	We can accommodate large print - though not yet requested.	Jun 11, 2013 3:03 PM
7	Upon request we could provide alternative formats.	Jun 11, 2013 12:13 PM
8	Accomodation Request Form - primarily have been requested to provide signage for programs.	Jun 5, 2013 3:20 PM
9	We could enlarge documents on our copy machine	Jun 5, 2013 9:52 AM

Page 8, Q3. Do you make the content of documents and publications available in simple, easy-to-understand language for individuals with learning disabilities?

1	We endeavor to create information in easy to understand language to provide for a wide variety of needs	Jun 14, 2013 11:05 AM
2	n/a	Jun 13, 2013 12:00 AM
3	We would accomodate requests for any such document, but do not as a matter of course produce such documents whenever an agenda or notice is released.	Jun 12, 2013 7:23 PM
4	Our materials are related to recruitment, and are at a level appropriate for applicants,	Jun 11, 2013 12:13 PM

Page 8, Q4. Does your department include images of people with disabilities?

1	n/a	Jun 13, 2013 12:00 AM
2	varies per flyer	Jun 12, 2013 3:52 PM
3	For rentals only: our photos show facilities only, not guests.	Jun 11, 2013 3:03 PM
4	varies by publication.	Jun 5, 2013 3:20 PM
5	People on walkers, wheelchairs.	Jun 5, 2013 9:52 AM

Page 9, Q1. Does your department prepare audiovisual or televised presentations or website demonstrations/webinars for the public or make audiovisual presentations to the public?

1	We do present presentations at Council meetings for our agenda items, such as financial updates to the Council	Jun 12, 2013 5:11 PM
2	Occassional projects	Jun 12, 2013 3:52 PM
3	Broadcast meeting to the public TV channels	Jun 11, 2013 12:22 PM
4	We use CalOpps for recruitments.	Jun 11, 2013 12:13 PM
5	prepare State of City presentation for Council, Citizen's academy presentations, etc.	Jun 5, 2013 3:31 PM

Page 10, Q1. How do you make audiovisual or televised or on-line presentations prepared or presented by your department to the public accessible to individuals with disabilities? Please check all that apply.

1	We would pursue these efforts upon request however they are not produced as a matter of course.	Jun 12, 2013 7:34 PM
2	Upon request	Jun 12, 2013 3:56 PM
3	We could provide a print out of variuos screens if requested.	Jun 11, 2013 12:14 PM
4	We would try to find an alternative format if we receive request.	Jun 5, 2013 9:54 AM

Page 10, Q2. What type of audiovisual presentations (film, videotape, television) does your department provide?

1	Powerpoint or Video	Jun 13, 2013 10:26 AM
2	N/A	Jun 12, 2013 7:34 PM
3	Occasional short interviews with program participants	Jun 12, 2013 3:56 PM
4	Streaming video, recorded for play back, live broadcast	Jun 11, 2013 12:23 PM
5	none	Jun 11, 2013 12:14 PM
6	power point presentation - live demonstrations	Jun 7, 2013 1:28 PM
7	online streaming of Planning Commission and City Council meetings	Jun 6, 2013 2:45 PM
8	pending - online videos;	Jun 5, 2013 3:32 PM
9	may use video/dvd presentation during classes in assist in instructor of the particular class.	Jun 5, 2013 9:54 AM

Page 10, Q3. If you show people in your audiovisual presentations, do you also portray individuals with disabilities in your audiovisual presentations?

1	Depends on program participants	Jun 12, 2013 3:56 PM
2	Learning Disabilities, proj Read.	Jun 5, 2013 3:32 PM

Page 11, Q1. Does your Department have a website?

1	There is a page on the City's website for the City Attorney's office.	Jun 14, 2013 11:44 AM
2	Our department has a page within the larger city website	Jun 14, 2013 11:05 AM
3	ssf.net	Jun 13, 2013 10:27 AM
4	www.ssf.net/sports	Jun 13, 2013 10:16 AM
5	ssf.net	Jun 13, 2013 12:00 AM
6	We do have a webpage that is part of the City's larger website	Jun 12, 2013 7:34 PM
7	www.ssf.net/library	Jun 12, 2013 3:56 PM
8	http://www.ssf.net/index.aspx?NID=398	Jun 11, 2013 3:05 PM
9	www.ssf.net	Jun 11, 2013 2:27 PM
10	City Website www.ssf.net	Jun 11, 2013 12:23 PM
11	HR has a page on the City's website	Jun 11, 2013 12:15 PM
12	ssf.net	Jun 7, 2013 1:28 PM
13	www.ssf.net or http://www.ssf.net/index.aspx?nid=356	Jun 6, 2013 2:46 PM
14	ssf.net/library	Jun 5, 2013 3:32 PM
15	ssf.net	Jun 5, 2013 9:28 AM

Page 12, Q1. What information is provided on this site?

