

CITY OF SOUTH SAN FRANCISCO



AMERICANS WITH DISABILITIES ACT self evaluation and transition plan

MAY 2014

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1.0 Introduction

1.1 Summary

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

This ADA Self-Evaluation and Transition Plan is being prepared to partially fulfill the requirements set forth in Title II of the Americans with Disabilities Act. The ADA states that a public entity must reasonably modify its policies, practices, or procedures to avoid discrimination against people with disabilities. This report will assist the City of South San Francisco to identify policy, program, and physical barriers to accessibility and to develop barrier removal solutions that will facilitate the opportunity of access to all individuals.

1.2 Legislative Mandate

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

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

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

disabilities that are at least equal to those provided by the nondiscrimination provisions of Title V of the Rehabilitation Act.

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

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

Title II of the ADA provides that public entities must identify and evaluate all programs, activities and services and review all policies, practices, and procedures that govern administration of the entity's programs, activities, and services. This report and certain documents incorporated by reference, establishes the City's ADA Self-Evaluation and Transition Plan.

1.3 ADA Self-Evaluation and Transition Plan Requirements and Process

The Self-Evaluation is the City's assessment of its current policies, practices, and procedures. The Self-Evaluation identifies and makes recommendations to correct those policies and practices that are inconsistent with Title II requirements. As part of the Self-Evaluation, the City:

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

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

- A list of the physical barriers in the City's facilities that limit the accessibility of its programs, activities, or services to individuals with disabilities;
- A detailed outline of the methods to be used to remove these barriers and make the facilities accessible;
- Planning level cost estimates for their removal;

- A schedule for taking the steps necessary to achieve compliance with the ADA, Title II; and
- The name of the individual responsible for the plan's implementation.

1.4 Discrimination and Accessibility

There are two kinds of accessibility:

- Program accessibility; and
- Physical accessibility

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

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

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

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

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

1.5 Undue Burden

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

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

1.6 Facility Survey

In 2013, the City completed a physical audit of facilities to identify facility barriers and identify recommendations and alterations in order to meet state and federal accessibility standards. The list of facilities surveyed included:

- City owned parks
- City owned buildings
- City owned parking lots
- City PROW near buildings and parks
- City signalized intersections

1.7 Self-Evaluation

In 2013, the City of South San Francisco evaluated its policies, programs, and procedures to determine current levels of service and the extent to which its policies and programs created barriers to accessibility for persons with disabilities.

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

- City Attorney's Office
- City Clerk's Office
- City Manager's Office

- Economic and Community Development
- Finance Department
- Fire Department
- Human Resources
- Information Technology
- Library/Community Learning
- Parks and Recreation
- Police Department
- Public Works

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

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

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

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

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

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

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

1.8 Public Outreach

Public outreach is required to execute an ADA Self-Evaluation and Transition Plan. The City held a public meeting on March 3, 2014 for the public to review the results of the ADA Self-Evaluation and provide input regarding the accessibility of City's programs, services and activities. A second public outreach effort will occur in May 2014 to review the City's Draft ADA Self-Evaluation and Transition Plan.

2.0 Definitions

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

2.1 Auxiliary Aids and Services

The term *auxiliary aids* and services include:

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

2.2 Complaint

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

2.3 Disability

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

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

2.4 Discrimination on the Basis of Disability

Discrimination on the basis of disability means to:

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

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

2.5 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 Physical or Mental Impairments

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

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

2.7 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 Reasonable Program Modifications

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

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

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

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

Modification applies to:

- All decisions and to the application or registration process;
- All services provided in connection with the program or activity; and
- Known disabilities only.

Modification is not required if:

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

2.9 Regarded as Having a Disability

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

2.10 Substantial Limitations of Major Life Activities

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

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

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

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

2.11 Undue Burden

The City of South San Francisco shall not provide an accommodation that imposes an undue burden on the operation of the City's business.

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

Whether a particular accommodation will impose an undue hardship is determined on a case-by-case basis. If a particular modification is determined to cause an undue burden to the City of South San Francisco, 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.

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3.0 Policies & Programmatic Accessibility Findings & Actions

3.1 Introduction

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

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

- City Attorney's Office
- City Clerk's Office
- City Manager's Office
- Economic and Community Development
- Finance Department
- Fire Department
- Human Resources
- Information Technology
- Library and Community Learning
- Parks and Recreation
- Police Department
- Public Works

The findings and recommendations contained in this section will serve as a basis for the implementation of specific improvements for providing access to City programs as required by law. There were a total of 20 programmatic questionnaires submitted by the City of South San Francisco Staff. Detailed department reports can be found in section 3.5.

3.2 Programmatic Modifications

The ADA Coordinator, or designee, will follow-up with each department to review the recommendations contained in this Self Evaluation Report. In those situations where a policy, program, or procedure creates a barrier to accessibility that is unique to a department or a certain program, the ADA Coordinator, or designee, will coordinate with the department head or

program manager to address the removal of the barrier in the most reasonable and accommodating manner in accordance with applicable law.

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

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

- Accessible/Adaptive Equipment
- Customer Service
- Notice Requirements
- Printed Information
- Televised and Audiovisual Public Information
- Website
- Public Telephones and Communication Devices
- Training and Staffing
- Program Eligibility and Admission
- Public Meetings
- Transportation Services
- Tours and Trips
- Use of Consultants for Delivering Program Services
- Emergency Evacuation Procedures
- Facilities
- Special Events on Public Properties

Accessible/Adaptive Equipment

Adaptive aids are devices, controls, appliances, or items that make it possible for persons with disabilities to improve their ability to function independently and participate in programs, services, and activities offered by the City. For example, a pen and clip board for the deaf or speech impaired to write notes on or accessible electronic equipment such as accessible computer stations.

Self-Evaluation Findings:

Few Departments reported allowing the public to use or access electronic equipment such as photocopiers and computers. All of the departments that allow public access to equipment reported they ensure the equipment is accessible to individuals with disabilities. Few departments reported providing adaptive aids such as pens, paper, and clipboards.

Recommended Actions:

1. Provide standard equipment at each site where programs are administered to facilitate basic communications access using

alternative formats. Equipment may include, but not be limited to, paper and pencil, an enlarging copy machine, and access to TTY or relay service (711) technology.

2. Collaborate with community organizations such as the Disability Resource Agency for Independent Living (DRAIL) and Disability Services and Legal Center (DSLC) to develop and maintain a current resource list of assistive technology equipment and sources for acquiring them.
3. Establish and maintain a "Resources Toolkit" of adaptive aids and human resources that should be available for use by individuals participating in City programs. Include information about the availability of specific equipment and/or individuals who are available to provide special services (e.g., ASL translation) in public information materials such as brochures and the City's website.
4. Include accessibility as a criterion for purchasing decision making. Whenever possible, evaluate furniture and building materials purchases for compatibility with a wide range of disabilities and sensitivities. Select items that are easily adjustable or can be modified to accommodate a variety of physical and ergonomic needs when purchasing items such as furniture, site furnishings, and office systems. Consultation with disability organizations and persons with disabilities (please see Section 6.0 for Disability Resources) will assist in this task.
5. Maintain accessible equipment.

Customer Service

In-person interaction with the public is one of the primary functions of most City departments. Some City departments have eligibility requirements.

Self-Evaluation Findings:

Most departments had policies or procedure for making informal changes to standard operating procedures to accommodate people with disabilities. Some departments reported to have a formal process for making changes to standard operating procedure. Few departments reported that they tracked accessibility requests. No departments reported charging an additional fee for modifying a program for a person with a disability. Some departments indicated they consult or have partnerships with outside organizations who provide services to people with disabilities. No department reported having a policy that would exclude a service animal.

Recommended Actions:

1. Continue to make appropriate modifications to regular practices to accommodate the needs of individuals with disabilities when providing customer service.
2. Continue to allow the use of service animals to assist persons in accessing programs, activities and services in City facilities. Since service animals are not always dogs, staff should be made aware of the definition of a service animal and the protocol and etiquette for service animals.
3. Develop criteria for determining reasonable modifications to provide program accessibility, which may include acquisition or redesign of equipment, assignment of aides to persons with disabilities, and provision of services at alternative accessible sites. An approach should include:
 - Requests for reasonable modification in programs or services should be made to the department responsible for the program or service.
 - The department offering the program or service should meet with the individual with a disability to identify which aspects of the program limit participation and what modifications can be made.
 - The department offering the program or service should consult with the relevant program or service staff to determine the reasonable modification. The department offering the program or service may also consult with the City's ADA Coordinator or other resources providing services or information regarding persons with disabilities as appropriate.
 - The department offering the program or service should document the modification(s) that was offered and the response of the person with the disability to the modification(s) offered. This documentation should be filed with the City ADA Coordinator's office. All accessibility requests should be tracked. The ADA requests should be analyzed periodically to look for global issues that can be addressed and problems that can be solved proactively.
 - If individuals with a disability are not satisfied with the results of this process, they should be directed to the City's ADA Grievance Procedure.
4. Assess the composition and needs of the disabled population. Take the necessary steps to improve communication and outreach to increase

the effective participation of community members with disabilities in all City programs and activities.

5. Continue to build partnerships with organizations who provide services to the disabled populations to assist in getting the word out about City programs. Keep programs up-to-date through increased community involvement and partnerships with organizations that offer services to persons with disabilities.
6. Publicize efforts to increase participation by persons with disabilities, which might include activities such as distributing program brochures to members of the disability community.
7. Continue the process of not charging an additional fee for program modifications or alternative formats.

Notice Requirements

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

Self-Evaluation Findings:

Most departments have a nondiscrimination statement that includes persons with disabilities. Some departments post the nondiscrimination statement in a location that maximizes public exposure. Many departments notify all persons that meetings, hearings, and conferences will be held in accessible locations and that adaptive aids such as assistive listening devices will be provided upon request to participants with disabilities. Some departments reported to know the procedure for filing a disability discrimination complaint. One department reported notifying all persons about how and with whom to file a disability complaint.

Recommended Actions:

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

In accordance with the Americans with Disabilities Act and California Law, it is the policy of the City of South San Francisco to offer its public programs, services and meetings in a manner that is readily accessible to everyone, including individuals with disabilities. If you are a person with a disability and require information or materials in an appropriate alternative format; or if you require any other accommodation, please contact department staff. Advance notification within this guideline will enable the City to make reasonable arrangements to ensure accessibility. The City ADA Coordinator can be reached at (650) 829-6619 Email: kathy.mount@ssf.net

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

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

The City of South San Francisco does not discriminate on the basis of disability in the admissions or access to its programs or activities. An ADA Coordinator has been designated to coordinate compliance with the non-discrimination requirements contained in the Department of Justice regulations implementing Subtitle A of Title II of the Americans with Disabilities Act (42 U.S.C. 12131), which prohibits discrimination on the basis on disability by public agencies.

*City South San Francisco
Kathy Mount, ADA Coordinator
City of South San Francisco
(650) 829-6619 (Voice)
kathy.mount@ssf.net*

4. List those City agencies, departments, and specialized services that offer TTY in printed City directories and include the following statement:

*The City of South San Francisco offers Text Telephone (TTY) services for persons with hearing or speech impairments:
(800) 735-2929*

5. Develop a statement regarding accessible locations and the availability of auxiliary aids upon request that is included on all public announcements, postings for City programs, and applications, including:
 - The notice of non-discrimination;
 - Information regarding site accessibility, including the accessible bus route serving the program, facility, or event;
 - The department's text telephone (TTY) number, California Relay Service information, and the phone number and email address of the person who can provide assistance in meeting special needs; and
 - A notice that information is available in alternative formats with 72 hours notice.

Printed Information

In order to meet the ADA's communication standards, City departments must be able to provide information, when requested, in alternative formats such as using easy-to-understand language, Braille, large-print format, audiotape or CD, computer disk, or other formats as requested.

Self-Evaluation Findings:

Most departments provide printed information to the public. Many departments reported they provided printed materials in alternative formats upon request. Many departments reported they provide materials in easy to understand language for people with learning disabilities. Some departments reported including images of persons with disabilities in their printed materials when showing people in their printed materials.

Recommended Actions:

1. Provide information to each department on how to produce printed information in alternative formats for persons with various disabilities to ensure that requests are handled in a uniform and consistent manner.
2. Publicize the City's commitment to provide program information in alternative formats on an individual basis as requested.
3. Ensure the uniformity of charges for a publication for all formats of that publication.
4. Include the following notice on all materials printed by the City that are made available to the public:

This publication can be made available in alternative formats, such as, Braille, large print, audiotape, or computer disk. Requests can be made by calling (650) 829-6619 (Voice) or (800) 735-2929 (TTY). Please allow 72 hours for your request to be processed.

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

Televised and Audiovisual Public Information

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

Self-Evaluation Findings:

Many departments reported providing audiovisual and televised presentations. Some departments provide alternative formats upon request including captioning and transcription. One department reported to use images of persons with disabilities when including images of people in their audiovisual presentations.

Recommended Actions:

1. Use closed captioning or other alternatives to audio presentations for City programs and for audiovisual presentations produced by the City (including videos, films, and City Council meetings) in order to ensure that persons with hearing impairments can benefit from these presentations.

2. When presenting PowerPoint presentations read all slides and describe all graphics. This will allow the blind and visually impaired to fully understand the information being presented.
3. When including images in audiovisual information, include people with disabilities.

Website – City and Departmental Websites

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

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

Self-Evaluation Findings:

Most departments provide information about their programs on the web. Few departments reported including information about access for the disabled, such as locations of accessible parking and restrooms, on the web. Most departments were unsure if their web pages or materials available for downloading were accessible to people with visual impairments who use speaking browsers. Content is managed by a combination of departments and the IT Department.

Recommended Actions:

1. Increase outreach to persons with disabilities by having the website include more information about the City's commitment to providing accessible services and facilities.
2. Include the City's Policy on Non-Discrimination on the Basis of Disability on the City's website.
3. List those City agencies, departments, and specialized services that offer TTY in the website telephone directory, and include the following statement:

The City of South San Francisco government offers Text Telephone (TTY) service for persons with speech or hearing impairments.

