



THE CITY OF
NOVATO
CALIFORNIA



Americans with Disabilities Act Self-Evaluation and Transition Plan

September 15, 2015

CITY COUNCIL OF THE CITY OF NOVATO

RESOLUTION NO. 57-15

RESOLUTION OF THE CITY COUNCIL OF THE CITY OF NOVATO ADOPTING THE 2015 ADA SELF-EVALUATION AND TRANSITION PLAN (ADA SETP) AND AUTHORIZING THE CITY MANAGER TO IMPLEMENT THE ADA SETP

WHEREAS, 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 that was passed by Congress in 1990. Title II of the ADA extends the requirement to make programs, activities, and services accessible to individuals with disabilities to all state and local governments, whether or not they receive federal funds. Title II applies regardless of the public entity's size and seeks to ensure access to all publicly funded programs, services, and agencies; and

WHEREAS, under the Title II mandate, local governments are required to provide both programmatic and physical accessibility. 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 access important information; and

WHEREAS, the City of Novato resolved in 1992 to comply with all applicable provisions of the ADA in a timely manner, including the development of an ADA Transition Plan and the completion of a self-evaluation; and

WHEREAS, the City of Novato prepared its first ADA Transition Plan in 1992, and performed an ADA Self-Evaluation in 1994; and

WHEREAS, the goal of the City's 2015 ADA Self-Evaluation and Transition Plan is to update the 1994 Self-Evaluation and the 1992 Transition Plan as well as to identify areas to improve accessibility and to comply with the new 2010 Department of Justice, ADA Title II mandate.


NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Novato hereby:

1. The 2015 ADA Self-Evaluation and Transition Plan (ADA SETP) as submitted to the City Council is approved and adopted.
2. The City Manager or his designee is authorized to implement the ADA SETP and to evaluate the Barrier Removal Schedule periodically and make updates as necessary.

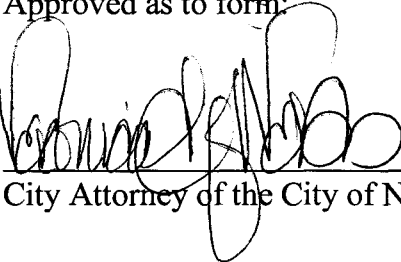
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I HEREBY CERTIFY that the foregoing resolution was duly and regularly adopted by the City Council of the City of Novato, Marin County, California, at a meeting thereof, held on the 15th day of September, 2015, by the following vote, to wit:

AYES:	Councilmembers	Athas, Eklund, Kellner, Lucan, MacLeamy
NOES:	Councilmembers	None
ABSTAIN:	Councilmembers	None
ABSENT:	Councilmembers	None



Sheri Hartz, City Clerk

Approved as to form:


City Attorney of the City of Novato

ADA Self-Evaluation and Transition Plan

September 15, 2015 Adopted Final

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1.0 Introduction

1.1 Executive Summary

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 Novato, and related public entities governed by the same five individuals who sit as City Council, 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.

Title II of the ADA emphasizes the accessibility of programs, activities and services. This Plan addresses these issues by providing recommendations for action steps based on a comprehensive review of current practices including an on-line questionnaire that was completed by City staff regarding the delivery of services to the public. This process included every office, department and division that provides services to the public.

The City of Novato has an ongoing commitment to improving access to all residents and visitors and actively strives to be an age friendly community. Physical and social environments are key determinants of whether people can remain healthy, independent and autonomous as they live with disabilities and as they age.

As noted in Chapter 2, many City staff members report making modifications to City practices and procedures to assist people with disabilities in receiving the services provided by the City including providing materials in alternate formats, and holding meetings in accessible locations to ensure that people with disabilities have an opportunity to participate in civic life.

When it is not feasible to provide accessible City programs, activities and services by relocating these activities to accessible facilities or providing auxiliary aids and services, the ADA requires that the City complete a Transition Plan describing the physical modifications to facilities that will support accessible programs.

The Transition Plan described in Chapter 3 is the first of two phases evaluating all City of Novato's municipal facilities where programs, activities and services are available to the public. Municipal facilities include City buildings, parks, and city owned or managed facilities operated by other agencies or organizations. Phase II of the Transition Plan will address pedestrian facilities in the public right-of-way and is planned for the Fiscal Year 2016/17 budget cycle. Facilities that are not addressed in this ADA Title II Plan include private businesses and offices, private schools, County, State or Federal facilities, places of worship or private clubs.

The facility evaluations were conducted using the most recent ADA 2010 Standards, the 2013 California Building Codes, and supplemented by the 2013 ABA Accessibility Guidelines for Outdoor Developed Areas. These standards were current at the time of the preparation of this document. The resulting

facility reports are contained in the appendices to this report. Each facility report lists potential barriers, provides information about the relevant State and Federal codes, includes a planning level cost estimate to remove the barrier, and indicates a barrier removal priority.

The reports do not reflect the dates or history of construction or alterations of the city facilities. In some cases the items contained in the reports are not required to be remediated because those items were compliant at the time of construction or alteration, or other options are available to the city to provide similar accessible programs, activities and services.