1	A brief description of the City Attorney's services	Jun 14, 2013 2:47 PM
2	Hours of Operation, FAQ's, How to contact the Police Department, How to file a police report, Crime Stats, Media Releases, Crime Prevention Tips, and other basic services offered	Jun 13, 2013 10:28 AM
3	General info including hours of operations, league schedules, registration packets, contact info	Jun 13, 2013 10:18 AM
4	Most City-sponsored programs are described	Jun 13, 2013 12:01 AM
5	Business License information, budget information, Hotel Tax and Parking Tax payment information	Jun 12, 2013 5:12 PM
6	Calendar, programs, service information	Jun 12, 2013 4:00 PM
7	Job recruitment, benefits, personnel rules, information about Personnel Board.	Jun 12, 2013 11:43 AM
8	Fees, locations of facilities, directions, general department info, contacts.	Jun 11, 2013 3:18 PM
9	General information on South San Francisco and specific information on aquatic programs	Jun 11, 2013 2:30 PM
10	Various department goals and objectives	Jun 11, 2013 12:24 PM
11	City Page-program information on our page	Jun 10, 2013 1:25 PM
12	information about our services and how to contact us.	Jun 7, 2013 1:29 PM
13	Planning documents, permitting procedures, hearing notices, fees, major project info, zoning maps, contact information, etc.	Jun 6, 2013 2:52 PM
14	library catalog, events, local history, photos, online book clubs, program and services information, policies, etc.	Jun 5, 2013 3:36 PM
15	Program descriptions.	Jun 5, 2013 9:56 AM
16	city wide information	Jun 5, 2013 9:30 AM
17	Department information	Jun 5, 2013 7:27 AM

Page 12, Q2. Does your Department's website include information about accessibility of facilities (parking, bathrooms, assistive listening devices, etc.) where programs (services or activities) are offered?

1	we don't provide programs other than take business license applications and issue parking permits	Jun 12, 2013 5:12 PM
2	Library website has information - book delivery for homebound patrons, computer workstations, and more	Jun 12, 2013 4:00 PM
3	The only services where a location is involved are Personnel Board meetings. At one point we did include information about disability access, but that seems to have fallen away; we will reinstate it.	Jun 12, 2013 11:43 AM
4	Equipment and software available, homebound service and accomodation form, etc.	Jun 5, 2013 3:36 PM

Page 12, Q3. Does your Department ensure that its website is usable by individuals with disabilities, including those who use speaking browsers?

1	This is handled by IT	Jun 14, 2013 2:47 PM
2	It would handle this.	Jun 12, 2013 11:43 AM
3	contact our IT department	Jun 5, 2013 9:30 AM

Page 12, Q4. Are the documents provided on your website for downloading accessible to persons with visual disabilities?

1	IT would handle this	Jun 12, 2013 11:43 AM
2	Downloadable materials are PDF documents, which can be enlarged.	Jun 11, 2013 3:18 PM
3	Not sure if website info can be made larger on individual computers.	Jun 5, 2013 9:56 AM
4	contact our IT department	Jun 5, 2013 9:30 AM

Page 12, Q5. Is information regarding your Department's facilities, programs and services created and managed by the Department or by others?

1	To the extent there is new information it is handled by the City Attorney's office and IT.	Jun 14, 2013 2:47 PM
2	HR provides some information directly; some is managed by CalOpps, which is run out of the City of Foster City, and IT manages most of the information on the internet.	Jun 12, 2013 11:43 AM
3	We have a department brochure that lists all of the programs produced by others and individual flyers specific to our area are produced by pool staff.	Jun 11, 2013 2:30 PM
4	We create text, IT manages the website.	Jun 5, 2013 9:56 AM
5	we work within the City umbrella	Jun 5, 2013 9:30 AM

Page 13, Q1. Do you communicate by telephone with individuals with hearing or speech difficulties?

1	Not that the office is aware of.	Jun 14, 2013 2:48 PM
2	This is not typical, but we do deal with people who have English as a second language	Jun 14, 2013 11:07 AM
3	I am not aware of this having come up, but we could make arrangements if requested.	Jun 12, 2013 11:45 AM
4	we get all sorts of calls at the senior center and Adult Day Care program	Jun 5, 2013 9:33 AM

Page 13, Q2. Do you use Text Telephones (TTY)?

1	We are aware that the PD has TTY is needed.	Jun 12, 2013 7:39 PM
2	This service has not been requested.	Jun 12, 2013 11:45 AM
3	We used to have designated line	Jun 10, 2013 1:27 PM
4	no...would refer to PD which has TTY; however, we have camera and computers for video relay. Newer technologies seem to be the norm.	Jun 5, 2013 3:39 PM
5	We've used this in the past but not recently. No requests.	Jun 5, 2013 9:59 AM
6	I have had conversations with individuals who use the TTY, but I do not have any contact information	Jun 5, 2013 9:33 AM

Page 13, Q3. Do any staff members use the California Relay Service (711)?