4. Provide information regarding programs, facilities, permits, and reservations on the City's website in an accessible format. This information should be easily found by new web users.
5. Include the City's statement regarding accessible locations and the availability of auxiliary aids upon request on the website.
6. Continually improve the accessibility of web pages through the use of web accessibility analysis to meet and/or exceed Section 508 of the Rehabilitation Act guidelines for accessibility of electronic information.
7. Assign one department the authority to provide standards and oversight for outside vendors who create pages and for departments who post their own documents. This will support consistent and accessible web pages. Monitor web pages for continued compliance with accessible web page standards.
8. Provide training to City staff members in creating accessible PDF and other electronic files for posting on City or departmental websites.
9. Use services that help web page authors provide an accessible website by identifying and repairing barriers to access for individuals with disabilities.
10. See Section 6 for resources on creating and maintaining accessible websites.

Public Telephones and Communication Devices

Self-Evaluation Findings:

Most departments reported to communicate by telephone with individuals with hearing or speech difficulties. Some departments reported using the California Relay Service, or 711, to communicate with the hearing and speech impaired. One department reported they have their TTY device numbers listed in publications. Few departments stated that have trainings on how to communicate with the hearing and speech impaired.

Recommended Actions:

1. Request that the phone company provide an amplification device, a shelf, and text telephone (TTY) or an outlet for a text telephone at each site where public phones are available.

2. Widely disseminate information regarding the availability and location of City Telephone Communication Devices for the Deaf (TTY), and train staff members in the use of TTY equipment or other means of communicating over the telephone with a person with a hearing or speech disability, such as the California Relay Service (CRS) – 711.
3. All publications that list phone numbers should also include information on how the deaf and speech impaired can communicate with departments by phone.
4. Consider Video Remote Interpreting Services (VRI) for communicating with the deaf. There are many situations where a live interpreter is required, such as in medical situations, but RVI is a convenient, flexible, lower-cost alternative to live interpreters. Please see Section 6 for more resources for communicating with the deaf and hearing impaired.

Training and Staffing

Self-Evaluation Findings:

All departments reported staff have contact with persons with disabilities. Many staff members did not report being familiar with problems encountered by persons with disabilities, or have limited experience working with individuals with disabilities. Many staff members may not be knowledgeable about the different types of reasonable modifications that would make their services accessible.

Many departments reported to provide staff training on interacting with persons with disabilities but many reported to not provide training. Different types of training are necessary depending on the type of work and the amount of public contact involved with a specific position. Many staff members have not yet been trained in areas such as:

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

Many departments expressed they believed they could better provide customer service if they received training for ASL or other means of communicating with persons who have hearing impairments.

Recommended Actions:

1. Provide all City staff members with on-going awareness and sensitivity training. Provide resources such as the County of Long Beach's website, Disability Etiquette: Interacting with Persons with Disabilities (www.longbeach.gov/hr/ada/disability_etiquette.asp) Include persons with disabilities as trainers.
2. Provide training to City staff members who have contact with the public about how to provide modifications and use assistive devices to make their programs, activities and services accessible. Ensure that customer service training includes information about communicating with and providing modifications for persons with a variety of disabilities. Include program-specific adaptations, assistive devices, and modifications in each department's accessibility policy manual.
3. Develop a comprehensive disability access training program. Educate all City staff about their responsibilities under the ADA. The City's ADA Coordinator and line supervisors should be responsible for ensuring that staff members receive training. Reference materials that address special modifications should be included in this training.
4. Develop standard guidelines for training materials. These guidelines should include standard language that appropriately describes the City's policies on inclusion and non-discrimination, and staff members should receive training in using the guidelines effectively.
5. Whenever staff have contact with the public and depending on operational needs, consider offering training to employees who wish to learn basic American Sign Language (ASL) communication skills. This training should emphasize basic communication skills and should not be viewed as a substitute for employing qualified ASL interpreters when requested.
6. Train maintenance staff with respect to accessibility compliance and building codes to achieve and maintain accessibility.
7. Provide City staff members with training in general building evacuation procedures for assisting persons with hearing, speech, visual, mobility, and learning disabilities in an emergency.
8. Designate one high-level manager in each department to serve as the department's Disability Access Liaison. The Liaison will be required to complete a training program and attend periodic retraining regarding accessibility issues.

Program Eligibility and Admission

The public should be able to access all programs, service, and activities, regardless of disability. Admission criteria, ability to complete forms, participation in interviews, should be available to all members of the public by providing reasonable accommodations.

Self-Evaluation Findings:

Few departments reported having limitations or ratios requirements that would exclude persons with disabilities and these were related to facility capacity. Some departments noted that they have eligibility requirements. These requirements were identified as age requirements for specific volunteer positions. Most forms used by programs do not contain a nondiscrimination statement.

Many departments require an interview prior to participation.

Recommended Actions:

1. Continue to ensure individuals with disabilities are not excluded from regular programs or are required to accept special services or benefits. Involve individuals with disabilities in regular programs to the maximum extent possible.
2. Modify policies, practices, or procedures to avoid discrimination unless the modification would fundamentally alter the nature of the program or create a hazardous situation.
3. Ensure that when specific requirements that exclude or limit the participation of persons with disabilities are necessary for the safe operation of programs, those requirements are based on real risks, not on speculation, stereotypes, or generalizations.
4. Include a nondiscrimination statement on all forms.
5. When interviews are required for program participation, ensure meetings are held in an accessible location and that auxiliary aids are provided upon request.

Public Meetings

Self-Evaluation Findings:

Most departments hold public meetings. Most meetings are required to be held in accessible locations. Many departments reported that they provide auxiliary aids upon request to allow people with disabilities to fully participate in meetings. Many departments provide American Sign Language interpreters upon request.

Recommended Actions:

1. Schedule all public meetings at accessible locations. An accessible location includes, but is not limited to, the following: wheelchair accessible path-of-travel to the meeting room, accessible restrooms, accessible parking, an accessible route from transit and parking to the meeting facility, temperature control, signage, and the ability to provide access to fresh air for persons with chemical sensitivities.
2. Maintain a list of on-call American Sign Language interpreters who may be brought to meetings to assist individuals with hearing impairments (see Section 6).
3. When a fully accessible site is not available, then make reasonable modification so that an individual with a disability can participate. These modifications may include phone-in participation, video recording, and meeting transcripts.
4. Make information available to City staff on the types of modification requests that may be made by persons with different types of disabilities. Provide information about auxiliary aids such as different types of assistive listening systems, sign language interpreters, readers, descriptive services, and other assistive technologies like "real-time captioning." Provide guidance in the layout of the room, sign-in table and refreshments table, to insure that these features are accessible.
5. Display a notice on meeting agendas indicating the availability of accessibility modifications.
6. Provide agendas and other meeting materials in alternative formats, when requested.
7. Consider assigning a staff member to be a greeter at public meetings and events. Identify the staff member as a resource for persons who may require assistance.

8. Provide flexibility in the time limit on speaking for individuals with communication difficulties.
9. Provide assistive listening devices at public meetings, when requested.
10. Publicize the availability of American Sign Language (ASL) interpreters in all meeting announcements. Include the following notice in all meeting publicity:

All City public meetings are conducted in accessible locations. If you require accommodations to participate in this meeting, these may be requested by calling the City's ADA Coordinator at: (650) 829-6619 (voice) or (650) 829-6619 (TTY) Accommodation requests must be made at least 72 hours in advance. Copies of documents used in this meeting are available in accessible formats upon request.

11. Develop a checklist for creating accessible meetings and selecting accessible meeting spaces, and make the list available to all City departments and programs.
12. Prepare a list of already accessible meeting spaces to facilitate the scheduling of meetings and/or the relocation of meetings upon request.
13. Move disability-related agenda items to the beginning of agendas when possible. Some people with disabilities are unable to stay late at meeting because they use para-transit or have fixed schedules, as they need to use personal care attendants.

Transportation Services

Self-Evaluation Findings:

Few departments reported providing transportation services to the public. Few departments have a procedure to provide accessible transportation for people with disabilities.

Recommended Actions:

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

2. Ensure transportation schedules and promotional materials are available in alternative formats.
3. Train staff on providing accessible transportation.

Tours and Trips

Self-Evaluation Findings:

Many departments reported they provide tours and trips to the public. Some tours and trips are made accessible to people with disabilities.

Recommended Actions:

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

Use of Consultants for Delivering Program Services

Self-Evaluation Findings:

Some departments reported using consultants for delivering program services. Most of the departments using consultants have policies in place to monitor the consultant's obligation to provide service in accordance with the City's accessibility policies.

Recommended Action:

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

Emergency Evacuation Procedures

Self-Evaluation Findings:

Few City departments have established emergency evacuation procedures to safely evacuate persons with disabilities who may need special assistance in an emergency.

Recommended Actions:

1. Develop guidelines for the evacuation of persons with disabilities in various types of emergency situations. Each department, division, or program should use these guidelines to create their own emergency evacuation plans. These plans should:
 - Address what to do when an alarm is triggered;
 - Establish meeting places for assistance and evacuation chairs;
 - Provide direction on what to do if assistance is not available; and
 - Establish floor captains.
2. Specific suggestions for evacuation plans and procedures can be found through the US Access Board and the Emergency Procedures for Employees with Disabilities in Office Occupancies document published by FEMA and the US Fire Administration
3. Train City staff regarding emergency evacuation procedures with periodic drills, both announced and unannounced.
4. Review existing procedures dealing with emergencies to ensure that persons with disabilities can be alerted and that they can alert emergency service providers. Provide all evacuation policies and procedures in alternative formats when requested. Work with disability organizations to explore the use of other technologies such as audible exit signs for orientation and direction and vibrating paging systems.
5. Departments that routinely provide emergency services should have priority for receiving equipment that accommodates alternative format communication.
6. Provide training for public safety personnel to enable them to communicate in basic American Sign Language in the event that there is an emergency condition and the area is being evacuated. For example, this training would be provided to police, firefighters, lifeguards, and building inspectors involved in post-disaster emergencies.

7. Take the necessary steps to ensure that emergency teams are aware of persons with disabilities in their communities who may require special assistance in the event of an emergency.
8. Provide American Sign Language interpreters at emergency facilities, on an as-needed basis. To accomplish this, form a pool of interpreters as a resource from which to draw upon (see Section 6).

Facilities

Self-Evaluation Findings:

Many departments reported to have received accessibility complaints related to City facilities.

Recommended Actions:

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

Special Events on Public Properties

Self-Evaluation Findings:

Many departments reported they offer special events on City property. Most of the departments who hold special events on City property have policies in place to ensure that the events are accessible to people with disabilities.

Recommended Actions:

1. In situations where private organizations sponsor events in City facilities, the City will inform private organizations about applicable ADA requirements.

2. The City will provide a checklist and information during the application process to inform organizers of their responsibility for accessibility under the ADA. The checklist and information will be available on the City's website.

3.4 Policy Review: City Municipal Code

This review was completed using an electronic version of the City of South San Francisco Municipal Code in June 2013:

Overall Recommendations:

- Provide meeting agendas, hand-outs, forms and other written materials including information that is sent via postal mail should be provided in alternative formats upon request. Alternative formats may include large print, audio tape, CD, Braille, etc.
- All public meetings must be held in accessible locations. Auxiliary aids such as American Sign Language interpreters or captioning must be provided upon request.
- The composition of boards should also reflect a cross section of the population in terms of people with disabilities, in addition to a cross section of the city population in terms of age, sex, economic status, and ethnic background.
- When forms are required for applications, provide alternative accessible formats for a person with disabilities, when requested, for a fee not to exceed listed fees.
- When signatures are needed, give an alternative for a person with a disability to providing a written signature such as a signature stamp.
- All staff and supervisors be trained in providing customer service to people with disabilities.
- All uses of the word "Handicapped" should be substituted with "Disabled" or "Accessible".
- Access and accessibility should be added as a factor considered in design review.

Other Recommendations:

TITLE 2 – ADMINISTRATION: Chapter 2.72.080 Emergency Plan

Recommended action:

Add language to ensure the Emergency Plan will accommodate and provide services for disable individuals.

TITLE 3 - PERSONNEL: Chapter 3.08.030 Employer – Employee Relations - Definitions

Recommended action:

Include definition for Equal Opportunity Employer and non-discrimination statement.

TITLE 3 – PERSONNEL: Chapter 3.12 Competitive and Non-Competitive Service

Recommended action:

All language to include individuals with disabilities.

TITLE 4 – REVENUE AND FINANCE: Chapter 4.04 Purchasing System

Recommended action:

Add language to include accessibility as a consideration for product evaluation and purchasing.

TITLE 6 – BUSINESS REGULATIONS: Chapter 6.48.060 Special Events Permits – Conditions for Special Event Permits

Recommended action:

Add language for accessibility requirements if open to the public and accessible circulation and egress.

TITLE 9 – ANIMALS: Chapter 9.04.010 Definitions

Recommended action:

Add definition of "Service Animal".

TITLE 10 – PUBLIC PEACE, MORALS, AND SAFETY: Chapter 10.36.040 Operations of motor vehicles and bicycles.

Recommended action:

Add language for the exception of wheelchairs and motorized scooters.

TITLE 11 – VEHICLES AND TRAFFIC: Chapter 11.08.050 Traffic Administration
- Generally.

Recommended action:

Add definition of accessible parking.

TITLE 11 – VEHICLES AND TRAFFIC: Chapter 11.20.110 Traffic Rules – Riding
or driving on sidewalks.

Recommended action:

Add language to allow access for electric wheelchairs and mobility scooters.

TITLE 11 – VEHICLES AND TRAFFIC: Chapter 11.24.101A Pedestrian
Regulations–Establishment of marked crosswalks.

Recommended action:

Add language for all crosswalks to be accessible with curb ramps.

TITLE 11 – VEHICLES AND TRAFFIC: Chapter 11.28 “Parking Zones for
Physically Handicapped”.

Recommended action:

Change language to Disabled.

TITLE 13 – PUBLIC IMPROVEMENTS: Chapter 13.04.110 Safe Crossing
Requirement.

Recommended action:

Add language that all pedestrian crossings and public rights of way shall be
accessible.

TITLE 14 – WATER AND SEWAGE: Chapter 14.04.133 (5) and (6) Site design
and stormwater treatment requirements for regulated projects.