This Transition Plan is intended to provide a framework for the continuous improvement of City facilities for people with disabilities. 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.

One of the City's key focuses for this Transition Plan was City-owned facilities including Parks and Open Spaces. Therefore, due to funding constraints, the City has elected not to undertake an analysis and schedule for barrier removal in the public right-of-way in this Transition Plan. Instead, it is the intent of the City to develop a follow-up Transition Plan addressing the public right-of-way in Fiscal Year 2016/17.

The City of Novato has designated the Director of Parks, Recreation and Community Services 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.

A public meeting was held on September 11, 2014 to introduce the project and receive questions and comments related to the ADA Plan. The draft plan was reviewed by the City of Novato's ADA Committee and City Attorney before being made available for a public review period in June, 2015. The plan was presented for comment at the July 9, 2015 Recreation, Cultural and Community Services Commission meeting. Presentation materials for all community meetings related to the project are located in Appendix B.

The Self-Evaluation and Transition Plan was adopted by City Council on September 15, 2015.

1.2 Legislative Mandate

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.

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;
- 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. Program 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 2014, 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
- Facilities with joint use agreements between the City and another agency

1.7 Self-Evaluation

In 2014, the City of Novato 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:

- Administrative Services
- Administrative Services - Information Technology
- Central Administration - City Clerk
- Central Administration - Communications
- Community Development - Code Enforcement
- Community Development - Planning
- Community Development - Planning
- Front Office
- Parks, Recreation, and Community Services – Administration
- Parks, Recreation, and Community Services – Athletics
- Parks, Recreation, and Community Services – Classes and Rentals
- Parks, Recreation, and Community Services – Gymnastics
- Parks, Recreation, and Community Services – Senior Services
- Police Department
- Public Works - Engineering
- Public Works - Maintenance

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.

Outreach and Information – Notices, printed information, televised and audiovisual information, the City website, 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.

General findings for the City's programs, activities, and services can be found in section 2.3. A copy of the survey questionnaire can be found in Appendix A.

1.8 Public Outreach

A presentation to introduce the project and receive questions and comments related to the ADA Plan was made to the Novato Recreation, Cultural and Community Service Commission at a public meeting held on September 11, 2014. A second presentation to review the draft plan and receive public comment was made to the Novato Recreation, Cultural and Community Services Commission at a public meeting held on July 9, 2015. Presentations materials for all community meetings related to the project are located in Appendix B.

The Self-Evaluation and Transition Plan was adopted by City Council on September 15, 2015.

2.0 Self-Evaluation of Policy and Programmatic Accessibility

2.1 Introduction

Programs, activities, and services offered by the City of Novato 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:

- Administrative Services
- Administrative Services - Information Technology
- Central Administration - City Clerk
- Central Administration - Communications
- Community Development - Code Enforcement
- Community Development - Planning
- Community Development - Planning
- Front Office
- Parks, Recreation, and Community Services – Administration
- Parks, Recreation, and Community Services – Athletics
- Parks, Recreation, and Community Services – Classes and Rentals
- Parks, Recreation, and Community Services – Gymnastics
- Parks, Recreation, and Community Services – Senior Services
- Police Department
- Public Works - Engineering
- Public Works - Maintenance

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. Detailed department reports can be found in section 2.5.

2.2 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.

2.3 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 a person with a hearing or speech impairment to write notes on or accessible electronic equipment such as accessible computer stations.

Self-Evaluation Findings:

Many departments reported providing the public access to electronic equipment including self-serve copying machines, computers, work stations, etc. Most of the departments ensured that electronic equipments are accessible and used by individuals with disabilities by having the self-serve computer located at an accessible workstation, for example.

Many departments reported providing auxiliary aids such as adjustable table and other adaptive aids to ensure electronic equipments are usable by people with disabilities.

Recommended Actions:

1. Continue to ensure where electronic equipment is available for public use, it is accessible to people with disabilities.
2. Continue to provide auxiliary aids where programs are administered to facilitate basic communications access using alternative formats. Equipment may include, but is not limited to,

paper and pencil, an enlarging copy machine, and access to TTY or relay service (711) technology.

3. Collaborate with community organizations that serve people with disabilities to develop and maintain a current resource list of assistive technology equipment and sources.
4. 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.
5. Include accessibility as a criterion for purchasing. 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 (see Section 6.0 for Disability Resources) will assist in this task.
6. Maintain accessible equipment already in place.

Customer Service

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

Self-Evaluation Findings:

Some departments reported having a formal procedure in place for making changes to a standard operating procedure to accommodate people with disabilities. Most departments will make informal changes to the standard operating procedures to accommodate people with disabilities. Some departments reported tracking accessibility requests.

No departments charge an additional fee to people with disabilities for modifying programs or providing additional services. One department indicated when a person with a disability is unable to participate in a group class, the person may take a private lesson for which there is a standard fee.

Some departments indicated they have partnerships with outside organizations/ groups to provide services to the elderly and people with disabilities. No departments reported to have policies that exclude service animals that aid people with disabilities.