1	Occassional relay calls are received.	Jun 12, 2013 4:01 PM
2	This service has not been requested.	Jun 12, 2013 11:45 AM
3	We have in the past and we are familiar with the relay system	Jun 10, 2013 1:27 PM
4	Occasionally (less and less) get reference questions this way.	Jun 5, 2013 3:39 PM
5	Not sure if we have trained staff in the Rec Dept at this time.	Jun 5, 2013 9:59 AM
6	very very seldom	Jun 5, 2013 9:33 AM

Page 13, Q4. Do you publish your TTY number or California Relay Service numbers in all materials where a phone number is listed?

1	Our Police Department deals with this via our Communications/Dispatch	Jun 14, 2013 11:07 AM
2	It is integrated into our phone equipment in our 911 Center	Jun 13, 2013 10:29 AM
3	HR does not and I don't know if the City does elsewhere.	Jun 12, 2013 11:45 AM
4	We could definitely add it if I had the info.	Jun 5, 2013 9:59 AM
5	I am unaware of these numbers	Jun 5, 2013 9:33 AM

Page 13, Q5. Do you train your staff in operating TTY and in other means of communicating over the telephone with a person with a hearing or speech disability?

1	There is no staff person at the City other than the City Attorney and his deputies.	Jun 14, 2013 2:48 PM
2	Generally, staff has been informed to try to accommodate any disability if possible.	Jun 12, 2013 11:45 AM
3	need to do again and make more regular...problem is lack of frequency of calls.	Jun 5, 2013 3:39 PM
4	Not recently. Our registration office specialist knows how to operate it but hasn't used it in over a year. Would need updated training.	Jun 5, 2013 9:59 AM
5	It is not something that we train staff to use at this point, when we get a call we provide input	Jun 5, 2013 9:33 AM

Page 14, Q1. Do any staff members have contact with the public?

1	The City Attorney and his deputies may have occasional public contact.	Jun 14, 2013 2:49 PM
2	Through recruitment efforts, meetings with vendors, and through occasional inquiries at the front desk.	Jun 12, 2013 11:47 AM
3	At some council meetings	Jun 11, 2013 12:25 PM

Page 14, Q2. How do you inform staff members who have contact with the public of your department's obligations and policies that enable persons with disabilities to participate in programs or activities?

1	All are attorneys and know that if a member of the public needs accommodation it should be provided if reasonably possible.	Jun 14, 2013 2:49 PM
2	Our staff endeavors to accomodate individuals who contact us to the best extent possible, regardless of the issue.	Jun 14, 2013 11:09 AM
3	Not applicable	Jun 13, 2013 3:13 PM
4	All staff has received Diversity Training. Officers are trained in options for dealing with members of the public with disabilities. Dispatchers are trained in communication techniques to employ with the hearing impaired.	Jun 13, 2013 10:32 AM
5	Don't	Jun 13, 2013 10:20 AM
6	Custodians would be informed in staff meetings, but have not had training	Jun 13, 2013 12:05 AM
7	These issues and obligations are dicussed routinely in our department, specifically with respect to access to our building.	Jun 12, 2013 7:42 PM
8	Not programs, people see business licenses at our counter	Jun 12, 2013 5:14 PM
9	Information is in Staff Manuals that is reviewed every years, staff meetings and trainings	Jun 12, 2013 4:02 PM
10	Verbally; staff have been informed that we should try to accommodate disabilities when they are brought to our attention.	Jun 12, 2013 11:47 AM
11	Staff are instructed and given an employee guide which directs staff to make accommodations consistent with Americans with Disabilities Act. Staff are instructed to make all feel welcome and part of all activities in rentals programs.	Jun 11, 2013 5:47 PM
12	Those persons are refered to the supervisor	Jun 11, 2013 2:32 PM
13	four times a month.	Jun 11, 2013 12:25 PM
14	Trainings and Orientations	Jun 10, 2013 1:28 PM
15	Verbally	Jun 7, 2013 1:31 PM
16	There is no formal procedure that I am aware of.	Jun 6, 2013 2:56 PM
17	Staff manual, at meetings, periodic training	Jun 5, 2013 3:50 PM
18	During new employee orientation (in staff manual) and on-going basis when the request comes up.	Jun 5, 2013 10:02 AM
19	The staff expects to interact with those with disabilities, that is what the senior center and adult day care are designed to provide	Jun 5, 2013 9:37 AM
20	N/A	Jun 5, 2013 7:29 AM

Page 14, Q3. Do your staff receive training on interacting with people with disabilities?

1	City Wide facilitation, Police and Dispatch Academies	Jun 13, 2013 10:32 AM
2	Some recreation staff do, but not custodians to date	Jun 13, 2013 12:05 AM
3	I have attended various county ADA trainings and pass down information I receive to my staff	Jun 12, 2013 7:42 PM
4	Staff Manual review, staff trainings	Jun 12, 2013 4:02 PM
5	Fairly informal training through discussion at staff meetings.	Jun 12, 2013 11:47 AM
6	Most of the staff were hired before my appointment to this position; training could be provided at future staff meetings.	Jun 11, 2013 5:47 PM
7	Orientation or training. Presented and Q & A sessions.	Jun 10, 2013 1:28 PM
8	Through a grant we offered citywide training several years ago that was VERY popular and well received. Would be great to be able to repeat something similar.	Jun 5, 2013 3:50 PM
9	Training provided if their is a request by a member of the public.	Jun 5, 2013 10:02 AM
10	staff expects to interact with those with disabilities	Jun 5, 2013 9:37 AM

Page 14, Q4. Are there staff members in your Department who provide emergency services to the public?