Recommended action:

Add language to ensure accessibility is maintained with the use of permeable
paving.

3.5 Department Reports

The following are survey summaries based on answers to the Programs, Services, and Activities Questionnaire (please see appendix A).

- City Attorney's Office
- City Clerk's Office
- City Manager's Office
- Economic and Community Development
- Finance Department
- Fire Department
- Human Resources
- Information Technology
- Library and Community Learning Center
- Parks and Recreation
- Police Department
- Public Works

City Attorney's Office

Description of Programs and Services

The City Attorney meets with and responds to members of the public on legal issues.

ADA Self-Evaluation Contact:

Kathy Mount, Director of Human Resources
400 Grand Avenue
South San Francisco, CA 94080
Telephone number: (650) 829-6696
Email: kathy.mount@ssf.net

Customer Service

- The City Attorney's Office has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- Changes to standard operating procedures would be made to include a person with disabilities. While this has not occurred, the department would make efforts to accommodate an individual with a disability as needed.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- The City Attorney's Office does not have any policies which exclude service animals.

Notice Requirements

- The City of South San Francisco has a non-discrimination statement that includes persons with disabilities but the office of the City Attorney does not have a separate policy.
- The non-discrimination statement that includes information about how to reach the ADA coordinator is not posted as there is virtually no public access to the City Attorney's office.
- The procedure for filing a disability discrimination complaint would be a written or verbal complaint would be made to the office of the City Attorney, City Manager or Risk Manager.

Printed Information

- The City Attorney's Office does not produce printed material.

Website

- The City Attorney's Office has a webpage on the City's website.

Training and Staffing

- The City Attorney and deputies may have occasional contact with the public.
- All members of the City Attorney's Office are attorneys and know that if a member of the public needs accommodation it should be provided if reasonably possible.

Use of Consultants

- 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.
- Contracts with outside contractors include provisions requiring the contractors to refrain from discriminating against individuals with disabilities.

Facilities

- City Hall, MSB. Program: meetings with members of the public.

City Clerk's Office

Description of Programs and Services

The City Clerk's office coordinates election services, subpoenas, public records acts requests, exotic animal permits, and notification of Council public hearings and Council meetings pursuant to the Brown Act. The City Clerk's office provides general information services, submission center for claims, administrative management of council meetings, and administrative management for board and commission recruitment and appointment process.

ADA Self-Evaluation Contact:

Krista Martinelli, City Clerk
400 Grand Avenue
South San Francisco, CA 94080
Telephone number: (650) 877-8519
Email: krista.martinelli@ssf.net

Customer Service

- The City Clerk's Office has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- City Council agendas include ADA language.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- The City Clerk's Office does not have any policies which exclude service animals.

Notice Requirements

- Notice is included in meeting agendas regarding the accessibility of meeting locations and the availability of modifications provided for persons with disabilities.

Printed Information

- The City Clerk's Office produces printed materials and can be made available in alternative formats for individuals with visual disabilities.

Audiovisual or Televised Information

- The City Clerk's Office produces audiovisual presentation materials including captioning and transcription.

Website

- The City Clerk's Office has a webpage on the City's website.

Training and Staffing

- The City Clerk's Office has contact with the public.
- There is staff trained in operating TTY and the California Relay Service (711).
- Staff ADA training provided.

Program Eligibility Requirements and Admission

- There are no limitations or ratios for the number of people with disabilities who may participate in any department program.
- There are criteria considerations, interviews, and forms required during the admissions process.

Public Meetings

- The City Clerk's Office holds public meetings.
- City Clerk's public meetings are required to be held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences.

Tours and Trips

- The City Clerk's Office provides tours.
- The City Clerk's Office has procedures to make tours accessible to persons who have visual, hearing, mobility, and learning disabilities.

Facilities

- City Hall- Council meetings MSB- Council meetings.
- There have been requests for improving accessibility to City Hall.

City Manager's Office

Description of Programs and Services

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.

ADA Self-Evaluation Contact:

Susan Kennedy, Assistant to the City Manager
400 Grand Avenue
South San Francisco, CA 94080
Telephone number: (650) 829-6603
Email: susan.kennedy@ssf.net

Customer Service

- The City Manager's Office has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- The City Manager's Office does not have any policies which exclude service animals.

Notice Requirements

- The City Manager's Office has a non-discrimination statement that includes persons with disabilities.

Printed Information

- The City Manager's Office produces printed materials.
- It is not known if alternative formats are provided upon request.
- Content of documents and publications is available in simple, easy-to-understand language for individuals with learning disabilities

Website

- The City Manager's Office has a webpage on the City's website.

Training and Staffing

- The City Manager's Office communicates with individuals who use English as a second language but it is not typical to communicate by telephone with individuals with hearing or speech difficulties.
- The City Manager's Office has contact with the public.
- Staff does not receive training on interacting with people with disabilities.
- It is recommended staff receive training on interacting with people with disabilities.

Public Meetings

- The City Manager's Office holds public meetings.
- Public meetings hosted by the City Manager's Office are required to be held in accessible locations.
- It is unknown if auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences or if such request has ever been made.

Tours and Trips

- The City Manager's Office provides tours when requested by Council.
- The City Manager's Office has no specific procedures to make tours accessible but accommodations have been made in the past for persons who have mobility and learning disabilities.

Facilities

- City Hall, Council Study Sessions

Economic and Community Development

Description of Programs and Services

The mission of the Department of Economic and Community Development is the preservation and improvement of the physical and economic conditions of the South San Francisco community. The Department provides the administrative oversight that contributes to the successful completion of the goals, objectives, and daily operations of the Division of Economic Development, Redevelopment, Building, Planning, Housing and Community Development, and Parking District.

ADA Self-Evaluation Contact:

Jim Kirkman, Chief Building Official
Building Division
400 Grand Avenue
South San Francisco, CA 94080
Telephone number: (650) 829-6670
Email: jim.kirkman@ssf.net

Customer Service

- The Building Division issues building permits and takes in plans for review. Our field inspectors verify compliance with various codes and ordinances in both residential and commercial structures.
- Issue building permits and house property history files.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- The Building Division does not have any policies which exclude service animals.
- It is recommended the Building Division allow for changes to standard operating procedures to include a person with disabilities.

Notice Requirements

- The Building Division has a policy of notifying all persons that 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

Printed Information

- The Building Division produces printed materials.
- The Building Division does not provide alternative formats.
- It is recommended the Building Division make available alternative formats when requested.

Website

- The Building Division has identified they do not have a website.
- The Building Division can be found on the city's website.
- The Building Division web page contains information relating to building permit information.

Public Telephones and Communication Devices

- The Building Division is unaware of communicating with individuals with hearing or speech difficulties by telephone.

Training and Staffing

- The Building Division staff has contact with the public.
- The Building Division does not inform staff members of the department's obligations and policies that enable persons with disabilities to participate in programs or activities.
- It is recommended the Building Division inform staff members of the department's obligations and policies that enable persons with disabilities to participate in programs or activities.

Public Meetings

- The Building Division does not hold public meetings.

Facilities

- City Hall Annex. Building Permit Services.

Description of Programs and Services

The Planning Division provides 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

ADA Self-Evaluation Contact:

Susy Kalkin, Chief Planner
Planning Division
400 Grand Avenue
South San Francisco, CA 94080
Telephone number: (650) 877-8535
susy.kalkin@ssf.net

Customer Service

- The Planning Division was unsure if there are circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- The Planning Division does not have any policies which exclude service animals.
- Standard operating procedures may be changed to include a person with disabilities. 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."
- There a formal procedure for making changes to standard operating procedures.
- The Planning Division does consult with outside organizations and groups that assist people with disabilities.

Notice Requirements

- The Planning Division has a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
- The Planning Division has a policy of notifying the public that all 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.

Printed Information

- The Planning Division produces and manages printed materials.
- The Planning Division makes alternate formats of printed material available in electronic copy upon request.

Audiovisual or Televised Information

- The Planning Division produces audiovisual presentations and online streaming of Planning Commission and City Council meetings.
- Alternative formats are not provided.

Website

- The Planning Division can be found on the city's website.
- The Planning Division web page contains information relating to Planning documents, permitting procedures, hearing notices, fees, major project info, zoning maps, contact information, etc.

Public Telephones and Communication Devices

- It was unknown if the Planning Division communicates by telephone with the deaf and people with speech difficulties.

Training and Staffing

- The Planning Division staff has contact with the public.
- There is no formal procedure or training for staff members on the department's obligations and policies that enable persons with disabilities to participate in programs or activities.
- All staff could provide better customer service if they had ASL or similar training, but there has been no instance where a customer has needed such assistance

Public Meetings

- The Planning Division holds public meetings.
- Planning Division meetings are required to be held in accessible locations
- American Sign Language interpreters, readers, or adaptive equipment provided when requested for meetings, interviews, and conferences with 5 days advanced notice.
- 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.

Tours and Trips

- The Planning Division occasionally provides tours such as Planning Commission city tours.

- The City's senior buses are typically used for transport, and are accessible to people with mobility disabilities.

Facilities

- 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

Finance Department

Description of Programs and Services

The Finance Department provides financial management of all City funds, utility billing, meter reading, customer services and central support services to other City departments. Services provided include accounts payable, accounts receivable, budget development, business licensing, grant management, debt issuance and administration, financial reporting, treasury management, payroll, purchasing, and information services. Other functions include utility rate studies and financial planning. Financial services are also provided for various Trust and Agency Funds.

ADA Self-Evaluation Contact:

Jim Steele, Finance Director
400 Grand Avenue
South San Francisco, CA 94080
Telephone number: (650) 877-8509
Email: jim.steele@ssf.net

Customer Service

- The Finance Department receives applications and payments from new businesses that are applying for business licenses. The Finance Department sell parking permits for the downCity area to customers.
- Accommodations will be made on an individual basis. Clipboards can be provided.

Printed Information

- The Finance Department produces printed materials.

Website

- The Finance Department is part of the City's website.

Training and Staffing

- The Finance Department staff has contact with the public.

Facilities

- City Hall

Fire Department

Description of Programs and Services

The Fire Department is responsible for protecting the life, environment, and property of its citizens and community from the dangers of fire and hazardous materials incidents and by providing emergency first aid response to medical emergencies. Additionally, the department supports and maintains programs in fire prevention, disaster preparedness, hazardous materials management, public education, and weed abatement.

ADA Self-Evaluation Contact:

Travis Nuckolls, Deputy Fire Chief
601 South San Francisco Avenue
South San Francisco, CA 94080
Telephone number: (650) 829-3950
Email: travis.nuckolls@ssf.net

Customer Service

- The Fire Department provides 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

Printed Information

- The Fire Department produces printed materials but currently does not provide materials in alternative formats.
- It is recommended that the Fire Department provide materials in alternative formats upon request.

Website

- The Fire Department has a website which contains general department information.

Public Telephones and Communication Devices

- The Fire Department does not use TTY.
- It is recommended that the Fire Department provide training to staff in operating TTY and other means of communicating over the telephone with a person with a hearing or speech disability.

Training and Staffing

- The Fire Department staff has contact with the public.
- The Fire Department provides emergency services.

Program Eligibility Requirements and Admission

- There are no circumstances in which the participation of a person with a type of impairment would be restricted or excluded in programs offered by the Fire Department.

Public Meetings

- Answered not applicable.

Transportation Services

- Answered not applicable.

Tours and Trips

- The Fire Department provides tours of the station.
- The Fire Department provides staff escort to persons with visual and learning disabilities, and provides more visual components to tours for persons with hearing disabilities.
- It is recommended to provide procedures for making tours accessible to persons with mobility disabilities.

Emergency Evacuation Procedures

- The Fire Department notifies people with disabilities about emergency evacuation procedures through individual contact.

Facilities

- Fire Station

Special Events and Private Events on Public Properties

- The Fire Department hosts station tours and search dog demos.

Human Resources

Description of Programs and Services

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 open positions. We respond to public inquiries on the phone at the front counter.

ADA Self-Evaluation Contact:

Kathy Mount, Director of Human Resources
400 Grand Avenue
South San Francisco, CA 94080
Telephone number: (650) 829-6696
Email: kathy.mount@ssf.net

Customer Service

- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- Human Resources does not have any policies which exclude service animals.
- 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 are 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.
- Standard operating procedures may be changed to include a person with disabilities. We have made accommodation during the testing process for recruitments.

- Human Resources track accessibility requests informally. We don't have any formal tracking procedure because the requests are so rare.

Notice Requirements

- Human Resources has a non-discrimination statement that includes persons with disabilities. 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 environment that is free from unlawful discrimination and harassment on the basis of age; sex; race; religion; ethnic or national origin; medical condition, sexual orientation, marital status; physical or mental disability and military leave."
- Human Resources does not have a policy of notifying the 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.
- Human Resources procedure for filing a disability discrimination complaint is to notify the Director of HR that there is an issue related to disability compliance.

Printed Information

- Printed materials are produced by the Department, but some are produced through CalOpps or outside vendors related to recruitment materials.
- Human Resources will make copies of printed material available in alternative formats, including electronic copy, upon request.
- Printed materials are related to recruitment, and are at a level appropriate for applicants.

Audiovisual or Televised Information

- Human Resources produces audiovisual presentation materials.
- Human Resources use CalOpps for recruitments.
- Human Resources does not currently provide alternative formats but could provide a print out of various screens if requested.

Website

- The Human Resources webpage can be found on the city's website.
- Human Resources web page contains information relating job recruitment, benefits, personnel rules, information about Personnel Board.
- 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.
- 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.

Public Telephones and Communication Devices

- Human Resources has not communicated by telephone with the deaf and people with speech difficulties but arrangements could be made if requested.

Training and Staffing

- Generally, staff has been informed to try to accommodate any disability if possible.
- Human Resources staff has contact with the public through recruitment efforts, meetings with vendors, and through occasional inquiries at the front desk.
- Staff members are informed verbally; staff have been informed that we should try to accommodate disabilities when they are brought to our attention.
- Staff receive fairly informal training on interacting with people with disabilities through discussion at staff meetings.

Program Eligibility Requirements and Admission

- 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.
- Some jobs require applicants to possess a drivers' license, and other job related skill certificates.
- Job applications contain a non-discrimination statement.
- Candidates for job positions are almost always interviewed.