Recommended Actions:

1. Continue to make appropriate modifications to regular practices to accommodate the needs of individuals with disabilities when providing customer service.
2. 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 than 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.
3. Assess the composition and needs of the population of people with disabilities. 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.
 4. Create partnerships with organizations that provide services to people with disabilities to assist in communicating about accessible City programs. Keep programs up-to-date through increased community involvement and partnerships with organizations that offer services to persons with disabilities.
 5. Publicize efforts to increase participation by persons with disabilities, which might include activities such as distributing program brochures to members of the disability community.
 6. Continue the policy 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:

Many departments are aware that the City has a nondiscrimination statement that includes persons with disabilities. Some of them have a nondiscrimination statement which includes information about how to reach the City's ADA coordinator. Some departments reported knowing the procedure to file a disability complaint and 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 City's non-discrimination statement or 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.
3. Ensure departments and the public know whom to contact for Accessibility requests. In many cases, this will be the City's ADA Coordinator.
4. Ensure that the ADA Coordinator can communicate to the hearing impaired with a TTY system. As an interim solution, consider using the 711 California Relay Service.
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 and/or 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 produce and manage their own printed materials that provide information to the public. Many of these departments make documents and publications available to individuals with visual disabilities by providing electronic copies. Many departments also make the publications available in easy-to-understand language for people with learning disabilities. Some departments also include people with disabilities in images portraying people participating in City programs, services, and activities.

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 the ADA Coordinator at (415) 899-8977 (Voice) or by using the 711 California Relay Service. 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. Continue to provide program, facility, permit, and reservation information in a variety of formats upon request (for example, enlarged 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. When images of people are included in materials, consider including photos of persons with disabilities.

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 producing audiovisual, televised presentations and webinars for the public. Some departments transcribe or add captions to make the audiovisuals, televised presentations and online webinars accessible to people with disabilities.

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.

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 www.novato.org takes on increased importance as a communications tool.

Providing public access to City publications online 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 City's website. Some departments include information about locations of accessible features, programs and services for people with disabilities on their website. One department ensured that its website is also usable by individuals with disabilities. One department provided downloadable documents which are accessible to people with visual disabilities.

The City of Novato provides a Disability (ADA) Services page on the City's website. The page includes information on program access, a Reasonable Accommodation Request Form, a Grievance Form, the contact information for the ADA Coordinator, a statement of non-discrimination, and a link to the ADA Standards for Accessible Design.

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. Publish the City's Policy of Non-Discrimination, including on the basis of disability, on the City's website.
3. 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.
4. Include the City's statement regarding accessible locations and the availability of auxiliary aids upon request on the website.
5. 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. Acquire the technological resources necessary to create accessible PDF and graphics files as described in the ADA Guideline for electronic and information technology.
6. 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.
7. Provide training to City staff members in creating accessible PDF and other electronic files for posting on City or departmental websites.
8. Use services that help web page authors provide an accessible website by identifying and repairing barriers to access for individuals with disabilities.

Public Telephones and Communication Devices

Self-Evaluation Findings:

Many departments reported communicating by telephone with members of the public with hearing/speech disabilities. One department reported using the California Relay Service, or 711, to communicate with the people with hearing and/or speech impairment. Two departments reported that they offer Text Telephone (TTY) services. One department provides staff trainings on how to communicate with people with hearing and/or speech impairment.

Recommended Actions:

1. 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 impairment, such as the California Relay Service (CRS) – 711.
2. All publications that list phone numbers should also include information for people with hearing and/or speech impairment to communicate with departments by phone.
3. Consider Video Remote Interpreting Services (VRI) for communicating with people with hearing and/or speech impairment. There are many situations where a live interpreter is required, such as in medical situations, but VRI is a convenient, flexible, lower-cost alternative to live interpreters.

Training and Staffing

Self-Evaluation Findings:

Most departments reported having contact with the public. One department reported providing formal training to staff on interacting with people with disabilities. Many departments reported that staff receives informal training through discussions and tailgate meetings for interacting with persons with a disability.

Recommended Actions:

1. Provide all City staff members with on-going awareness and sensitivity training.
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 department 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 policy 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 utilizing qualified ASL interpreters when requested.
6. Train Maintenance Services staff with respect to accessibility compliance and building codes to maintain facilities in an accessible condition.
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 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, services, and activities, regardless of disability. Admission criteria, ability to complete forms and participation in interviews should be available to all members of the public by providing reasonable accommodations.

Self-Evaluation Findings:

No departments reported having limitations or ratios requirements that would exclude persons with disabilities from participating in any department program. Most departments do not use criteria such as residency, good health and written exams in the admission process for their programs involving public participation.

Some departments require forms for admission into some of their programs (such as tests, certificates). Forms used by programs contain a nondiscrimination statement. Few departments require an interview prior to participation in City programs or activities.

Recommended Actions:

1. Ensure that 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 that the meetings are held in an accessible location and that auxiliary aids are provided upon request.