1	Basic usage provided by in house certified ASL Trainer	Jun 13, 2013 10:32 AM
2	No	Jun 11, 2013 2:32 PM
3	yes	Jun 7, 2013 1:31 PM
4	we have staff who know sign language but are not "official" ...we've done some training and have info in emergency procedures, ie evacuating.	Jun 5, 2013 3:50 PM
5	One co-worker/supervisor (Kelli Cullinan) knowes ASL.	Jun 5, 2013 10:02 AM
6	no one has sign language skills	Jun 5, 2013 9:37 AM
7	Yes, writing on a pad	Jun 5, 2013 7:29 AM

Page 14, Q5. Are there other staff members who would be able to provide better customer service if they had training in American Sign Language (ASL) or other means of communicating with people who have hearing impairments?

1	This has never come up in my 14 years here	Jun 12, 2013 5:14 PM
2	All staff could provide better customer service if they had such training, but I haven't been made aware of an instance where a customer has needed such assistance	Jun 6, 2013 2:56 PM
3	our FT public service librarians possibly.	Jun 5, 2013 3:50 PM
4	Front desk staff and other individuals when requests arise.	Jun 5, 2013 10:02 AM

Page 15, Q1. Are there any limitations or ratios for the number of people with disabilities who may participate in or be admitted to any department program? For example exams, testing for level of ability, age requirements, etc.

1	Limitations wouyld be depended on size of group and capacity of the facility	Jun 11, 2013 2:33 PM
2	No programs	Jun 11, 2013 12:26 PM
3	age for volunteers and in some positions filing test.	Jun 5, 2013 3:53 PM
4	not at the senior center	Jun 5, 2013 9:40 AM

Page 15, Q2. Does your program use any criteria (for example good health, residency, letters of recommendation) or written and/or oral tests (including level of skill or achievement, or other factor being tested) in the admissions process?

1	Any member of public may use public buildings	Jun 13, 2013 12:06 AM
2	Fingerprinting is required for volunteers, youth volunteers are tested for skill level.	Jun 12, 2013 4:03 PM
3	The City uses various criteria depending on the position sought. As mentioned, there is a testing process for job candidates that includes testing for the skills needed to perform the job.	Jun 12, 2013 11:50 AM
4	No programs	Jun 11, 2013 12:26 PM
5	Health forms, TB test, fingerprints	Jun 10, 2013 1:30 PM

Page 15, Q3. Are there any forms required for admission to the program (for example, tests and/or the submission of other admissions criteria such as certificates?).

1	Some jobs require applicants to possess a drivers' license, and other job related skill certificates.	Jun 12, 2013 11:50 AM
2	Facility Rental Permits are required for use of city facilities	Jun 11, 2013 5:47 PM
3	No programs	Jun 11, 2013 12:26 PM
4	medical information	Jun 10, 2013 1:30 PM
5	city volunteer application	Jun 5, 2013 3:53 PM
6	for the adult day care there is a required doctor's report and an intake procedure	Jun 5, 2013 9:40 AM

Page 15, Q4. Do the forms contain a notice that the City does not discriminate against people with disabilities?

1	Our Board and Commission application will be amended to include this statement.	Jun 12, 2013 7:43 PM
2	The job applications contain that statement.	Jun 12, 2013 11:50 AM
3	it is expected that we will	Jun 5, 2013 9:40 AM

Page 15, Q5. Is an interview required prior to an applicant's entrance into the program?

1	Volunteers are interviewed for placement, vary by program	Jun 12, 2013 4:03 PM
2	Candidates for job positions are almost always interviewed.	Jun 12, 2013 11:50 AM
3	No programs	Jun 11, 2013 12:26 PM
4	There is an orientation for most of our programs.	Jun 10, 2013 1:30 PM
5	there is an intake procedure for the adult day care program	Jun 5, 2013 9:40 AM

Page 16, Q1. Does your department hold public meetings?

1	Not seperate from the City Council or other City staff, but those would not be considered meetings of the City Attorney.	Jun 14, 2013 2:51 PM
2	As part of our support of the City Council	Jun 14, 2013 11:11 AM
3	Public meetings are conducted by admin staff	Jun 13, 2013 10:22 AM
4	Personnel Board meetings on quarterly basis.	Jun 12, 2013 11:50 AM
5	Public meetings are generally conducted by upper management	Jun 11, 2013 2:34 PM

Page 17, Q1. Do you require that public meetings, hearings, and conferences be held in accessible locations?