Public Meetings

- Human Resources holds public meetings.
- Human Resources meetings are required to be held in accessible locations
- No request for an ASL interpreter or adaptive equipment has been made, but we would attempt to accommodate any such disability with enough notice.

Use of Consultants

- 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.
- Consultant contracts contain provisions requiring them to comply with laws requiring accommodation of individuals with disabilities.
- All recruiting activities are monitored by the HR analyst in charge of recruiting.

Emergency Evacuation Procedures

- 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.

Facilities

- 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.

Information Technology

Description of Programs and Services

Our main mission as an IT Department is to purchase and maintain the City's computer and Internet systems. We hope you will come back often to the IT page to view information about what is going on in IT and how we assist other departments.

ADA Self-Evaluation Contact:

Doug Hollis, Director of Information Technology
400 Grand Avenue
South San Francisco, CA 94080
Telephone number: (650) 829-3919
Email: doug.hollis@ssf.net

Notice Requirements

- The IT Department has a non-discrimination statement that includes persons with disabilities.

Audiovisual or Televised Information

- The IT Department produces streaming video, recorded for play back, and live broadcasts of meeting to the public TV channels
- Alternative formats are not provided.

Website

- The IT Department webpage can be found on the city's website.
- The IT Department webpage includes various department goals and objectives.
- The IT Department does not insure the website is usable by individuals with disabilities, including those who use speaking browsers.
- It is recommended the City's website is usable by individuals with disabilities, including those who use speaking browsers.
- The IT Department does not insure documents available on the website are accessible to persons with visual disabilities.
- It is recommended the City's website uses documents available on the website are accessible to persons with visual disabilities.

Training and Staffing

- The IT Department staff has some contact with the public at council meetings.
- 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? ANS: four times a month.
- The IT Department staff does not receive training on interacting with people with disabilities.
- There are staff members who would better provide customer service if they had training in American Sign Language (ASL).

Facilities

- All city departments use computers. We use the MSB for broadcasting.

Library/Community Learning Center

Description of Programs and Services

The Library provides programs for both adults and children. Adult programs include: classes, workshops and support groups. Children programs include: homework assistance, children activities to support adult learning.

ADA Self-Evaluation Contact:

Anita Palafox
400 Grand Avenue
South San Francisco, CA 94080
Telephone number: (650) 877-8540
Email: anita.palafox@ssf.net

Accessible/Adaptive Equipment

- Personal computers and scanners are available for public use.
- Tables and clipboards are available in the reception area. One-one assistance is available.
- Keyboard shortcuts are posted next to monitor. Paper and pens are provided upon request.

Customer Service

- Adult programs - Classes, workshops, support groups
- Children programs - Homework Assistance, children activities to support adult learning
- Interpreters are available upon request. Personal attendants are welcome.
- The Library/Community Learning Center consults with the local school district, County agencies, and community agencies.

Printed Information

- The Library/Community Learning Center produces printed materials.
- The Library/Community Learning Center will make copies of printed material available in electronic format, large print, or other accommodations upon request.
- Images of individuals with disabilities are included in printed material.

Audiovisual or Televised Information

- The Library/Community Learning Center produces audiovisual presentation materials.
- Transcription services are provided upon request.

Website

- The Library/Community Learning Center is part of the City's website.
- Information on calendars, programs, and services including book delivery and computer workstations is included on the webpage.

Training and Staffing

- Library/Community Learning Center staff has contact with the public.
- Library/Community Learning Center staff use California Relay Service (711) to communicate with individuals with hearing and speech difficulties.
- Staff are trained and provided with a staff manual for interacting with people with disabilities.

Program Eligibility Requirements and Admission

- Fingerprinting is required for volunteers, youth volunteers are tested for skill level.
- Volunteers are interviewed for placement, vary by program

Public Meetings

- The Library/Community Learning Center holds public meetings.
- The Library/Community Learning Center public meetings are required to be held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters and headsets) are available at public meetings, interviews, and conferences with 10 days notice.

Tours and Trips

- The Library/Community Learning Center provides tours and trips.
- The Library/Community Learning Center has procedures to make tours accessible to persons with mobility disabilities.

Use of Consultants

- Presenters, performers, and speakers are made aware of their obligations to facilitate participations of individuals with disabilities.

Emergency Evacuation Procedures

- The Library/Community Learning Center staff notifies people with disabilities about emergency evacuation procedures through individual contact.

Facilities

- The Community Learning Center
- Requests for extra table spacing have been made for wheelchair movement.

Special Events and Private Events on Public Properties

- The Library/Community Learning Center special events on City Properties: Celebration events, citizenship fair, and health fair. Local agencies request use of building or are invited to participate in events.
- All programs, public and private, held on public property are accessible.

Parks and Recreation

Description of Programs and Services

The Parks and Recreation offers a variety of programs to the public such as Senior Programs, Childcare, Aquatics Programs, Sports Programs, Recreation Classes, and Facility Rentals.

ADA Self-Evaluation Contact:

Elaine Porter, Recreation Supervisor
400 Grand Avenue
South San Francisco, CA 94080
Telephone number: (650) 829-3827
Email: elaine.porter@ssf.net

Customer Service

- Parks and Recreation provides 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.
- Parks and Recreation has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities.
- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- Parks and Recreation does not have any policies which exclude service animals
- Parks and Recreation will make changes to standard operating procedures to include a person with disabilities.

Printed Information

- Parks and Recreation produces printed materials.
- Alternative formats are made available in electronic copy and large print.
- Printer materials include images of persons with disabilities.

Audiovisual or Televised Information

- Parks and Recreation produces audiovisual presentation materials including captioning and other formats upon request.

Website

- Parks and Recreation can be found on the city's website.
- Parks and Recreation provides program descriptions on the website.

Public Telephones and Communication Devices

- Parks and Recreation does communicate by telephone with persons with hearing and speech difficulties including with the TTY system.

Training and Staffing

- Parks and Recreation staff has contact with the public.
- Parks and Recreation informs staff of their obligations and policies that enables persons with disabilities to participate in services at new employee orientation, with the staff manual, and on-going basis.
- Parks and Recreation staff is trained on interacting with persons with disabilities.
- Staff is provided training in ASL when requested.

Public Meetings

- Parks and Recreation holds public meetings.
- Parks and Recreation meetings are required to be held in accessible locations.
- Interpreters or adaptive equipment is provided upon request.

Emergency Evacuation Procedures

- Parks and Recreation notifies people with disabilities about emergency evacuation procedures through individual contact.

Special Events and Private Events on Public Properties

- Parks and Recreation holds special events like the Egg Hunt and Halloween Extravaganza on City property.
- Parks and Recreation ensures that these events are accessible to people with disabilities.

Facilities

- Municipal Services Building - classes, special events Terrabay - classes, special events Westborough - classes Fernekes Bulding - classes, special events Community Learning Center - classes

ADA Self-Evaluation Contact:

Gus Vellis, Recreation Supervisor and Bill Stridbeck, Program Coordinator
400 Grand Avenue
South San Francisco, CA 94080
Telephone number: (650) 875.6973 or (650) 829-4683
Email(s): gus.vellis@ssf.net; bill.stridbeck@ssf.net

Customer Service

- Parks and Recreation administer 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

Printed Information

- The Parks Department produces printed materials.

Website

- The Parks Department can be found on the city's website.
- Parks and Recreation provides general information including hours of operations, league schedules, registration packets, contact info

Training and Staffing

- Parks and Recreation staff has contact with the public.
- Parks and Recreation does not inform the staff of their obligation and policies that enable persons with disabilities to participate in services at staff meetings.
- It is recommended that staff be informed of their obligations and policies that enables persons with disabilities to participate.

Public Meetings

- Public meetings are conducted by admin staff.

Special Events and Private Events on Public Properties

- Parks and Recreation holds special events on City property.

Facilities

- 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
- Some of the playlots and fields listed are actually under control of the parks division although we may use them for our programs.

ADA Self-Evaluation Contact:

Rico Reyes, Facility Supervisor
400 Grand Avenue
South San Francisco, CA 94080
Telephone number: (650) 829-3837
Email: rico.reyes@ssf.net

Customer Service

- Custodial service building Maintenance (repairs, cabinetry, plumbing, HVAC and elevator service, carpets and flooring, etc,) Project management
- Necessary changes to standard operating procedures are made, like changing a furniture set-up to accommodate a wheel chair, on an as needed basis.

Printed Information

- Parks and Recreation produces printed materials.
- The content of printed materials is written in simple, easy-to-understand language, accessible for individuals with learning disabilities.
- Printed materials include photos of people with disabilities.

Website

- Parks and Recreation can be found on the city's website.
- Parks and Recreation provides information for city-sponsored programs.
- Is unaware if the website includes information about accessibility of facilities where programs are offered.
- It is recommended the level of accessibility of facilities should be posted to the website.

Training and Staffing

- Parks and Recreation staff communicates by telephone with individuals with hearing or speech difficulties.
- Parks and Recreation staff has contact with the public.
- Parks and Recreation informs the staff of their obligation and policies that enable persons with disabilities to participate in services at staff meetings.

Program Eligibility Requirements and Admission

- Any member of the public may use public buildings.

Public Meetings

- Parks and Recreation holds public meetings.

- Parks and Recreation meetings are required to be held in accessible locations.
- ASL interpreters or adaptive equipment would be provided upon request.

Transportation Services

- Parks and Recreation provides transportation services but is not applicable for maintenance function.

Tours and Trips

- Parks and Recreation provides tours and trips but is not applicable for maintenance function.

Special Events and Private Events on Public Properties

- Parks and Recreation holds special events on City property but is not applicable for maintenance function.

Facilities

- Facilities maintains all city buildings.
- There have been requests made and various repairs required as result of lawsuit settlement.
- The Department hosts 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.

ADA Self-Evaluation Contact:

Greg Mediati, Recreation & Community Services Supervisor
400 Grand Avenue
South San Francisco, CA 94080
Telephone number: (650) 829-3809
Email: greg.mediati@gmail.com

Customer Service

- 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.

- There are no volunteer programs for rentals.
- Standard operating procedures may be changed to include a person with disabilities.

Printed Information

- Parks and Recreation produces printed materials.
- Alternative formats including electronic copies and large print are available upon request.

Website

- Parks and Recreation can be found on the city's website.
- Parks and Recreation provides information about fees, locations of facilities, directions, general department info, contacts.
- PDF Documents posted to website are downloadable.

Training and Staffing

- Parks and Recreation staff communicates with individuals with hearing or speech difficulties by telephone.
- Parks and Recreation staff has contact with the public.
- 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.
- Most of the staff were hired before my appointment to this position; training could be provided at future staff meetings.
- There are staff members who would be able to provide better customer service with ASL training.

Special Events and Private Events on Public Properties

- Parks and Recreation holds special events on City property.
- Parks and Recreation ensures that these events are accessible to people with disabilities.
- Facility rental permit forms are required for use of city facilities.
- Facility rental permit forms do not contain a notice that the City does not discriminate against people with disabilities.

Emergency Evacuation Procedures

- Parks and Recreation does not describe evacuation procedures with rentals guests, though we may add to our procedures.

Facilities

- 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 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
- Facility Rentals works closely with the public in coordinating private events in city owned buildings and park sites.
- 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.

ADA Self-Evaluation Contact:

Gus Vellis, Recreation Supervisor
400 Grand Avenue
South San Francisco, CA 94080
Telephone number: (650) 875-6973
Email: gus.vellis@ssf.net

Customer Service

- Aquatic programs including lessons for babies, children, adults; recreation swim; lap swim; water exercise classes.

- There are no eligibility requirements to participate in the aquatic programs.
- Standard operating procedures may be changed to include a person with disabilities including allowing a personal attendant.

Printed Information

- Parks and Recreation produces printed materials.
- Alternate formats are not provided.
- Images included to not show people with disabilities.

Website

- Parks and Recreation can be found on the City's website.
- General information on South San Francisco and specific information on aquatic programs.

Training and Staffing

- Parks and Recreation staff has contact with the public.
- 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? Those persons are referred to the supervisor.
- It is recommended that staff receive training on interactive with people with disabilities.
- Limitations or ratios of people with disabilities participating in a program result from limitations dependent upon size of group and capacity of the facility.

Emergency Evacuation Procedures

- The aquatics program does not notify individuals with disabilities of emergencies and evacuation procedures.
- It is recommended the aquatics program develop evacuation procedures and communicate them to all users including persons with disabilities.

Facilities

- Orange Memorial Pool: swimming

ADA Self-Evaluation Contact:

Kelli Jo Culilnan, Recreation Supervisor
400 Grand Avenue
South San Francisco, CA 94080
Telephone number: (650) 875-6950
Email: kelli.cullinan@ssf.net

Customer Service

- 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.
- Standard operating procedures may be changed to include a person with disabilities 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.

Notice Requirements

- Notice is included in meeting agendas regarding the accessibility of meeting locations and the availability of modifications provided for persons with disabilities.

Printed Information

- Parks and Recreation produces printed materials.
- Alternate formats are not provided.
- Images used in printed materials include persons with disabilities.

Website

- The Child Care page can be found on the city's website.
- The website provides program information.
- Alternative document formats are not available on the website for access by person with visual disabilities.

Training and Staffing

- Child Care staff communicates with individuals with hearing or speech difficulties by telephone.
- The Child Care staff used to have a designate TTY line.
- Child Care staff have used the California Relay Service in the past.
- Child Care staff has contact with the public.
- Child Care informs the staff of their obligation and policies that enable persons with disabilities to participate in services at staff trainings and orientations.
- Child Care staff would be able to provide better customer service if they had training in American Sign Language.
- The Child Care Program requires health forms, TB tests, fingerprints, and an orientation during the admission process.

Public Meetings

- Child Care holds public meetings.
- Child Care meetings are required to be held in accessible locations.

Transportation Services

- Child Care use a city van to provide transportation to and from fieldtrip destinations when needed.

