



**SUMMARY OF COMPLETED ADA PROGRAMS, POLICIES,
AND FACILITIES IMPROVEMENTS**

The following are some of the actions the City has undertaken to accomplish ADA Compliance:

1. **Designated an Official ADA Coordinator.** The current ADA coordinator is the Principal Management Analyst in the City Manager's Office.
2. **Conducted a Self-Evaluation of Programs and Services.** An initial self-evaluation of programs and services was completed in January 1993. Input from disabled organizations and other interested parties was solicited at public forums. City employees were trained by a consultant to fill out the "ADA Program Accessibility Questionnaire."

The City will begin a new self-evaluation in Fiscal Year 2019-20.

3. **Developed a Transition Plan for Making Facilities Accessible.** Although not required, the City developed an initial Transition Plan in 1992. The projects included on the original transition plan are complete; however, the City must continually monitor its programs, facilities, and practices to ensure ADA compliance and meet the changing needs and priorities of the City and its residents.

The self-evaluation to begin in Fiscal Year 2019-20 will include an updated Transition Plan to outline necessary improvements to further the City's ADA compliance.

4. **Established a Complaint Procedure for Individuals who Believe Their Rights Under the ADA Have Been Violated.** A grievance procedure was established and distributed to all City departments in 1992 (Administrative Instruction 9-1). The procedure was revised in 1995 by an interdepartmental committee to more accurately reflect the current structure of ADA-related compliance/coordination responsibilities within the City. Additionally, the procedure explains direction for how ADA complaints are handled by the City.
5. **Posting Notices of Rights.** Agendas of City Council, boards, and commissions and Center for the Performing Arts publications include notices regarding ADA

and available assistance. The following is the notice included in City Council agendas:

Pursuant to the Americans with Disabilities Act (ADA), if you need special assistance in this meeting, please contact the City Clerk's Office at 650-903-6399. Notification of 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting. (28 CFR 35.160 (b) (1)).

Available assistance includes accessible seating accommodations, assisted listening devices, American Sign Language (ASL) interpretation, and efforts to provide any other requested accommodations. Furthermore, posting notices of rights along with official Equal Employment Opportunity Commission (EEOC) notices/posters in City departments is an ongoing activity.

6. **Identified Accessible Locations.** Permanent signage has been installed at all City facilities to identify the location of accessible entrances for the disabled and available telecommunications devices for the deaf (TDDs). A sign informing the public of availability of the City's assisted listening devices is also provided on the agenda packet table outside of the Council Chambers.
7. **Rewrote City Job Descriptions to Identify and Include All Essential Job Functions.** City job descriptions were reviewed and revised in 1992 to identify essential job functions of each position. In addition, essential job functions are reviewed and revised, if needed, prior to recruitments for any open positions that are recruited to reflect any changes to essential job functions since the last job description revision.
8. **Reviewed Pre- and Postemployment Medical Examinations.** City pre- and postemployment medical exam policies and procedures for nonpublic safety personnel have been updated.
9. **Reviewed the Workers' Compensation Policy.** The Risk Manager reviewed and updated the City's Workers' Compensation policies to incorporate changes related to the ADA.
10. **Training Employees on the ADA.** ADA "sensitivity" training has been included in the City's professional development training on harassment and discrimination. The City has also included "disabled" as a protected group to its policies prohibiting discrimination and/or harassment (a review of these policies is included as a part of each new employee's orientation).

11. **Reviewed and Revised City Employment Applications and Other Forms.** The language contained in City employment announcements and job applications has been modified to conform to ADA standards. The City has also instituted changes in its recruiting and employment practices to ensure compliance with the ADA.

Other ongoing ADA compliance activities include updating the City's curb ramps in the right-of-way, upgrades to City facilities, and monitoring of updated ADA mandates.

12. **Installed Council Chambers Accommodations:**

- a. Assistive listening systems are available.
- b. Designation of "ADA Companion Seat" and "ADA Accessible Seat" in the front row.
- c. Construction of an accessible lectern.
- d. Installation of ADA-compliant handrails.

13. **Updated Parking Lots.** ADA improvements were made to five City parking lots, including the Police/Fire Administration Building, Eagle Park Pool, the City Hall parking garage, and Whisman Park. Improvements included curb cuts, ramping, truncated dome installations, wheel stops, and signage.

14. **Updated the Teen Center.** Teen Center ADA improvements were made to restrooms, ramp, and access walkways.

15. **Updated Park Playgrounds.** City park playground equipment and surfaces improvements were made.

16. **Modernized Elevators.** ADA improvements included car and hall signal fixtures, Braille marking, and an auto-dial, hands-free phone.

17. **Installed Braille Signage.** New Braille signage was installed throughout City Hall.

18. **Installed Accessible Doors.** ADA Stanley access door operators were installed at the Center for the Performing Arts, City Hall, and Library main and garage entrances.

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