1	the magnolia center is accessible via the elevator, and hand operated enterances	Jun 5, 2013 9:42 AM
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Page 17, Q2. Are American Sign Language interpreters, readers, or adaptive equipment provided when requested for meetings, interviews, and conferences?

1	We have never had any request	Jun 14, 2013 11:12 AM
2	Depends on the request	Jun 13, 2013 10:34 AM
3	Would be provided upon request, but have not received requests	Jun 13, 2013 12:07 AM
4	I have not had such a request in my 6 years in office, however, we would accomodate if requested.	Jun 12, 2013 7:44 PM
5	10 days	Jun 12, 2013 4:05 PM
6	No such request has been made, but we would attempt to accommodate any such disability with enough notice.	Jun 12, 2013 11:51 AM
7	5 days	Jun 6, 2013 2:58 PM
8	10 days	Jun 5, 2013 3:54 PM
9	We would if there was a request.	Jun 5, 2013 10:05 AM
10	this has never been asked for in my 17 years at teh senior center	Jun 5, 2013 9:42 AM

Page 17, Q3. Do you ensure that all individuals with hearing disabilities who do not read sign language can participate effectively in meetings, conferences, and hearings via assistive listening devices or other means?

1	See above	Jun 14, 2013 11:12 AM
2	headset with sound system available	Jun 12, 2013 4:05 PM
3	No such request has been made, but we would attempt to accommodate any such disability with enough notice.	Jun 12, 2013 11:51 AM
4	we have assistive listening device s that have NEVER been asked for due to messing up their hair	Jun 5, 2013 9:42 AM

Page 18, Q1. Do you provide transportation to volunteers, program participants, visitors, and others who participate in your programs?

1	Department does, but not applicable for maintenance function	Jun 13, 2013 12:07 AM
2	A city van is used for transporation to and from fieldtrip destinations when needed.	Jun 10, 2013 1:31 PM
3	golf cart for walking tours	Jun 7, 2013 1:32 PM
4	Not in classes or special events	Jun 5, 2013 10:06 AM
5	we have two 21 passenger wheel chair lift vans	Jun 5, 2013 9:43 AM

Page 19, Q1. Do you have procedures to make transportation accessible to persons who have visual disabilities?

1	refer to senior services response	Jun 13, 2013 12:09 AM
2	no written procedures, we expect to	Jun 5, 2013 9:59 AM

Page 19, Q2. Do you have procedures to make transportation accessible to persons who have hearing disabilities?

1	refer to senior services response	Jun 13, 2013 12:09 AM
2	no written procedures, we expect to	Jun 5, 2013 9:59 AM

Page 19, Q3. Do you have procedures to make transportation accessible to persons who have mobility disabilities?

1	use a golf cart	Jun 7, 2013 1:33 PM
2	no written procedures, that is expected	Jun 5, 2013 9:59 AM

Page 19, Q4. Do you have procedures to make transportation accessible to persons who have learning disabilities?

1	refer to childcare program response	Jun 13, 2013 12:09 AM
2	no written procedures, it is expected	Jun 5, 2013 9:59 AM

Page 20, Q1. Does your Department provide facility tours or organize trips for members of the public?

1	As requested by Council, but not typically	Jun 14, 2013 11:13 AM
2	Police Department Tours	Jun 13, 2013 10:35 AM
3	seniors, childcare, but not facilities	Jun 13, 2013 12:09 AM
4	class field trips, Citizens' Academy, scheduled trips	Jun 12, 2013 4:06 PM
5	tours of the Waste Water Plant	Jun 7, 2013 1:33 PM
6	Only occasionally, such as a Planning Commission city tour	Jun 6, 2013 2:59 PM
7	open house events, class visits	Jun 5, 2013 3:55 PM
8	Not with classes or in special events	Jun 5, 2013 10:06 AM
9	lunch outings, casino trips, special events	Jun 5, 2013 10:00 AM
10	Fire Station tours	Jun 5, 2013 7:30 AM

Page 21, Q1. Do you have procedures to make tours and trips accessible to persons who have visual disabilities?

1	no written, we make it happen	Jun 5, 2013 10:01 AM
2	They can be escorted by staff	Jun 5, 2013 7:33 AM

Page 21, Q2. Do you have procedures to make tours and trips accessible to persons who have hearing disabilities?

1	microphones	Jun 7, 2013 1:34 PM
2	no written, we make it happen	Jun 5, 2013 10:01 AM
3	Allow more visual components to the tour	Jun 5, 2013 7:33 AM

Page 21, Q3. Do you have procedures to make tours and trips accessible to persons who have mobility disabilities?

1	There are no specific procedures, but we can and have accomodated people with mobility disabilities	Jun 14, 2013 11:15 AM
2	a rollator and elevators are available	Jun 12, 2013 4:08 PM
3	City's senior buses are typically used, and are accessible to people with mobility disabilities	Jun 6, 2013 3:00 PM
4	no written, we make it happen	Jun 5, 2013 10:01 AM

Page 21, Q4. Do you have procedures to make tours and trips accessible to persons who have learning disabilities?