Public Meetings

Self-Evaluation Findings:

Many departments hold public meetings. Most meetings are required to be held in accessible locations. Many departments provide American Sign Language interpreters, readers and other adaptive equipment upon request for meetings, interviews and conferences to allow people with disabilities to fully participate in meetings. Assistive listening devices are provided for people with hearing disabilities who do not read sign language.

Recommended Actions:

1. Continue to schedule 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, make reasonable modifications so that an individual with a disability can participate.
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. Continue to provide assistive listening devices at public meetings, when requested.
10. Develop a checklist for creating accessible meetings and selecting accessible meeting spaces, and make the list available to all City departments and programs.
11. Prepare a list of already accessible meeting spaces to facilitate the scheduling of meetings and/or the relocation of meetings upon request.
12. 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, and/or need to use personal care attendants.

Transportation Services

Self-Evaluation Findings:

Some departments reported providing transportation services to the public who participated in their programs. One department has procedures for making transportation accessible to people with disabilities.

Recommended Actions:

1. Ensure when transportation is provided by the City, full participation in the service is available to people with mobility, visual, speech, hearing and cognitive disabilities.

Tours and Trips

Self-Evaluation Findings:

Some departments reported providing tours and trips to the public. One department has procedures for making the programs accessible to people with disabilities.

Recommended Actions:

1. Ensure that 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 City will continue the practice of rerouting the tour or providing 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:

Many departments reported the use of consultants for delivering program services. Some departments ensured that the consultants are aware of their obligations to facilitate participation of individuals with disabilities in their programs.

Recommended Actions:

1. Ensure consultants are aware of their obligation to make city programs and activities accessible.
2. Monitor programs and activities to ensure continued accessibility.

Emergency Evacuation Procedures

Self-Evaluation Findings:

Some departments were aware of and communicated emergency evacuation procedures to users with disabilities.

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 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:
3. <http://www.ada.gov/emergencyprepguide.htm>
4. and the Emergency Procedures for Employees with Disabilities in Office Occupancies document published by FEMA and the US Fire Administration.
5. Train City staff regarding emergency evacuation procedures with periodic drills, both announced and unannounced.
6. 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.
7. 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.
8. 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.
9. 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.

Facilities

Self-Evaluation Findings:

Three departments reported to have received requests for accessibility improvements to their programs or facilities.

Recommended Actions:

1. Provide information about facility accessibility on department publications including the department's website.
2. 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.

Special Events on Public Properties

Self-Evaluation Findings:

Many departments reported they offer special events or help facilitate private events on City property. Most of these departments have policies in place to ensure that the private entities and City staff are aware of their obligations to facilitate participation of 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.

2.4 Policy Review: City Municipal Code

This review was completed using the electronic copy version of the City of Novato Municipal Code in September 2014.

Overall Recommendations:

- Provide meeting agendas, handouts, forms, and other written materials including information that is sent via postal mail 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.
- When forms are required for applications, provide alternative accessible formats for a person with disabilities, when requested.
- When signatures are needed, give an alternative for a person with a disability to providing a written signature such as a signature stamp.
- It is recommended to replace references of the word “handicapped” with the word “disabled”.

(See code sections: 5-34.008.a.2.f; 5-34.008.b.2.e; 8-3.14.a.4; 14-9.1.b; 18.7.12.e; 18.7.13.a-c; 19.30.060; 19.34.160.D.2; 19.60 Definitions- Residential Care Home)

- It is recommended to replace the term “wheelchair ramp” with “curb ramp” in references to the right-of-way.

(Code sections: 5-34.008.a.2.e; 5-45.008.c.3.b)

Other Recommendations:

5-34.006 Purpose. To provide safe, functional and convenient walks and ways for pedestrian traffic including wheelchairs.

Recommended action: It is recommended to expand the description of wheelchairs to also include Other Power Driven Mobility Devices (OPDMDs).

5-34.008 Standards - Sidewalks Design

a. Widths. Sidewalks shall be at least four feet wide in residential, office and industrial areas and at least eight feet wide in commercial areas. In areas with potentially high volumes of pedestrian traffic, such as near schools or places of public assembly, additional width may be required.

Recommended action: Include a note stating the width of the sidewalk is exclusive of the concrete curb and should be measured from the back of the curb.

10-32 Automobiles and Other Conveyances.

It shall be unlawful for any person to operate or drive an automobile, bicycle, motorcycle, truck, trailer, wagon, motor scooter, or other conveyances on other than roads or paths designated for that purpose except with permission of the director. A bicyclist shall be permitted to wheel or push a bicycle by hand over any grassy area or trail or path reserved for pedestrian use. Automobiles, bicycles, motorcycles, trucks, trailers, wagons, motor scooters or other conveyances shall at all times be operated with reasonable regard to the safety of others. In no event, shall the maximum speed of any such conveyance exceed 10 miles per hour except as otherwise posted. All such conveyances when left unattended shall be parked in an area and manner designated. No such conveyance shall be left unattended in any place or position where other persons may trip over or be injured by them.