Facilities

- Siebecker Facility: Preschool
- Westborough Building: Preschool
- Westborough Portable: Preschool
- Ponderosa Portables: After School Recreation Program
- Buri Buri Portable: After School Recreation Program
- Spruce Portable: After School Recreation Program
- Monte Verde Portable: After School Recreation Program
- Joseph Fernekes Recreation Building: Summer Camp
- Terrabay Facility: Sports and Enrichment
- Camp Los Cerritos Classroom: ASES Program
- Martin Classroom: ASES Program

ADA Self-Evaluation Contact:

Joe Hunziker, Recreation Supervisor
400 Grand Avenue
South San Francisco, CA 94080
Telephone number: (650) 829-3824
Email: joe.hunziker@ssf.net

Accessible/Adaptive Equipment

- Personal computers are available for public use at the Senior Center.
- Accessible workstations and electronic equipment are available.

Customer Service

- Lunch outings; casino trips; BINGO games; arts and crafts; English as a second language class; yoga classes; line dancing; tai chi; tax preparation; pool tables; bridge players; HIP housing services; HICAP insurance counseling program; and a grocery shopping service.
- The senior center and adult day care program regularly accommodate those with disabilities and special needs.
- Senior Services works closely with the County of San Mateo Aging and Adult Services, HICAP, HIP housing, Alzheimer's Association, Family caregiver Alliance, AARP, Adult education.
- There are non-discrimination statements that includes information about how to reach the ADA coordinator posted in the display cases on both floors

Notice Requirements

- Notice is included in meeting agendas regarding the accessibility of meeting locations and the availability of modifications provided for persons with disabilities.
- Notice is provided to all members of the public to contact the senior services supervisor or Human Resources to file a disability discrimination complaint.

Printed Information

- Senior Services produces printed materials.
- Alternative formats include electronic copy and large print.

- Content of documents and publications are available in simple, easy-to-understand language for individuals with learning disabilities.

Website

- Senior Services can be found on the City's website.
- City wide information is provided on the website.

Training and Staffing

- Senior Services staff communicates with individuals with hearing or speech difficulties by telephone.
- Senior Services staff use a TTY line but do not have contact information and do not provide training.
- Senior Services staff very seldom use the California Relay Service.
- Senior Services staff has contact with the public.
- The staff expects to interact with those with disabilities, that is what the senior center and adult day care are designed to provide.
- Senior Services staff are trained and expect to deal with persons with disabilities.
- Senior Services staff are trained to provide emergency services to the public.

Program Eligibility Requirements and Admission

- There are no limitations or ratios for the number of people with disabilities who may participate in or be admitted to any department program at the senior center.
- The adult day care there is a required doctor's report and an intake procedure.

Public Meetings

- Senior Services holds public meetings.
- Senior Services meetings are required to be held in accessible locations.
- The magnolia center is accessible via the elevator, and hand operated entrances.
- There has not been occurrence of needing an ASL interpreter or adaptive equipment for meetings, interviews, or conferences.

- There are assistive listening devices that have NEVER been asked for due to messing up their hair.

Transportation Services

- Senior Services provides transportation services.
- Senior Services has two 21 passenger wheel chair lift vans.
- There are no written procedures for making transportation accessible, we expect to.

Tours and Trips

- Senior Services provides trips for lunch outings, casino trips, and special events.
- There are no written procedures for making trips accessible, we expect to.

Emergency Evacuation Procedures

- It is recommended the Senior Services program develop evacuation procedures and communicate them to all users including persons with disabilities.

Special Events and Private Events on Public Properties

- Senior Services 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.
- It is not written, but what we expect to do at the senior center and adult day care program

Facilities

- 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

Police Department

Description of Programs and Services

The mission of the South San Francisco Police Department is to provide service in the most professional, courteous, and efficient manner possible. We acknowledge that the responsibility for public safety and the quality of life in our neighborhoods is a responsibility shared with the whole community. To that end we will strive to nurture a partnership based on trust and respect amongst the Police Department, the City family, and the community. We view our department as a living, growing enterprise which will remain flexible to change. We will maintain the highest ethical standards in our profession and be steadfast in our commitment to duty.

ADA Self-Evaluation Contact:

Mike Massoni, Chief of Police
33 Arroyo Dr.
South San Francisco, CA 94080
Telephone number: (650) 877-8900
Fax number: (650) 829-3910
Mike.Massoni@ssf.net

Customer Service

- 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
- The Police Department has no policies or practices that could have the direct or indirect effect of excluding or limiting the participation of individuals with disabilities. All participants are required to pass a background check.
- Suggestions for modification or updates of standard operating procedures are presented to the management Staff group for consideration.

- There are no circumstances in which a person with a disability would be asked to pay a fee or meet any other requirement not imposed on other program participants.
- The Police Department consults with The City of South San Francisco Senior Center.
- The Police Department does not have any policies which exclude service animals

Notice Requirements

- The Police Department has a non-discrimination statement that includes persons with disabilities and it is posted in a location that maximizes public exposure.
- The Police Department has a non-discrimination statement that includes information about how to reach the ADA coordinator.
- Disability discrimination complaints are documented and forwarded through the chain of command, however, can be presented directly to the Chief of Police.

Printed Information

- The Police Department produces and manages printed materials.
- The Police Department makes alternative formats of printed material available in electronic copy upon request.
- Content of documents and publications available in simple, easy-to-understand language for individuals with learning disabilities.

Audiovisual or Televised Information

- The Police Department produces audiovisual presentations, Powerpoint or video, and online streaming of Planning Commission and City Council meetings.
- Captioning is provided for audiovisual presentations.

Website

- The Police Department has a webpage on the city's website.
- The Police Department webpage has information on 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.

Public Telephones and Communication Devices

- The Police Department communicates by telephone with the deaf and people with speech difficulties using TTY.
- The TTY phone number is integrated into the 911 Center.
- The Police Department dispatch is trained in how to use TTY to communicate with the deaf and speech impaired.

Training and Staffing

- The Police Department staff has contact with the public.
- 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.
- Staff member provide emergency services to public have basic usage provided by in house certified ASL Trainer
- The public is informed on a personal basis about the department's obligation and policies that enable a person with disabilities to participate in Police Department programs.
- Police Department staff is trained regarding their obligation and policies that enable persons with disabilities to participate in programs and activities.
- Interviews are required for entrance into the program.

Public Meetings

- The Police Department holds public meetings.
- Public meeting, hearings, and conferences are not required to be held in accessible locations.
- It is recommended that all public meeting, hearings, and conferences are not required to be held in accessible locations.
- American Sign Language interpreters, readers, or adaptive equipment provided when requested for meetings, interviews, and conferences.

Transportation Services

- The Police Department does not provide transportation services.

Tours and Trips

- The Police Department provides tours and trips.
- The Police Department does not have procedures to make tours accessible to persons with disabilities.

Special Events and Private Events On Public Properties

- The Police Department hosts many special events on City Properties including Easter Egg Hunt, Senior Breakfast, K-9 Demonstrations, etc.

Facilities

- The Police Department: Livescanning, Tours, Citizen Academies, Explorer Program, Project NEAT.
- City Parks Program: Easter Egg Hunt, K-9 Demonstrations
- Community Schools Program: GREAT, Every 15 Minutes

Public Works

Description of Programs and Services

The Public Works Department is responsible for 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.

ADA Self-Evaluation Contact:

Terry White
400 Grand Avenue
South San Francisco, CA 94080
Telephone number: (650) 877-8550
Email: terry.white@ssf.net

Customer Service

- There is a formal procedure for making changes to the standard operating procedure. The SOP must be updated, the old one removed from the book, and the new one inserted.
- The Public Works Department receives and tracks accessibility requests.
- The Public Works Department consults with an outside organization that assists people with disabilities.
- The Public Works Department does not have any policies which exclude service animals.

Notice Requirements

- The Public Works Department has a policy of notifying the public that it is prepared to make reasonable modifications to programs or services to make them accessible to people with disabilities.
- The Public Works Department has a non-discrimination statement that includes persons with disabilities.

Printed Information

- The Public Works Department produces and manages printed materials.

- The Public Works Department does not provide alternative formats.
- Content of documents and publications available in simple, easy-to-understand language for individuals with learning disabilities.
- Printed material includes images of people with disabilities.

Television and Audiovisual Public Information

- The Public Works Department produces audiovisual presentations including Powerpoint and live demonstrations for the public.
- The Public Works Department does not provide alternative formats.

Website

- The Public Works Department has a webpage on the city's website.
- The Public Works Department webpage has contact information.

Training and Staffing

- The Public Works Department staff communicates by telephone with individuals with hearing or speech difficulties.
- The Public Works Department participates in the California Relay Service (711).
- The Public Works Department staff has contact with the public.
- The Public Works Department staff is verbally informed of the department's obligations and policies that enable persons with disabilities to participate in programs or activities.
- The Public Works Department staff provides emergency services.

Public Meetings

- The Public Works Department holds public meetings.
- Public Works Meetings are required to be held in accessible locations.
- Auxiliary aids and services (such as sign language interpreters) are available at public meetings, interviews, and conferences as requested.
- Individuals with hearing impairment who can need an alternative form of assistance are accommodated as requested.

Transportation Services

- The Public Works Department provides golf cart for walking tours.

Tours and Trips

- The Public Works Department provides tours and trips.
- The Public Works Department uses microphones to make tours more accessible to persons with hearing disabilities.

Use of Consultants

- Consultants are employed with the Department of Public Works.
- The Public Works Department ensure that consultants are aware of their obligations to facilitate participation of individuals with disabilities in programs or activities operated on behalf of the Department.
- This obligation is monitored.

Emergency Evacuation Procedures

- The Fire Department notifies people with disabilities about emergency evacuation procedures through individual contact.

Facilities

- Corp. Yard program: maintenance
- City Hall Annex Program: permits
- Wastewater Plant Program: tours.

4.0 Transition Plan

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

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

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

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

4.1 Facilities

A. Program Barrier Removal Priorities

All facilities in which the City provides programs, activities, and services were reviewed and ranked based on the following criteria at the prioritization meeting held on January 15, 2014:

- Level of use by the public: Does the facilities receive a high level of public use
- Program uniqueness: Some programs are unique to a building, facility, or park and cannot occur at another location

- Geographic distribution: By selecting a range of facilities that are distributed throughout the City, the City can ensure maximum access for all residents
- Citizen rights: Facilities where services are provided to exercise citizen rights– voting, right to a trial, access to elected officials etc.
- Citizen responsibilities: Facilities where taxes are paid, permits and licenses are obtained, and where services are obtained
- Social need: Facilities that meet social needs such as homeless shelters, health clinics etc.
- Identified complaints: Efforts should focus on identified accessibility complaints.

B. Prioritizing Access to Programs, Activities and Services

City staff from each department listed the programs, activities, and services provided to the public and locations where the programs are provided. Each facility where programs are offered using the criteria listed above. The public reviewed these priorities during the City's public meeting on March 3, 2014.

C. Priorities for Barrier Removal within Facilities

A prioritization meeting was held January 15, 2014. The following guidelines will assist the City to prioritize barriers found in City facilities:

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

Examples:

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

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

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

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

- Drinking fountains
- Public telephones
- Vending machines

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

D. Transition Plan for Facilities

The Transition Plan for the removal of architectural barriers to program access must contain the following information:

- Identification of the barriers to program access
- Identification of the specific barrier removal action(s)
- Identification of a schedule for barrier removal and
- Identification of responsibility for ensuring barrier removal

The facility reports appended to this document provide the identification of barriers and the specific barrier removal actions. The City will accomplish barrier removals based on two strategies: policy and procedure modifications to remove programmatic barrier and maintenance and construction projects to remove architectural barriers.

The responsibility for ensuring compliance with Title II of the ADA including the implementation of the Transition Plan will reside with the City of South San Francisco's ADA Coordinator.

E. Phasing Schedule for Facilities

Barriers in City facilities will be removed systematically, City-wide, based on established program priorities. It is the intent of the City to address and remove barriers to accessibility in public buildings and parks based upon on the immediate necessity of programmatic access, degree of complexity, and overall cost.

The City of South San Francisco reserves the right to modify barrier removal priorities in order to allow flexibility in accommodating community requests, petitions for reasonable modifications from persons with disabilities, changes in City programs, and funding constraints and opportunities. It is the goal of this Transition Plan to provide access to the programs, activities and services provided by the City. Interim measures will be explored and implemented in order to provide programmatic access to the public pending the implementation of physical barrier removal projects.

The following tables describe the priorities and schedule for barrier removal in public facilities. This preliminary schedule represents a 10 year plan for barrier removal. It is the City's intent to review all barriers during the first year of the implementation of this plan and address those barriers that can be resolved through programmatic modifications. The City will then revise the following schedule for the removal of the remaining barriers.