1	We have accomodated tours of students in Special Education programs	Jun 14, 2013 11:15 AM
2	no written, we make it happen	Jun 5, 2013 10:01 AM
3	They can be escorted by staff	Jun 5, 2013 7:33 AM

Page 22, Q1. Do you use consultants to conduct programs on behalf of your Department?

1	Other consultants with specialized skill may be employed to assist in providing services to the City. Only occasionally would they have interaction with the public.	Jun 14, 2013 2:52 PM
2	Department, but not facilities	Jun 13, 2013 12:10 AM
3	presentors, performers, speakers	Jun 12, 2013 4:08 PM
4	CalOpps, a recruitment tool is managed by the City of Foster City and we contract with them to provide the service. We also contract with providers of testing materials for job recruitments.	Jun 12, 2013 11:53 AM
5	Planning Consultants	Jun 6, 2013 3:01 PM
6	not so much consultants, rather performers (puppeteers, etc)	Jun 5, 2013 3:58 PM
7	Not with classes/special events	Jun 5, 2013 10:06 AM

Page 23, Q1. Do you ensure that consultants are aware of their obligations to facilitate participation of individuals with disabilities in programs or activities operated on behalf of your Department?

1	contracts with outside contractors include provisions requiring the contractors to refrain from discriminating against individuals with disabilities	Jun 14, 2013 2:54 PM
2	Informally told	Jun 12, 2013 4:09 PM
3	Consultant contracts contain provisions requiring them to comply with laws requiring accommodation of individuals with disabilities.	Jun 12, 2013 11:54 AM
4	No programs	Jun 11, 2013 12:27 PM
5	varies - city waivers and/or contracts and their language	Jun 5, 2013 3:59 PM

Page 23, Q2. Do you monitor this obligation?

1	It has never come up, but if there was an issue this office would take steps to ensure compliance.	Jun 14, 2013 2:54 PM
2	all recruiting activities are monitored by the HR analyst in charge of recruiting.	Jun 12, 2013 11:54 AM
3	No programs	Jun 11, 2013 12:27 PM
4	program fliers with accomodation info	Jun 5, 2013 3:59 PM

Page 24, Q1. Do you notify individuals with visual disabilities of emergencies and evacuation procedures?

1	Staff will escort person as needed. Instructions are listed in the Staff Manual	Jun 12, 2013 4:12 PM
2	This has never come up as HR does not typically interact with the public on a regular basis. However, if an emergency arose during a recruitment testing process or public meeting, HR staff would make every effort to ensure individuals with disabilities were appropriately evacuated.	Jun 12, 2013 11:57 AM
3	We do not describe evac procedures with rentals guests, though we may add to our procedures.	Jun 11, 2013 5:48 PM
4	staff would escort out of building	Jun 5, 2013 4:00 PM
5	nothing specifically	Jun 5, 2013 10:15 AM
6	We would if we had an individual in our classes/events.	Jun 5, 2013 10:09 AM
7	Fire personnel would escort	Jun 5, 2013 7:33 AM

Page 24, Q2. Do you notify individuals with hearing disabilities of emergencies and evacuation procedures?

1	Staff will inform person as needed. Instructions are listed in the Staff Manual	Jun 12, 2013 4:12 PM
2	This has never come up as HR does not typically interact with the public on a regular basis. However, if an emergency arose during a recruitment testing process or public meeting, HR staff would make every effort to ensure individuals with disabilities were appropriately evacuated.	Jun 12, 2013 11:57 AM
3	mircophone	Jun 7, 2013 1:35 PM
4	as above	Jun 5, 2013 4:00 PM
5	nothing specifically	Jun 5, 2013 10:15 AM
6	If we had a request for participation in our classes/events.	Jun 5, 2013 10:09 AM
7	Fire personnel would escort	Jun 5, 2013 7:33 AM

Page 24, Q3. Do you notify individuals with mobility disabilities of emergencies and evacuation procedures?

1	Lead staff notify all public as needed. Instructions are listed in the Staff Manual	Jun 12, 2013 4:12 PM
2	This has never come up as HR does not typically interact with the public on a regular basis. However, if an emergency arose during a recruitment testing process or public meeting, HR staff would make every effort to ensure individuals with disabilities were appropriately evacuated.	Jun 12, 2013 11:57 AM
3	we stay with these individuals	Jun 7, 2013 1:35 PM
4	as above; also have transport wheelchairs, if needed	Jun 5, 2013 4:00 PM
5	nothing specifically	Jun 5, 2013 10:15 AM
6	same as above	Jun 5, 2013 10:09 AM
7	Fire personnel would escort	Jun 5, 2013 7:33 AM

Page 24, Q4. Do you notify individuals with learning disabilities of emergencies and evacuation procedures?