Recommended action: Allow an exception for wheelchairs and Other Power Driven Mobility Devices (OPDMDs) used by people with disabilities.

10-33 Domestic Animals.

a. All dogs and other domestic animals shall at all times be kept on leash while within a city-owned park and shall under no circumstances be permitted in those areas from which they are prohibited by posted notice.

Recommended action: Allow an exception for service dogs accompanying a person with a disability if the situation does not fundamentally alter the nature of the program.

19.30.070.e.2 Parking Design Standards

Wheel stops. Use of individual wheel stop blocks is prohibited except in work areas, parking areas not open to the public, and in other locations when deemed necessary by the Director.

Recommended action: Where prohibiting wheel stops, accommodations should be made to required widths of adjacent walks and sidewalks so not to reduce the width of the walk to less than 48" when a car is parked.

City General Plan

This review was completed using the electronic copy version of the City of Novato General Plan in October 2014. The overall review of the General Plan revealed many progressive principles and goals for facilitating participation of people with disabilities in City services, programs, and activities.

- It is recommended to replace references of the word "handicapped" with the word "disabled".
- It is recommended to replace the term "wheelchair ramp" with "curb ramp" in references to the right-of-way.

2.5 Department Reports

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

This section documents the ways in which the City is currently providing accessible programs, activities, and services to the public.

- Administrative Services
- Administrative Services - Information Technology
- Central Administration - City Clerk
- Central Administration - Communications
- Community Development - Code Enforcement
- Community Development - Planning
- Community Development - Planning
- Front Office
- Parks, Recreation, and Community Services – Administration
- Parks, Recreation, and Community Services – Athletics
- Parks, Recreation, and Community Services – Classes and Rentals
- Parks, Recreation, and Community Services – Gymnastics
- Parks, Recreation, and Community Services – Senior Services
- Police Department
- Public Works - Engineering
- Public Works - Maintenance

Administrative Services

Carla Hansen | 415-493-4710 | chansen@novato.org

This Department oversees the Human Resources, Finance, Information Technology Services, Citywide Programs, and Risk Management Services divisions and provides staff assistance to city committees, such as the Police Advisory Review Board and the Measure F Citizens Oversight/Citizens Finance Committee.

Accessible/Adaptive Equipment

- Auxiliary aids are available to assist people with disabilities.

Customer Service

- Administrative Services does not charge an additional fee to modify programs or services for a person with a disability,
- Administrative Services does not have a policy that would exclude a service animal.

Notice Requirements

- The department would refer to the City-wide Administrative Policy 2.7 for the procedure to file a discrimination complaint.

Printed Information

- Administrative Services produces and manages printed materials.

Website

- Administrative Services has a section on the City's Website.
- The web page includes job applications and recruitment information, collective bargaining agreements, employee benefit information, salary schedule, information on business licenses and forms, the City's proposed and adopted budgets, information about the IT Division.

Public Telephones and Communication Devices

- Administrative Services communicates with the public by telephone.

Training and Staffing

- Department staff have contact with the public.

Program Eligibility Requirements

- There are no eligibility requirements for programs or services.

Public Meetings

- Administrative Services holds public meetings.
- Public meetings are required to be held in accessible locations.

Consultants

- Through the Professional Services contracts, consultants are made aware they must comply with State and Federal ADA laws.

Facilities

- Machin Avenue-Oral boards and exams (HR), business licenses, Committee meetings (Measure F Committee, Police Advisory Review Board).

Administrative Services - Information Technology

Jeff Carroll | 415-899-8909 | jcarroll@novato.org

The department provides internal technical support to City staff.

Printed Information

- Administrative Services manages printed materials.

Central Administration - City Clerk

Sheri Hartz, City Clerk | 415-899-8986 | shartz@novato.org

Central Administration comprises the offices of the City Manager, Assistant City Manager and City Clerk, along with the City Council. This is the executive level of the City's government and sets policy, conducts public meetings and carries out the actions taken by the City Council.

Accessible/Adaptive Equipment

- Auxiliary aids are available to assist people with disabilities.

Customer Service

- Central Administration will make changes to standard operating procedure if requested. For City Council meetings, the agenda information sheet states that reasonable accommodations will be made upon advance request to insure accessibility.
- Central Administration does not charge an additional fee to modify programs or services for a person with a disability,
- Central Administration does not have a policy that would exclude a service animal.

Printed Information

- The department produces and manages printed materials.
- Documents are made available in large print, electronic copy, or other alternative format when requested.
- Written materials for Council are at the approximate level of a high school student.

Television and Audiovisual Information

- Central Administration prepares audiovisual or televised presentations including archived video of Council and other meetings on the website; broadcast (live and rerun) of Council and other meetings on cable access TV
- Transcription for presentations is made available upon request.

Website

- The department has a section on the City's Website.
- All information related to the City Council and its activities is posted to the web page.

Training and Staffing

- Department staff do have contact with the public.
- No formal training is given but information is provided on an individual basis.

Program Eligibility Requirements/Admission

- There are no eligibility requirements for programs or services.