Buildings

Municipal Services Building	33 Arroyo Drive	1-3 years
City Hall Historic	400 Grand Avenue	1-3 years
City Hall Annex	400 Grand Avenue	1-3 years
City Hall Campus	400 Grand Avenue	1-3 years
Main Library	840 West Orange Avenue	1-3 years
Grand Avenue Branch Library	306 Walnut (City Hall Campus)	1-3 years
Orange Park Pool	781 Tennis Drive	4-6 years
Magnolia Senior Center	601 Grand Avenue	4-6 years
Westborough Recreation Center	2380 Galway	4-6 years
Orange Park Recreation Center	781 Tennis Drive	4-6 years
Terra Bay Recreation Center/Gym	1121 South San Francisco Dr	4-6 years
Siebecker Center	510 Elm Court	4-6 years
Paradise Valley Recreation Center	Hillside & School St	7-10 years
Gateway Childcare Center	559 Gateway Blvd	7-10 years
Maintenance Services Building	550 Canal Street	7-10 years
Fire Station 61	480 North Canal Street	7-10 years
Fire Station 62	249 Harbor Way	7-10 years
Fire Station 64	2350 Galway	7-10 years
Fire Station 65	1151 South San Francisco Drive	7-10 years

Parking

Miller Street Parking Garage	329 Miller Avenue	1-3 years
Public Parking Lot 7	Miller at Maple	1-3 years
Public Parking Lot 4	Next to 235 Grand	1-3 years
Public Parking Lot	Across from 220 Grand	1-3 years
Public Parking Lot 1	Grand next to Buon Gusto	1-3 years
Public Parking Lot	Pine and Linden	4-6 years
Public Parking Lot 5	319 Baden	4-6 years
Public Parking Lot	437 Baden Avenue	4-6 years
Public Parking Lot 13	Miller at Cypress	4-6 years
Public Parking Lot	Spruce and Miller	7-10 years
Public Parking Lot 6	Across from 321 Miller	7-10 years
Public Parking Lot	306 Spruce	7-10 years
Public Parking Lot 2	Behind 200 Linden Avenue	7-10 years

Parks

Alta Loma Park	450 Camaritas Avenue	1-3 years
Brentwood Park	Briarwood Dr & Rosewood Way	1-3 years
Buri Buri Park	200 Block Arroyo Drive	1-3 years
City Hall Tot Lot	Miller Ave & Walnut Ave	1-3 years
Clay Park	Clay & Dundee	1-3 years
Elkwood Park	Elkwood Drive	1-3 years
Francisco Terrace Park	So Spruce Ave & Terrace Drive	1-3 years
Orange Memorial Park	781 Tennis Drive	1-3 years
Sign Hill Park	Ridgeview Court	1-3 years
Westborough Park	Westborough Blvd & Galway	1-3 years
Avalon Park/Ballfields	377 Dorado Way	4-6 years
Centennial Way Phase 1	Tanforan - Orange	4-6 years
Centennial Way Phase 2	Orange - Chestnut	4-6 years
Centennial Way Phase 3	Chestnut - BART	4-6 years
Cypress & Pine Park (Totlot)	Cypress & Pine	4-6 years
Newman Gibbs Park	Newman & Gibbs	4-6 years
Sellick Park	Appian Way	4-6 years
Terra Bay - Ballfields	1400 Hillside Blvd	4-6 years
Avalon Memorial Lots	Ponderosa Rd and Avalon Drive	7-10 years
Cal West Park	Carter Drive	7-10 years
Callan Park	Carter Drive at Cromwell Row	7-10 years
Common Greens Stonegate	Stonegate	7-10 years
Common Greens West Park	Westpark	7-10 years
Common Greens Willow Gardens	Willow Gardens	7-10 years
Dundee Park	Dundee & Mansfield	7-10 years
Gardiner Park	135 Gardiner	7-10 years
Sister Cities Park	N. Canal btw Spruce & Orange	7-10 years
Wind Harp	Grandview Drive	7-10 years
Zamora Park	Zamora Drive	7-10 years

F. City Facilities and Historic Preservation

A qualified historical building or structure is any structure or collection of structures, and their associated sites deemed of importance to the history, architecture or culture of an area by an appropriate local or state governmental jurisdiction. This includes structures on existing or future national, state or local historical registers or official inventories, such as the National Register of Historic Places, State Historical Landmarks, State Points

of Historical Interest, and city or county registers or inventories of historical or architecturally significant sites, places, historic districts or landmarks.

The California Historic Building Code (CHBC): Alternative Accessibility Provisions and Title 24, Part 8, Chapter 6: Accessibility, are building codes that guide the intent to preserve the integrity of qualified historical buildings and properties while providing access to and use by persons with disabilities.

The purpose of the CHBC is to provide alternative regulations to facilitate access and use by persons with disabilities to and throughout facilities designated as qualified historical buildings or properties. The CHBC does not apply to new construction or reconstruction/replicas of historical buildings.

The regular code for access for people with disabilities (Title 24, Part 2, Vol. 1, Chapter 11B) is required to be applied to qualified historical buildings or properties unless strict compliance with the regular code would threaten or destroy the historical significance or character-defining features of the building or property.

The regulations are unique in that they are performance oriented rather than prescriptive. This allows the enforcing agency the discretion to accept alternatives they feel do not compromise the health and safety of the public.

The alternative provisions for access may be applied provided the following conditions are met:

1. The provisions are applied only on an item-by-item or a case-by-case basis.
2. Documentation is provided, including meeting minutes or letters, stating the reasons for the application of the alternative provisions. Such documentation is to be retained in the permanent file of the enforcing agency.

The alternative provisions are contained in Part 8, Chapter 6. The application of the provisions are contained in Appendix , Chapter 8-6, Table 1 – Provision Applicability. It describes the applicability of the provisions as they apply to (ADA) Title II entities (Public entities such as the City of South San Francisco); Title III entities (Private entities (stores, businesses, etc.), and Title III Barrier Removal projects (projects that consist only of voluntary accessibility upgrades).

For the City of South San Francisco, the Title II column would apply. It includes alternatives for:

- Entries
- Power-assisted doors
- Toilet rooms
- Exterior and interior ramps and lifts
- Equivalent facilitation is an alternate means of complying with the literal requirements of the standards and specifications that provides access in terms of the purpose of the standards and specifications.
- Not allowed for Title II entities are the exceptions for door widths.

Building officials are also allowed to accept less restrictive requirements on a case by case basis for qualified and non qualified historic buildings. Some cities, such as San Francisco, have established "Administrative Bulletins" which allow the plan checker to review alternatives to the regular code on a case by case basis. These include alternatives for qualified historic buildings and specific items similar to those listed in the CHBC.

In terms of the 2010 ADA Standards, alternatives are allowed where the State Historic Preservation Officer (SHPO) or Advisory Council on Historic Preservation (a Federal entity) determines that compliance with the requirements for accessible routes, entrances, or toilet facilities would threaten or destroy the historic significance of the building or facility, the exceptions for alterations to qualified historic buildings or facilities for that element shall be permitted to apply. In terms of meeting this requirement of the ADA for currently enforced procedures being practiced by the SHPO in regards to this ADA requirement contact:

Carol Roland-Nawi, Ph.D
State Historic Preservation Officer
Telephone: (916) 445-7050

The intent of the CHBC is to save California's architectural heritage by recognizing the unique construction problems inherent in historical buildings and by providing a code to deal with these problems. Common sense solutions that provide a balance between providing access and preserving a community's cultural heritage is the goal.

4.2 Pedestrian Rights-of-Way (PROW)

A. Overview of the PROW

As stated in the City's Climate Action and Pedestrian Master Plan (2012), a well-connected pedestrian network is a vital component to livable communities, which thrive on multimodal travel for all roadway users, regardless of age or ability. Creating a comfortable and well-connected pedestrian network is important for addressing the needs of pedestrians with or without a disability.

The City of South San Francisco pedestrian network consists of a system of sidewalks and off-street pathways and trails. Sidewalks are included on both sides of streets throughout most of the City with a few exceptions, particularly in the area east of Highway 101 and in Lindenville, as well as portions of El Camino Real, Westborough Boulevard, Hickey Boulevard, Junipero Serra Boulevard, Gellert Boulevard, King Drive and Carter Drive. South San Francisco also has two extensive off-street pathways to assist with safe, pedestrian connectivity: the Centennial Trail (see Facility Report in Appendix G) and the Bay Trail.

B. Surveys of Existing PROW Conditions

The City surveyed the existing conditions of the public rights-of-way near City buildings and parks in 2013. The City's Pedestrian Master Plan identified signalized intersections as a high priority item in need of an accessibility review. An accessibility audit of all signalized intersections was carried out in early 2014.

C. Pedestrian Rights-of-Way Prioritization

Under Title II of the ADA, a City is not necessarily required to construct curb ramps at every point where a sidewalk intersects a curb. Traffic safety considerations may make construction of ramps at some locations undesirable. Alternative routes to buildings that make use of existing curb ramps may be acceptable under the concept of program accessibility in the limited circumstances where individuals with disabilities need only travel a marginally longer route. In addition, the undue financial or administrative burden limitation recognized by Title II of the ADA may limit the number of curb ramps that the City is required to provide.

The City will prioritize PROW projects in the following order:

1. Government offices and facilities
2. Bus stops and transportation facilities
3. Places of public accommodation such as commercial and business areas
4. Facilities containing employers
5. Other areas such as residential neighborhoods and underdeveloped regions of the City.

Additional criteria for prioritization may be developed for replacing existing curb ramps. For example:

- Repair of hazardous conditions
- Distance from a City-operated program or building
- Distance from a bus stop
- Proximity to a facility serving disabled clients
- Level of pedestrian traffic
- Lack of feasible alternate routes
- Distance from non-City owned public facilities

D. Time Period for Pedestrian Rights-of-Way Improvements

The City has established a 10 year time frame to remove PROW barriers that limit program accessibility. The ADA Title II regulations states that if a Transition Plan will take more than one year to fully implement, it must contain interim steps that will be done to provide program accessibility. An interim action the City may consider is to publish accessibility maps on the City website that show the most accessible routes to follow.

E. PROW Construction Details

The City's Standard Drawings & Details can be accessed online at the following link: (<http://www.ssf.net/DocumentCenter/Home/View/3695>)

F. Accessibility During Construction

The City of South San Francisco follows the Manual of Uniform Traffic Control Devices procedures to ensure accessibility during construction. The Engineering Division reviews all detour plans for both vehicles and pedestrians.

G. Street or Sidewalk Closure

Announcements are made through the South San Francisco website, electronic sign boards with 2 weeks advance notice, and/or mailing fliers to affecting businesses or residents for major projects. Street signage is placed at a minimum of 72 hours. In addition, the Engineering Division reviews all detour plans for both vehicles and pedestrians.

H. On-Street Accessible Parking

An applicant fills out a Traffic Advisory Committee form through the South San Francisco website or in person. The Traffic Advisory Committee request is reviewed by the Traffic Advisory Committee member for approval. Once a decision is made, the applicant will be notified. The form can be accessed online at the following link:

(<http://ca-southsanfrancisco.civicplus.com/DocumentCenter/View/4896>)

I. Citizen Request Process

The City has an online source for citizens to share their thoughts regarding the City PROW: (<http://www.ssfconnect.com/>)

For a formal ADA related complaint, a citizen may use the ADA Grievance Procedure. (See Section 5)

J. Street-Related Capital Improvement Projects

The Adopted Capital Improvement Program can be found at the following link:

(<http://www.ssf.net/documentcenter/view/4936>)

Some recently completed ADA PROW projects are as follows:

2010-Utah Avenue and Grand Avenue Resurfacing Project- This project installed 14 ADA Ramps on Utah Avenue and Grand Avenue per State Requirements.

2011- 2011 Street Rehabilitation Project- This project installed 50 ADA compliant sidewalk ramps on the following streets: Alta Loma Drive, Del Monte Avenue., Fairway Drive, Los Flores Avenue, Nyla Avenue, Alta Mesa Drive, Huntington Avenue, Noor Ave., Oakmont Drive, Olympic Drive, Meath Drive and Fairway Drive per State Requirements.

2012- 2012 Street Rehabilitation Project- This project installed 27 ADA compliant sidewalk ramps on the following streets: Franklin Drive, Spruce Avenue, Hemlock Avenue, Larch Avenue, Miller Avenue and Highland Avenue per State Requirements.

2012-City Hall Accessible Pathway- This project removed and replaced an old concrete pathway with an ADA compliant concrete pathway and parking spaces in the City Hall and City Hall Annex.

2013-2013 Street Rehabilitation Project- This project installed 61 ADA compliant sidewalk ramps on the following streets: Rockwood Drive, Greenwood Drive, Pinehurst Way, Brentwood Drive, Springwood Drive, Kentwood Way, Pinehurst Way, Hazelwood Drive, Briarwood Drive, Rosewood Way, Northwood Drive, Hazelwood Drive, Mira Vista Drive, Granada Drive, Alta Vista Drive, Zamora Drive, Valverde Drive, Alhambra Drive, Ponderosa Road, Avalon Drive, Dorado Way, Constitution Way, Alida Way, Country Club Drive, El Camino Real, Maywood Drive and Comerwood Court per State Requirements.

2013- Siebecker Center ADA Pathway Project-This project installed an ADA ramp from the rear of the preschool to the water/sand table for more inclusive accessibility.

2014-City Hall Fountain Path and Grand Avenue Library Disabled Parking Project- This project addressed accessibility issues located at the City Hall fountain area and the Grand Avenue Library. The project constructed a concrete pathway from Grand Avenue to the vicinity of the City Hall Fountain. In addition, a new disabled parking stall was constructed on Walnut Avenue near the entrance to the library and reconstructed the walkway at the library entrance to comply with current accessibility standards.

5.0 ADA Policy and Complaint Procedure

ADA Grievance Procedure

If a public entity has 50 or more employees, it is required to designate at least one responsible employee to coordinate Americans with Disabilities Act (ADA) compliance. The City of South San Francisco has designated the Human Resource Director as its primary ADA Coordinator. The ADA Coordinator is responsible for coordinating the efforts of the City to comply with Title II and for investigating any complaints that the City has violated Title II of the ADA. The ADA Coordinator is also responsible for coordinating the efforts of the City to comply with Title 24 and all other applicable State and Federal physical and program accessibility requirements.

All complaints or grievances submitted to the City of South San Francisco must be in writing on the designated form and contain specific information about the alleged violation or discrimination including: name; address; telephone number of the complainant; and the location, date, and a complete description of the problem. Anonymous complaints or grievances will not be accepted. Complaints or grievances will be kept confidential to the greatest extent possible, unless ordered released by a court of competent jurisdiction (see California Evidence Code 1040). Alternative means of filing complaints or grievances may be accepted at the discretion of the ADA Coordinator. These may be submitted by telephone, e-mail (confidentiality cannot be assured), letter, personal interview, or tape recording, upon request. However, all complaints or grievances must provide all the information required consistent with the format of the official complaint form. See Appendix C.

All complaints must be submitted by the complainant or his/her designee to the ADA Coordinator at the below location or, upon approval of a request to submit in an alternative method, by telephone at (650) 829-6696 (Voice); by fax at (650) 829-6698; or via e-mail at kathy.mount@ssf.net. Complaints should be submitted as soon as possible, but no later than 60 calendar days, after the date of the alleged violation or discriminatory act.

City of South San Francisco
Kathy Mount, ADA Coordinator
400 Grand Avenue
South San Francisco, CA 94080

If a complaint is regarding building or facility inaccessibility, the ADA Coordinator will forward the complaint within 5 business days to the City of

South San Francisco's Building Section for investigation and will formally acknowledge receipt of the complaint to the complainant.