1	Staff will notify person as needed. Instructions are listed in the Staff Manual	Jun 12, 2013 4:12 PM
2	This has never come up as HR does not typically interact with the public on a regular basis. However, if an emergency arose during a recruitment testing process or public meeting, HR staff would make every effort to ensure individuals with disabilities were appropriately evacuated.	Jun 12, 2013 11:57 AM
3	staff would escort out as needed	Jun 5, 2013 4:00 PM
4	nothing specifically	Jun 5, 2013 10:15 AM
5	Parents/guardians or individual often don't tell us if they (or child) has a learning disability.	Jun 5, 2013 10:09 AM
6	Fire personnel would escort	Jun 5, 2013 7:33 AM

Page 25, Q1. List all facilities, or portions of facilities, used for your Department's programs, services or activities. For each facility, designate the activity for which it is used. Example: Facility=City Hall. Program=Building Permit Services

1	Facilities: City Hall, MSB. Program: meetings with members of the public.	Jun 14, 2013 2:55 PM
2	Facility- City Hall, Council Study Sessions	Jun 14, 2013 11:18 AM
3	City Hall Annex. Building Permit Services	Jun 13, 2013 3:18 PM
4	Facility =Police Department Program = Livescanning, Tours, Citizen Academies, Explorer Program, Project NEAT, Facility = City Parks Program = Easter Egg Hunt, K-9 Demonstrations Facility = Community Schools Program = GREAT, Every 15 Minutes,	Jun 13, 2013 10:40 AM
5	Terrabay Gym: basketball, badminton, adult sports, volleyball, summer camps, specialty camps Spruce Gym (co-use facility with school district): volleyball, basketball South San Francisco High School Gym: badminton Terrbay field: softball (adult, high school), flag football, soccer, youth baseball, lacrosse Orange Park Softball & baseball field: baseball (13-18 yrs), adult softball, youth baseball, Junior Giants Orange Park Soccer: youth and adult soccer Buri Buri Park: youth baseball Buri Buri School: youth baseball and Junior Giants Alta Loma Park: youth baseball Alta Loma School: youth baseball Paradise Valley: youth baseball and Junior Giants Foxridge School: youth baseball. Brentwood Park: youth baseball Baden (Southwood) Adult School: youth baseball Ponderosa School: youth baseball, high school softball Avalon Park: youth baseball and Junior Giants Westborough Park: high school baseball Parkway School: youth baseball Drop in areas also include basketball courts at Orange Park, Buri Buri Park, Brentwood, Clay Park, Francisco Terrace, Gardiner Playlot, Sellick Park, Elkwood Park, Newman and Gibbs playlot, Dundee playlot, Westborough Park; tennis courts at Orange Park, Terrabay, Sellick, Westborough, Buri Buri Park, Alta Loma Park, Brentwood Park Bocce Ball: Orange Park	Jun 13, 2013 10:38 AM
6	Facilities maintains all city buildings	Jun 13, 2013 12:12 AM
7	City Hall- Council meetings MSB- Council meetings	Jun 12, 2013 7:47 PM
8	Issue Business Licenses=City Hall Sell Parking Permits=City Hall	Jun 12, 2013 5:16 PM
9	Facility = Community Learning Center Program = Literacy Services for adults and children	Jun 12, 2013 4:14 PM
10	Testing and oral interview panels for recruitment are held at City Hall, Municipal Services Building, Corporation Yard, and numerous local hotels. Personnel Board meetings are held at City Hall or the MSB.	Jun 12, 2013 12:02 PM
11	The following indoor facilities are rented out to the public: Municipal Services Building Terrabay Gymnasium Westborough Recreation Building Joseph Fernekes Recreation Building Magnolia Senior Center (very seldom) The following outdoor facilities are rented out for reserved picnics. When reservations for these sites are not made, they are open to public use on weekends. Orange Park Area 1 - Shelter Orange Park Area 2 Orange Park Area 3 Orange Park Area 4 Orange Park Area 5 Westborough Park Shelter Westbrough Park Small Area Buri Buri Park Area 1 Buri Buri Park Area 2 Buri Buri Park Area 3 Buri Buri	Jun 11, 2013 5:48 PM

Page 25, Q1. List all facilities, or portions of facilities, used for your Department's programs, services or activities. For each facility, designate the activity for which it is used. Example: Facility=City Hall. Program=Building Permit Services