Public Meetings

- Central Administration holds public meetings.
- Public meetings are required to be held in accessible locations.
- American Sign Language interpreters or other adaptive aids are made available when requested 48 hours in advance.
- The council chambers are equipped with an assistive listening system.

Facilities

- Council Chambers: City Council and other meetings
- City Offices: Council Closed Sessions, workshops, study sessions.

Special Events

- Central Administration hosts an annual meeting of Mayors and Council members from Marin County. The public sometimes, but rarely, attends the public comment portion of the meeting.

Central Administration - Communications

Peggy Flynn | 415-899-8903 | pflynn@novato.org

The department coordinates citywide communications efforts.

Printed Information

- Printed materials are made available in electronic copy when requested.
- When images of people are included in materials, people with disabilities are also included.

Television and Audiovisual Information

- Transcriptions for presentations are made available upon request.

Website

- The City is in the process of revamping the website as the current website/technology is outdated.

Community Development - Code Enforcement

Gary P. Beretta | 415-899-8928 | gberetta@novato.org

The department enforces municipal codes

Accessible/Adaptive Equipment

- Code Enforcement has electronic equipment available for public use.
- Electronic equipment is accessible.
- Auxiliary aids are available to assist persons with disabilities.

Customer Service

- The department will make changes to standard operating procedures to include a person with disabilities.
- Code Enforcement does not have a policy that would exclude a service animal.

Printed Information

- Code Enforcement does produce printed materials.
- Code Enforcement and central management manage printed materials.
- Content is simple and in easy-to-understand language.

Website

- The department has a section on the City's Website.
- Information available includes hours of operation and information about the department.
- The website provides information about the accessibility of facilities.

Public Telephones/Communication Devices

- The department does communicate by telephone with members of the public with hearing or speech disabilities.

Training and Staffing

- Department staff do have contact with the public.
- HR informs staff members of the City's policies and obligations for including persons with disabilities.

Program Eligibility Requirements/Admission

- The department does hold public meetings.
- Meetings are required to be held in an accessible location.

Facilities

- Council Chambers for public hearings.
- The department has received facility improvement requests for the entry doors and the restroom facilities.

Community Development - Planning

Rebecca Markwick, Planner II | 415-493-4708 | rmarkwick@novato.org

The department provides counter hours at one stop shop, answers phone calls regarding planning questions, and attends public meetings.

Accessible/Adaptive Equipment

- Community Development has a microfiche machine which the public may access.

Customer Service

- The department does make changes to standard operating procedures to include people with disabilities.
- There is not an additional fee to modify programs or services for people with disabilities.
- Community Development does not have a policy that would exclude service animals.

Printed Information

- Community Development does produce printed materials.
- Central management manages printed materials.
- The department makes documents available in simple, easy-to-understand language for persons with cognitive disabilities.

Television and Audio-Visual Information

- City Council meetings are televised.

Website

- Community Development has a section on the City's Website.
- Information about Zoning Ordinances, General Plan, Planning entitlements, and handouts.

Training and Staffing

- Department staff does have contact with the public.

Public Meetings

- Community Development does hold public meetings.
- Meetings are required to be held in accessible locations.
- ASL interpreters and other adaptive aids are available on request with 10 days advance notice.
- The department ensures individuals with hearing disabilities who don't read sign language can still participate in meetings.

Facilities

- The front counter for one stop shop and the council chambers for meetings.

Community Development - Planning Division

Elizabeth Dunn | 415-899-4711 | edunn@novato.org

The department processes development applications and updates the various long range planning documents (General Plan, Zoning Ordinance, Specific Plans)

Accessible/Adaptive Equipment

- The department has a microfiche reader available to the public.
- Auxiliary aids are available at the counter to assist people with disabilities.

Customer Service

- The department will make changes to standard operating procedure if requested.
- The City has an ADA subcommittee to meet and address accessibility issues.
- The Department does track accessibility requests.
- Community Development does not charge an additional fee to modify programs or services for a person with a disability,
- The department does not have a policy that would exclude a service animal.

Notice Requirements

- A non-discrimination statement is included on department agendas for public meetings.

Printed Information

- Community Development produces and manages printed materials.
- Documents are available in simple, easy-to-understand language.

Television and Audiovisual Information

- Community Development televises City Council and Planning Commission meetings.

Website

- Community Development has a section on the City's Website.
- Information available includes agendas, handouts, contact information, information about the Divisions, individual pages on specific key projects (Update of the General Plan, Housing Element)

Public Telephones/Communication Devices

- The department does communicate by telephone with people with hearing and speech disabilities.

Training and Staffing

- Community Development staff have contact with the public.

Public Meetings

- Community Development holds public meetings.
- Public meetings are required to be held in accessible locations.

Facilities

- 901 Sherman

Front Office

Karyn Harrington | 415-899-8979 | kharrington@novato.org

City-wide general reception services Monday thru Friday from 8:00 AM to 5:00 PM. The department issues building permits during One-Stop-Shop program hours, Monday thru Thursday from 9:00 AM to 11:00 AM.