For all other complaints or grievances, the ADA Coordinator will contact the complainant to discuss the complaint or grievance within 10 business days after receipt of the complaint or grievance. Within 30 calendar days of this contact, the ADA Coordinator will respond in writing and, where appropriate, in an alternative format accessible to the complainant. The response will explain the position of the City of South San Francisco and offer options for substantive and reasonable resolution of the complaint or grievance.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the decision may be appealed to the City Manager or his/her designee within 30 calendar days following receipt of the response.

Within 10 business days after receipt of an appeal, the City Manager or his/her designee will contact the complainant to discuss the complaint or grievance and possible resolutions. Within 15 business days of this contact, the City Manager will respond in writing and, where appropriate, in a reasonable format accessible to the complainant, with a final resolution of the complaint or grievance.

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

If any Title 24 Building Code or ADA complaint or grievance resides under the jurisdiction of another public entity, the complainant will be notified that the City of South San Francisco lacks jurisdiction and will be referred to the appropriate jurisdiction.

6.0 Program Accessibility Guidelines, Standards & Resources

6.1 Introduction

In order to facilitate access to all City programs and departments, the City will maintain these program accessibility guidelines, standards and resources. This information is available to all employees and volunteers. The City will add to these guidelines when necessary to address its needs and include information and technological devices that help staff and volunteers members communicate with individuals with a variety of disabilities. The City will periodically review the components of this section, as new technologies are developed in order to ensure that the best types of modifications are included. This section also contains the accessibility standards of care that govern new construction and alterations to facilities.

6.2 Federal Accessibility Standards and Regulations

There are both State and Federal regulations for accessible facilities. Below are resources for both the State of California and Federal facility regulations.

U.S. Department of Justice

The U.S. Department of Justice provides many free ADA materials including the Americans with Disability Act (ADA) text. Printed materials may be ordered by calling the ADA Information Line: (800) 514-0301 (Voice) or (800) 514-0383 (TTY). Publications are available in standard print as well as large print, audiotape, Braille, and computer disk for people with disabilities. Documents, including the following publications, can also be downloaded from the Department of Justice website (<http://www.ada.gov/>).

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

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

U.S. Access Board Publications

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

Communications & IT

Access to information and communication technology (ICT) is addressed by Board standards and guidelines issued under Section 508 of the Rehabilitation Act and Section 255 of the Telecommunications Act.

- Section 508 Standards: (<http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards>)
- Refresh of the Section 508 Standards and the Telecommunications Act Guidelines: (<http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh>)
- Telecommunications Act Accessibility Guidelines : (<http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-telecommunications-act-guidelines>)

Buildings & Sites

Standards issued under the Americans with Disabilities Act (ADA) address access to buildings and sites nationwide in new construction and alterations.

- 2010 ADA Standards for Accessible Design: This document contains scoping and technical requirements for accessibility to buildings and facilities by individuals with disabilities under the Americans with Disabilities Act (ADA) of 1990. These scoping and technical requirements are to be applied during the design, construction, and alteration of buildings and facilities covered by Titles II and III of the ADA to the extent required by regulations issued by federal agencies, including the Department of Justice and the Department of Transportation, under the ADA. This document must be used in conjunction with Title 24 of the California Building Code (see State of California Accessibility Standards and Regulations).
- 2010 ADA Standards: (<http://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-ada-standards>)

Recreation Facilities

Access to recreation facilities, including play areas, swimming pools, sports facilities, fishing piers, boating facilities, golf courses, and amusement rides is addressed in the ADA and ABA standards. New provisions address access to trails, picnic and camping sites, and beach access routes.

- Recreation Facilities: (<http://www.access-board.gov/guidelines-and-standards/recreation-facilities/about-recreation-facilities>)
- Outdoor Developed Areas: (<http://www.access-board.gov/guidelines-and-standards/recreation-facilities/outdoor-developed-areas>)

Streets and Sidewalks

New guidelines the Access Board is developing will cover access to public rights-of-way, including sidewalks, intersections, street crossings, and on-street parking. The Board is also addressing access to shared use paths providing off-road means of transportation and recreation.

- Public Rights-of-Way: (<http://www.access-board.gov/guidelines-and-standards/streets-sidewalks/public-rights-of-way>)
- Shared Use Paths: (<http://www.access-board.gov/guidelines-and-standards/streets-sidewalks/shared-use-paths/about-this-rulemaking>)

Transportation

Access Board guidelines issued under the ADA address access to public transportation facilities and vehicles.

- Transportation Facilities: (<http://www.access-board.gov/guidelines-and-standards/transportation/facilities/about-the-ada-standards-for-transportation-facilities>)
- Transportation Vehicles: (<http://www.access-board.gov/guidelines-and-standards/transportation/vehicles/about-adaag-for-transportation-vehicles>)

6.3 TITLE II: U.S. Department of Justice Publications

Title II Technical Assistance Manual

A 56-page manual that explains in lay terms what State and local governments must do to ensure that their services, programs, and activities are provided to the public in a nondiscriminatory manner. (1993)

(<http://www.ada.gov/taman2.html>)

The ADA and City Governments: Common Problems

A 9-page document that contains a sampling of common problems shared by City governments of all sizes, provides examples of common deficiencies and explains how these problems affect persons with disabilities. (2000)

(<http://www.ada.gov/comprob.htm>)

Accessibility of State and Local Government Websites to People with Disabilities

A 5-page publication providing guidance on making State and local government websites accessible. (2003)

(<http://www.ada.gov/websites2.htm>)

ADA Checklist for Polling Places

This 39-page checklist is a self-help survey that voting officials can use to determine whether a polling place has basic accessible features needed by most voters with disabilities. (2004)

(<http://www.ada.gov/votingchecklist.htm>)

An ADA Guide for Local Governments: Making Community Emergency Preparedness and Response Programs Accessible to People with Disabilities

A 11-page illustrated publication that provides guidance on preparing for and carrying out emergency response programs in a manner that results in the services being accessible to people with disabilities. (2006)

(<http://www.ada.gov/emergencyprep.htm>)

Access for 9-1-1 and Telephone Emergency Services

A 10-page publication explaining the requirements for direct, equal access to 9-1-1 for persons who use teletypewriters (TTYs). (1998)

(<http://www.ada.gov/911ta.htm>)

Commonly Asked Questions About the ADA and Law Enforcement

A 12-page publication providing information for law enforcement agencies in a simple question and answer format. (2006)

(<http://www.ada.gov/q&a law.htm>)

Communicating with People Who Are Deaf or Hard of Hearing: ADA Guide for Law Enforcement Officers

This 8-panel pocket guide provides basic information for officers about ADA requirements for communicating effectively with people who are deaf or hard of hearing. (2006)

(<http://www.ada.gov/lawenfcomm.htm>)

Model Policy for Law Enforcement on Communicating with People Who Are Deaf or Hard of Hearing

This 4-page document serves as a model for law enforcement agencies when adopting a policy on effective communication with people who are deaf or hard of hearing. Agencies are encouraged to download and adapt the policy to suit their needs. (2006)

(<http://www.ada.gov/lawenfmodpolicy.htm>)

Questions and Answers: The ADA and Hiring Police Officers

A 5-page publication providing information on ADA requirements for interviewing and hiring police officers. (1997)

(<http://www.ada.gov/copsq7a.htm>)

6.4 State of California Accessibility Standards and Regulations

Title 24, California Building Code

The State of California has also adopted a set of design guidelines for accessible facilities, which can be found in the California Code of Regulations, Title 24, Part II, California Building Code (CBC). CBC contains

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

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

Division of State Architect

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

- DSA's 2011 California Access Compliance Reference Manual: The purpose of this book of regulations and statutes together is to clarify the obligations for architectural accessibility in California.

For further technical assistance contact DSA's Access Compliance Program at 1102 Q Street, Suite 5100, Sacramento, California 95811 (916) 445-8100.

Resources for Providing Accessible Programs and Facilities

- ADA Document Portal: This website provides links to an ADA Collection consisting of more than 7,400 documents on a wide range of topics. The ADA Document Portal is supported by the ten ADA & IT Technical Assistance Centers (<http://www.adaportal.org/>).
- American Association of Museums: Accessible exhibit design publications are available for purchase from AAM's website, including Everyone's Welcome (available in a variety of formats), which addresses museum programs and the ADA, The Accessible Museum, which offers model programs of accessibility for older people and people with disabilities, and What Museum Guides Need to Know to provide access to blind and visually impaired visitors (<http://www.aam-us.org>).

- **Beneficial Design:** Beneficial Designs works toward universal access through research, design, and education. Beneficial Designs develops assistive and adaptive technology, performs rehabilitation research, contract design, legal consultation, standards development, and serves as a rehabilitation information resource. Contact Beneficial Designs, Inc. at 2240 Meridian Blvd, Suite C, Minden, NV 89423-8628, (775) 783-8822), (<http://www.beneficialdesigns.com/>).
- **California State Parks Accessibility Guidelines:** A State outdoor recreation resource:
(http://www.parks.ca.gov/pages/21944/files/ca_stateparksaccessguiderev_titlepagewithdisclaimer.pdf)
- **DisabilityInfo.Gov:** A one-stop interagency portal for information on Federal programs, services, and resources for people with disabilities, their families, employers, service providers, and other community members.
- **National Center on Accessibility:** The Center is a cooperative project between the National Park Service and Indiana University to provide information and technical assistance, primarily on recreation access. An example of the research activities of the NCA is the National Trails Surface Study. This study is primarily the result of questions that NCA has, for many years and continues to receive from organizations, agencies and individuals who desire to make their trails accessible; are interested in an unobtrusive surface that blends and is friendly to the environment; and provides a quality trail experience for people with and without disabilities. NCA also publishes 'What is an Accessible Trail?' which summarizes the federal guidelines for outdoor developed areas and is available for downloading from its website. The NCA website also has information on campground accessibility, accessible picnic tables, access to beaches, and inclusion of people with disabilities in aquatic venues. (<http://www.ncaonline.org/>)
- **National Center on Physical Activity and Disability:** The Center provides information and resources on physical activity to help people with disabilities find ways to become more active and healthier. The Center also provides information on how to provide access to fitness centers, schools, recreation facilities, camps, and health and leisure services (<http://www.ncpad.org/>).
- **Smithsonian Institution:** The Accessibility Program has developed the Smithsonian Guidelines for Accessible Exhibition Design (1996), which are available for downloading from their website:
(<http://www.si.edu/opa/accessibility/exdesign/start.htm>).

- Further information is available from the Smithsonian Accessibility Program at the Arts and Industries Building, Room 1239 MRC 426, Washington, D.C. 20560 (202) 786-2942.

Resources for Assistive Technologies (General)

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

ABLEDATA

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

CALIFORNIA ASSISTIVE TECHNOLOGY SYSTEM (CATS)

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

INTERNATIONAL COMMISSION ON TECHNOLOGY AND ACCESSIBILITY

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

ALTERNATIVE FORMAT COMMUNICATIONS

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

American Sign Language Interpreters

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

The required qualifications of these interpreters should be established. Many non-certified interpreters provided by local services may have excellent skills

and be qualified to handle most circumstances. However, certain circumstances, such as the provision of emergency medical services, may require interpreters who are approved by the courts and can ensure a level of confidentiality.

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

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

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

Assistive Listening Systems and Devices

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

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

Closed Caption Machine

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

- See the on-line directory of On-site and remote real-time captioning services available at the California Assistive Technology System website (<http://www.atnet.org>).

- TDI: TDI's (formerly known as Telecommunications for the Deaf, Inc.) mission is to promote equal access in telecommunications and media for people who are deaf, hard of hearing, late deafened, or deaf blind. TDI's on-line resources include information about media access such as captioning, Internet, video, and more (<http://www.tdi-online.org/>).

Optical Readers

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

Text Telephone (TTY)

City programs should have access to a text telephone or have access to a telephone transfer service as required by the law and offered by public telephone companies.

- TDI: TDI's (formerly known as Telecommunications for the Deaf, Inc.) mission is to promote equal access in telecommunications and media for people who are deaf, hard of hearing, late deafened, or deaf blind. TDI's on-line resources include information about telecommunications access such as TTY, pagers, telephony, and VoIP. (<http://www.tdi-online.org/>)
- See the Text Telephones Technical Bulletin available on the U.S. Access Board's website (<http://www.access-board.gov/>).

Video Relay Services (VRS)

Video Relay Service (VRS) is a form of Telecommunications Relay Service (TRS) that enables persons with hearing disabilities who use American Sign Language to communicate with voice telephone users through video equipment, rather than through typed text. Video equipment links the VRS user with a TRS operator – called a “communications assistant” (CA) – so that the VRS user and the CA can see and communicate with each other in signed conversation. Because the conversation between the VRS user and the CA flows much more quickly than with a text-based TRS call, VRS has become a popular form of TRS (www.fcc.gov/guides/video-relay-services).

- Hands on Video Relay Service: (877) 467-4877 English or (877) 467-4875 Spanish
- Sorenson Video Relay: Using a standard telephone, simply call the toll-free number 1-(866)-327-8877. Have the contact information of the deaf or hard-of-hearing individual (i.e. name, videophone number or IP

address) ready. Remain on hold until the call is answered by the next available interpreter.

- Sprint VRS Directions: (877)709-5776 or website (www.sprintvrs.com)

Transportation

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

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

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

Enlarging Printed Materials

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

Guide to Disabilities and Disability Etiquette

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

- Disability Etiquette: Interacting with People with Disabilities is available on-line at the County of Long Beach's website:
(http://www.longbeach.gov/hr/ada/disability_etiquette.asp).

Lending Library of Assistive Technology Equipment

The City should establish a “Resources Toolkit” of adaptive aids and resources that will be available for use by staff and volunteers without the means to assemble their own. It is recommended that the City explore local sources of assistive technology.