	Park Area 4 Sellick Park Picnic Site Alta Loma Park Area 1 Alta Loma Park Area 2 Alta Loma Park Area 3 Avalon Park Picnic Site	
12	Orange Memorial Pool: swimming	Jun 11, 2013 2:35 PM
13	All city departments use computers. We use the MSB for broadcasting.	Jun 11, 2013 12:28 PM
14	Siebecker Facility=Preschool Westborough Building= Preschool Westborough Portable= Preschool Ponderosa Portables=After School Rec. Prog Buri Buri Portable= After School Rec. Prog Spruce Portable=After School Rec. Prog Monte Verde Portable=After School Rec. Prog Joseph Fernekes Rec. Bldg,= Summer Camp Terrabay Facility= Sports and Enrichment Camp Los Cerritos Classroom=ASES Program Martin Classroom=ASES Program	Jun 10, 2013 1:37 PM
15	Facility = Corp. Yard program= maintenance Facility = City Hall Annex Program = permits Facility = Watster water Plant Program = tours	Jun 7, 2013 1:37 PM
16	City Hall Annex - Planning Permit services, public counter assistance, public document access & review, public hearings, meetings City Hall - public hearings, meetings Municipal Services Building - public hearings, meetings	Jun 6, 2013 3:07 PM
17	Facility= Main Library. Material selection, research, computer and copier use; study, story times, movies and other programs, literacy training and tutoring, etc. Facility= Grand Avenue Branch Library. Material selection; research, computer & copier use; study, story times, movies & other programs.	Jun 5, 2013 4:04 PM
18	The Magnolia Center has the senior center on the 3rd floor, the adult day care program on the second floor and our exercise room on the ground floor	Jun 5, 2013 10:17 AM
19	Municipal Services Building - classes, special events Terrabay - classes, special events Westborough - classes Fernekes Building - classes, special events Community Learning Center - classes	Jun 5, 2013 10:11 AM
20	Fire Stations; used for tours	Jun 5, 2013 7:34 AM

Page 25, Q2. Have you had requests for improving accessibility to your Department's programs or facilities?

1	Unknown number of requests for improved accessibility for entrance into the building by citizens who utilize wheelchairs.	Jun 13, 2013 10:40 AM
2	Various repairs required as result of lawsuit settlement	Jun 13, 2013 12:12 AM
3	City Hall was recently improved for mobility access, however I have concerns about difficulty accessing the building	Jun 12, 2013 7:47 PM
4	Extra table spacing for wheelchair movement.	Jun 12, 2013 4:14 PM
5	No requests for improvements have been made since I was assigned to supervisor in December 2012. Staff always meets accessibility needs of guests.	Jun 11, 2013 5:48 PM
6	2 requests to improve access to building - programs and services.	Jun 5, 2013 4:04 PM
7	I have not had any requests in my 17 years at the Magnolia Center	Jun 5, 2013 10:17 AM

Page 26, Q1. Does your Department organize special events or do you help facilitate private events on City property such as a park or City building?

1	Easter Egg Hunt, Senior Breakfast, K-9 Demonstrations, etc.	Jun 13, 2013 10:40 AM
2	Rental of facilities for parties or sports activities	Jun 13, 2013 10:39 AM
3	Many public and private events are organized or facilitated annually by Parks and Recreation, and many outside organizations are involved, too numerous to describe in space provided	Jun 13, 2013 12:14 AM
4	Celebration events, citizenship fair, health fair Local agencies request use of building or are invited to participate in events	Jun 12, 2013 4:15 PM
5	Yes, Facility Rentals works closely with the public in coordinating private events in city owned buildings and park sites.	Jun 11, 2013 5:48 PM
6	Any special event that the Recreation Department is a part of during the year.	Jun 10, 2013 1:37 PM
7	to many to list.	Jun 7, 2013 1:38 PM
8	Library programs; outside groups have limited access to book use of auditorium.	Jun 5, 2013 4:06 PM
9	We host special events throughout the year at the Magnolia Center, a Fire Department picnic at Orange Park, the Health Fair and Holiday Boutique at the Municipal Services Building.	Jun 5, 2013 10:18 AM
10	Community wide special events - Egg Hunt, Halloween Extravaganza, etc	Jun 5, 2013 10:11 AM
11	Station tours, Search dog demos,	Jun 5, 2013 7:35 AM

Page 27, Q1. Do you ensure that both private entities and your staff are aware of their obligations to facilitate participation of individuals with disabilities in these special events or private events held on public property?

1	All programs are accessible	Jun 12, 2013 4:16 PM
2	Staff are instructed and trained to meet needs of disabled guests and to include them in special events. Administrative staff develop room setups that ensure proper clearances are made for those with disabilities and space is made to freely navigate rooms. Private groups (rentals) are told of the need to maintain these clearance areas for access and safety, though we may need to stress the guests' obligations to facilitate participation of individuals with disabilities during private events.	Jun 11, 2013 5:48 PM
3	Annual review (and periodic by sections) of staff manual, regular updating of policies, for staff. no for private.	Jun 5, 2013 4:08 PM
4	It is not written, but what we expect to do at the senior center and adult day care program	Jun 5, 2013 10:19 AM
5	Staff who work event are aware of ADA/city policy.	Jun 5, 2013 10:12 AM

Page 28, Q1. Thank you for completing this survey. This is the last question on the survey.

Do you have any accessibility questions for us? Please use this box below for any other questions or comments.

When you are done with the survey, please click on the "done" button. Once you click on the "done"...

1	Some of the playlots and fields listed are actually under control of the parks division although we may use them for our programs	Jun 13, 2013 10:40 AM
2	I have questions about the ADA accessibility of City Hall, specifically since it is used for after hours council public meetings.	Jun 12, 2013 7:48 PM
3	No	Jun 11, 2013 12:28 PM