Accessible/Adaptive Equipment

- Front Office has a microfiche machine which the public may access. Microfiche records to research permit information and computer workstations affixed at public counter for reviewing permit information.

Customer Service

- The department does not have a policy that would exclude a service animal.

Notice Requirements

- The Front Desk would forward any disability discrimination complaint to the Building Official.

Printed Information

- The Front Desk does produce and manage printed materials.

Website

- The Front Desk has a section on the City's Website.
- Information available includes handouts, guides, forms, and policies

Training and Staffing

- The department staff does have contact with the public.

Facilities

- City-wide reception desk- 1st floor used for greeting public, business licenses, parking permits, home occupation permits, direct public to meetings and conference rooms, and receive packages delivered.
- One-Stop-Shop Public Counter- building permit transactions; including payment, signing building permit form and distribution of papers [permit, inspection card, receipt, plans] to applicant.

Parks, Recreation, and Community Services - Administration

Lori Simpkins, Office Supervisor | 415-899-8975 | lsimpkins@novato.org

Administration produces the Activity Guide, fliers, and brochures as needed by staff. The department creates PDFs of documents for website viewing.

Administration manages parks and building rentals including creating conditions of use requirements and communicating with renters, parks staff, and custodians.

RCCS Commission - prepare agenda/minutes/packets, attend meetings (minute-taking), post agenda/minutes/packets on website, communicate with Commissioners.

Financial Youth Assistance Program - manage sign ups/spending of approved families.

CLASS software system - System Administrator. This software allows staff to register participants for classes, prints reports, reserve facilities, memberships, point of sale, online registration.

Customer Service

- Parks and Recreation Administration will work on an as-needed basis. For example, if someone with a disability wants to attend a RCCS Commission meeting, we ask that they contact us ahead of time so we can make accommodations for them. If they come to the meeting without contacting us in advance, the department would still do the best it can to aid them.
- Parks and Recreation Administration maintains a file of accessibility requests received.
- The department does not charge an additional fee to modify programs for a person with a disability.
- The department does not have a policy that would exclude a service animal.

Notice Requirements

- The department uses the City's non-discrimination statement.
- Staff would contact the City's ADA Coordinator, Pam Shinault, as she is in charge of all ADA requests. Her contact information is listed in the statement.

Printed Information

- The department produces and manages printed materials.
- Documents are available in electronic copy when requested.

Television and Audiovisual Information

- The department does prepare audiovisual or televised presentations.

Website

- The department has a section on the City's website.
- Information regarding the activities, programs, and services provided by the department are available on the website.

Public Telephones/Communication Devices

- Department staff does communicate by telephone with people with hearing and speech disabilities. Admin has received calls from TTY users.

Training and Staffing

- Parks and Recreation Administration staff has contact with the public.
- Information about involving people with disabilities in city programs is provided during training sessions, emails, and one-on-one discussions.

Program Eligibility Requirements/Admission

- Registration or rental forms are required to be completed in order to participate in programs.

Public Meetings

- Parks and Recreation holds public meetings.
- ASL interpreters and auxiliary aids are available upon request.
- The department ensures all individuals with hearing disabilities can participate effectively in public meetings held at City Hall.

Tours and Trips

- The department provides facility tours.
- Consultants
- The department uses consultants.

Facilities

- Hill Community Room - classes & meetings
- Margaret Todd Senior Center - classes & meetings
- Hamilton Community Center - classes & meetings
- Lu Sutton Child Care – classes
- Novato City Hall – meetings
- Fields: IVC, Hill - soccer, baseball, softball, flag football

Special Events

- The department rents parks and City Hall out to the public and for City Events.

Parks, Recreation, and Community Services - Athletics

Ronele Schaefer & Brent Mosbacher | 415-899-8263 | rschaefer@novato.org

Athletics manages adult and youth sports leagues including: basketball, volleyball, softball, pickleball, and flag football. The department also supports youth sports camps and sports classes, and gym and field rentals to youth organizations for their practices and games.

Customer Service

- Athletics will make changes to standard operating procedure if requested. If someone says they have an aide for their child to participate in a sports camp the department will allow that. If they don't have an aide athletics will find one.
- Changes are made by the management team to accommodate persons with disabilities.
- Athletics does track accessibility requests. Two requests were made over the summer- both had aides that went to the camps with their children to help them participate.
- The department does not charge an additional fee to modify programs for a person with a disability.
- Athletics does not have a policy that would exclude a service animal.

Notice Requirements

- A non-discrimination statement is included on the activity guide and on registration forms.

Printed Information

- Athletics does produce printed materials.
- The department and central management manages printed materials.
- Printed materials are made available in electronic copy if requested.
- Documents are available in simple, easy-to-understand language.

Television and Audiovisual Information

- The department will televise the games of the week on local TV stations.

Website

- The department has a section on the City's Website.
- Program information, league schedules, and registration information are made available on the web page. The department also includes information on the accessibility of the City facilities used.
- Athletics follows what the host/provider (Vision) has setup for the City so the files are accessible and the host/provider for the City website (Vision) was to make sure it was ADA compliant.