- DisabilityInfo.gov's online resources for High School: Guidelines for Accessing Alternative Format, inclusion materials, educational technology, A comprehensive list including college preparatory materials, transition issues for children with special needs and more (<https://www.disability.gov/education>).
- Accessibility Connections Community Map: A Directory of Bay Area Assistive Technology Services is an on-line service available at (<http://www.cforat.org/home/bard/>).
- American Association of People with Disabilities: The American Association of People with Disabilities is the largest nonprofit, nonpartisan, cross-disability organization in the United States (<http://www.aapd-dc.org/>).
- American Foundation for the Blind: The American Foundation for the Blind is committed to improving accessibility in all aspects of life—from cell phones to ATMs, on web sites and in workplaces. Services include assistance in making products and services accessible to people with visual impairments. AFB offers expert consulting services and accessible media production. AFB provides objective product evaluations of adaptive technologies through its assistive technology product database (<http://www.afb.org/>). Local assistance is available through the American Foundation for the Blind-West, 44 Montgomery Street, Suite 1305, San Francisco, CA 94040 (415) 392-4845 or by email at sanfran@afb.net.
- Adaptive Environments: This educational non-profit organization is committed to advancing the role of design in expanding opportunity and enhancing experience for people of all ages and abilities. Adaptive Environments provides education and consultation to public and private entities about strategies, precedents and best practices that go beyond legal requirements to design places, things, communication and policy that integrate solutions to the reality of human diversity (<http://www.adaptenv.org/>).
- The Arc: The Arc (formerly Association for Retarded Citizens of the United States) is the country's largest voluntary organization committed to the welfare of all children and adults with mental retardation and their families (<http://www.thearc.org>). Local information is available from The

Arc San Francisco, 1500 Howard St, San Francisco, CA 94103, (415) 255-7200 or through the website (<http://www.thearcsf.org>)

- Disability Resources, Inc.: Disability Resources, Inc. is a national nonprofit organization that provides information about resources for independent living. DRI maintains an on-line directory of assistive technology resources (<http://www.disabilityresources.org/>).
- Environmental Health Network: EHN's focus is on issues of access and developments relating to the health and welfare of the environmentally sensitive and to promote public awareness of environmental sensitivities and causative factors. EHN provides information environmental and chemical sensitivities at EHN, P.O. Box 1155, Larkspur, California, 94977-1155 (415) 541-5075 and on its website (<http://ehnca.org/>).
- National Association of the Deaf: NAD is a national consumer organization representing people who are deaf and hard of hearing. NAD provides information about standards for American Sign Language Interpreters and the Captioned Media Program on its website (<http://www.nad.org/>).
- National Federation of the Blind: NFB is a national organization advocating on behalf of persons who are blind or have low vision. NFB provided on-line resources for technology for the blind, including a technology resource list, a computer resource list, screen access technology, sources of large print software for computers, and sources of closed circuit TV (CCTV's) (<http://www.nfb.org/>).
- National Organization on Disability: The National Organization on Disability promotes the full and equal participation and contribution of America's 54 million men, women and children with disabilities in all aspects of life. NOD maintains an on-line directory of information and links including transportation-related resources (<http://www.nod.org/>).
- Paralyzed Veterans of America: PVA is a national advocacy organization representing veterans. PVA's Sports and Recreation Program promotes a range of activities for people with disabilities, with special emphasis on activities that enhance lifetime health and fitness. PVA's website: (<http://www.pva.org>) provides information on useful sports publications and a list of contacts.
- State Council on Developmental Disabilities, 1507 21st Street, Ste. 210, Sacramento, CA 95814-5299 (916) 322-8481, email: scdd@dss.ca.gov or (<http://www.scdd.ca.gov/>)
- State Office for Deaf Access, Department of Social Services, 744 P Street, MS 6-91, Sacramento, CA 95814 (916) 653-8320. email: deaf.access@dss.ca.gov or (<http://www.dss.cahwnet.gov>)

- State Office of Services to the Blind, California Department of Social Services, 744 P Street, MS 6-94, Sacramento, CA 95814 (916) 657-3327, email: BlindAccess@dss.ca.gov or (<http://www.dss.cahwnet.gov>).
- United Cerebral Palsy Association: UCP's mission is to advance the independence, productivity and full citizenship of people with cerebral palsy and other disabilities, through our commitment to the principles of independence, inclusion and self-determination. UCP's Sports and Leisure Channel is designed for people with disabilities who are interested in sports and other leisure activities and proposes creative ideas for inclusive community recreation programs, including outdoor adventure activities for people with disabilities. Information about the Sports and Leisure Channel is available on UCP's (<http://www.ucp.org>).
- United Spinal Association: United Spinal Association is a membership organization serving individuals with spinal cord injuries or disease. Formerly known as the Eastern Paralyzed Veterans Association, the organization expanded its mission to serve people with spinal cord injuries or disease regardless of their age, gender, or veteran status. Information on accessibility training and consulting services and recreational opportunities for people with spinal cord injuries or disease is available on their (<http://www.unitedspinal.org>).
- World Institute on Disability: WID is an international public policy center dedicated to carrying out research on disability issues and overcoming obstacles to independent living. WID maintains an on-line information and resource directory on technology, research, universal design, and the ADA (<http://www.wid.org/resources/>).

Resources for Persons with Disabilities in South San Francisco

Center for Independence of Individuals with Disabilities (CID)

1590 El Camino Real, Suite C
San Bruno, CA 94066
Telephone: (650) 589-8994
TTY: (650) 589-8170
(<http://www.cidsanmateo.org/>)

The Center for Independence of Individuals with Disabilities (CID) is a private, nonprofit corporation located in San Mateo, California. Incorporated in 1979, CID is a consumer-driven, community-based, services and advocacy organization serving San Mateo County. CID is one of 29 Independent Living Centers in the State of California and 424 Independent Living Centers in the United States. CID is affiliated with other ILCs through membership and participation in the California Foundation of Independent Living Centers and the National Council of Independent Living. CID is affiliated with other nonprofit agencies through our membership in the California Association of Non-Profits.

Department of Rehabilitation, State of California

801 Traeger Ave., Suite 105
San Bruno, CA 94066-3045
Telephone: (650) 737-2606
(www.dor.ca.gov)

The Department of Rehabilitation provides vocational rehabilitation services.

GatePath

350 Twin Dolphin Drive, Suite 123
Redwood City, CA 94065
Telephone: (650) 259-8500
(<http://www.gatepath.org>)

Watch Me Grow Demonstration Site
530 Tamarack Lane
South San Francisco CA 94080
Telephone: 650-635-0876
Email: watchmegrow@gatepath.com

For nearly 90 years, Community Gatepath has been "Turning Disabilities Into Possibilities" by helping children and adults with disabilities achieve personal

goals and live full and productive lives in school, the community, home, and the workplace.

Golden Gate Regional Center

3130 La Selva Street, Suite 202
San Mateo, CA 94403
Telephone: (650) 574-9232
(<http://www.ggrc.org/>)

Golden Gate Regional Center is a state-funded nonprofit organization serving individuals with developmental disabilities in Marin, San Francisco and San Mateo counties. Below is a brief history detailing the founding of the regional center system (of which GGRC is a part) and the gradual expansion of its mission.

Hearing and Speech Center of Northern California

1234 Divisadero Street
San Francisco, CA 94115
(<http://www.hearingspeech.org/>)

The Hearing and Speech Center of Northern California works to help people with hearing or communication challenges of all income levels by offering clinical, educational and social service programs people of all ages, including a school, afterschool programs, senior outreach, support groups, audiology and speech pathology. They help thousands of people annually find the tools, resources and skills to be independent, safe and empowered in their lives.

SAMTrans Paratransit

(<http://www.samtrans.com>)

Paratransit is for persons with disabilities who cannot independently use regular SamTrans bus service some of the time or all of the time. The San Mateo County Transit District provides paratransit using Redi-Wheels on the bayside of the county and RediCoast on the coastside.

San Mateo County Council of the Blind (SMCCB)

(<http://www.smccb.org/>)

The San Mateo County Council of the Blind is a chapter of the American Council of the Blind and the California Council of the Blind in the San Francisco Bay Area. We are a resource for people who are blind and visually

impaired from glaucoma, macular degeneration, etc. We have members who are especially helpful with computers and other assistive technology

South San Francisco Senior Services

Magnolia Center
601 Grand Ave., 3rd Floor
South San Francisco, CA
Laura Gigi, Program Coordinator
Telephone: (650) 829-3820
(<http://ssf.net/index.aspx?nid=401>)

Senior Services provides information and referrals of community based organizations for older adults, their families, and caregivers who are in need of assistance or support due to health, financial, legal, housing, and other difficulties that affect their quality of life.

The Arc San Francisco

6644 Mission Street, Suite A
Daly City, CA 94014
Telephone: (650) 756-1304
(<http://thearcsf.org/>)

The Arc San Francisco is a non-profit service and advocacy organization for adults with autism, Down syndrome, cerebral palsy, intellectual and developmental disabilities and their families living in San Francisco and San Mateo counties.

Vista Center for the Blind and Visually Impaired

2470 El Camino Real
Palo Alto, CA 94306
Telephone: (650) 858-4306
(www.vistacenter.org)

The Vista Center mission is to empower individuals who are blind or visually impaired to embrace life to the fullest by serving individuals of all ages, living in San Mateo, Santa Clara, Santa Cruz and San Benito Counties, who are threatened by loss of independence due to moderate or severe vision impairment.

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



Staff Report

DATE: August 13, 2014
TO: Mayor and City Council
FROM: Kathy Mount, Assistant City Manager
SUBJECT: RESOLUTION ADOPTING UPDATED AMERICANS WITH DISABILITIES ACT
SELF-EVALUATION AND TRANSITION PLAN

RECOMMENDATION

It is recommended that the City Council adopt the updated Americans with Disabilities Act Self-Evaluation and Transition Plan for the City.

BACKGROUND

The Federal Americans with Disabilities Act (ADA) is a comprehensive civil rights law for persons with disabilities in both employment and the provision of goods and services. Federal law requires that public agencies such as the City of South San Francisco identify and evaluate all programs, activities and services they provide and make recommendations to correct those policies, practices and barriers that deny full access to individuals with disabilities. A Transition Plan was completed in 1993, but needed to be updated. In 2013 Council authorized an update of this plan, and the City employed a consultant, MIG Consulting, to undertake a comprehensive analysis of the City's policies, procedures and physical facilities to identify barriers to full participation and proposing a Transition Plan to address the barriers identified.

During 2013, City staff and MIG evaluated the City's policies, programs, and procedures to determine current levels of service and the extent to which City policies, programs, facilities and public right-of-way created barriers to accessibility for persons with disabilities. A list of recommendations was generated and is discussed in the attached Self-Evaluation and Transition Plan. In conjunction with City staff, MIG prioritized the removal of these barriers based on the following criteria: level of use by the public, program uniqueness, geographical distribution, citizen rights, citizen responsibilities, social needs, and identified complaints. The guidelines further established that the highest priority would be placed on barrier removal items that provide accessibility at the main entrance of a facility or improve a path of travel to the portion of the facility where program activities take place.

Substantial public outreach was conducted to inform the public of the draft Plan and to solicit input before the Plan was put in final form. A community meeting was held on March 3, 2014, and public comments were received and incorporated into the final report.

The final report includes a phasing schedule for removal of barriers in City facilities and public right-of-Way over the next 10 years beginning at pages 79-90 of the Self-Evaluation and Transition Plan. A number of the barriers have been addressed already; others are already included in the CIP. The Plan


contemplates that the City reserves the right to modify barrier removal priorities to allow flexibility in accommodating community requests, changes in City programs and funding constraints and opportunities and other reasonable needs which may come up. While adopting this Plan obligates the City to remove barriers to City services and facilities, the timing of specific barrier removal activities will be subject to annual budget allocations.

COST

MIG included planning costs for PROW in the amount of \$509,630, \$49,215 for downtown parking lots and \$3,066,160 for all other City facilities. These numbers may change when barriers are removed as part of other CIP projects, divestment of the facilities or moving programs to accessible facilities. As mentioned above, the Plan contemplates a 10 year phasing of barrier removal so costs will accordingly be pro-rated over that time.

CONCLUSION

Adoption of the ADA Self-Evaluation and Transition Plan satisfies an obligation of the City to identify and create a plan for elimination of barriers to disabled individuals' participation in services and programs offered by the City. While the City is committing to eliminating these barriers, the phased in approach allows the City to prioritize repairs in a fiscally and programmatically sound manner.

By: 
Kathy Mount
Assistant City Manager

Approved: 
Mike Futrell
City Manager

Attachment: Resolution
ADA Self Evaluation and Transition Plan

RESOLUTION NO. 98-2014

CITY COUNCIL, CITY OF SOUTH SAN FRANCISCO, STATE OF CALIFORNIA

A RESOLUTION ADOPTING AN UPDATED AMERICANS
WITH DISABILITIES ACT SELF-EVALUATION AND
TRANSITION PLAN

WHEREAS, the Americans with Disabilities Act (ADA) requires that public agencies such as the City of South San Francisco conduct an updated self-evaluation to identify barriers to individuals with disabilities in the City's programs, policies, procedures and facilities, and to adopt a Transition Plan to remove those barriers; and

WHEREAS, the City last prepared a Transition Plan to remove barriers in 2003, and the Plan needs to be updated; and

WHEREAS, during 2013 and 2014 City staff and MIG consulting identified barriers to full participation of individuals with disabilities in City programs, policies procedures and facilities and proposed a Transition Plan that phased in barrier removal over the next 10 years; and

WHEREAS, the City conducted substantial outreach to the community to solicit input on both the identification of barriers and the proposed schedule of removal of those barriers, and has incorporated that input into the final Self-Evaluation and Transition Plan; and

WHEREAS, many of the barriers identified in the Plan will be removed as part of ongoing CIP projects, divestment of real properties, moving programs to accessible facilities, and other modifications designed to create access; and

WHEREAS, the City reserves the right to modify the schedule of barrier removal to reflect fiscal and operational needs, and will incorporate the costs of barrier removal into the annual budget process as funds are available.

NOW, THEREFORE, BE IT RESOLVED, by the City Council of the City of South San Francisco that the City Council hereby adopts the ADA Self-Evaluation and Transition Plan.

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I hereby certify that the foregoing Resolution was regularly introduced and adopted by the City Council of the City of South San Francisco at a regular meeting held on the 13th day of August, 2014 by the following vote:

AYES: Councilmembers Mark N. Addiego, Pradeep Gupta, and Liza Normandy

Vice Mayor Richard A. Garbarino and Mayor Karyl Matsumoto

NOES: None

ABSTAIN: None

ABSENT: None

ATTEST: Anna L. Brown
Anna Brown, Deputy City Clerk