Training and Staffing

- The department staff has contact with the public.
- Staff receive training on how best to facilitate participation in programs for people with disabilities.

Program Eligibility Requirements/Admission

- A volunteer youth coach must show some knowledge of the sport they are volunteering to coach. There are no other limitations that could be related to people with disabilities.
- There are no limitations or ratios for the number of people with disabilities who may participate in or be admitted to a program.

Public Meetings

- The department holds public meetings.
- Public meetings are required to be held in accessible locations.
- ASL interpreters or adaptive equipment is made available when requested with one week's notice.
- The City has listening devices at our City Council meeting space.

Transportation Services

- Youth sports camp participants are transported by bus to the pool in the summer.
- With advance notice Athletics would request a bus to provide access.

Tours and Trips

- The department will take registered participants in sports camps on trips to the pool in the summer.
- With advance notice, Athletics will make accommodations to the trip to make it accessible.

Consultants

- Athletics uses consultants for program instructors and camp directors.
- Consultants are made aware of their obligations for program accessibility through their camp contracts, expectations sheets and via e-mails and phone calls.

Facilities

- Hill Gym: Youth basketball and flag football leagues, sports camps and rentals to youth basketball and volleyball organizations. Adult volleyball
- Hill Fields: Youth sports camps and rentals to youth baseball, soccer and lacrosse organizations and adult soccer organization.
- Hamilton Old Gym: Adult basketball leagues, youth basketball leagues and sports camps. rentals to youth basketball organizations.
- Hamilton Community Gym: Adult basketball/volleyball leagues and youth basketball leagues and sports camps. rentals to youth basketball and volleyball organizations.
- Marion Park Athletic Fields: rentals to youth soccer and softball organizations .
- Slade Park Athletic Fields: rentals to youth sports organizations
- IVC Fields: Adult softball and rentals to youth and adult sports organizations.
- Downtown Recreation Center: youth Flag football, Pickleball drop-ins, teen special events and youth volleyball rentals.
- Babe Silva Little League Field: rentals to youth baseball organizations.
- Hamann Little League Field: rentals to youth baseball organizations.
- Dunphy Little League Field: rentals to youth baseball organizations.
- Thigpen Sports Courts: rentals to youth and adult soccer, lacrosse and roller hockey organizations.
- The department has received requests for improving accessibility for programs and facilities. With aging facilities the department will try to keep them maintained and accessible to all.
- Athletics hosts basketball tournaments, soccer tournaments lacrosse tournaments, camps and clinics. Facilities rented to AAU type clubs who run the tournament. Local leagues such as Novato Youth Soccer, and Novato Lacrosse also run tournaments.
- Athletics provides the facility policy with the rental application and the renter must initial that they have read the policy.

Parks, Recreation, and Community Services- Classes, Rentals

Bob Gregg | 415-899-8972 | bgregg@novato.org

The Department manages classes and rentals for Pre-School Programs, Dance, and Taekwondo, as well as camps.

Customer Service

- The Department will find aids to help people with disabilities so they can take a class or activities.
- Parks and Recreation does not charge an additional fee to modify programs for a person with a disability.
- The Senior Center consults with outside organizations.
- Parks and Recreation does not have a policy that would exclude a service animal.

Notice Requirements

- The Department uses a non-discrimination statement in the activity guide.

Printed Information

- Parks and Recreation does produce printed materials.
- The Department manages printed materials with central management.
- Documents are made available in electronic copy and large print when requested.
- Printed materials include images of people with disabilities.

Television and Audiovisual Information

- The Department does prepare audiovisual or televised presentations.
- Presentations are available with captioning.

Website

- Parks and Recreation has a section on the City's Website.
- The activity guide is on the website and has accessible trails and parking under Special Features.

Training and Staffing

- The Department staff have contact with the public.
- When a parent calls our department, the department will make arrangements so the child can participant in the program.

Program Eligibility Requirements/Admission

- There are no eligibility requirements for participating in Parks and Recreation programs.

Public Meetings

- The Department holds public meetings.
- Public meetings are required to be held in accessible locations.

Transportation Services

- Parks and Recreation provide transportation to programs.

Tours and Trips

- The Department provides facility tours.
- Consultants
- The Department uses consultants.

Facilities

- Hamilton Community Center, Classes, programs, rentals, etc.
- Lu Sutton Child Care, Pre-School, Classes.
- Hill Community Room, Classes, Meetings.
- School Sites, Classes, Meetings, Summer Child Care, Activity.
- The Department has made improvements in our parks and facilities with trails, parking and ramps.

Special Events

- Parks and Recreation ensures special events held on City Property are accessible.

Parks, Recreation, and Community Services- Gymnastics

Alexandra Kambur | 415-899-8274 | akambur@novato.org

Novato Gymnastics is part of The City of Novato Parks, Recreation and Community Services Department. Gymnastics offers a high quality youth gymnastics program, including early motor coordination, preschool child development, recreational activities, and competitive opportunities.

Customer Service

- Gymnastics allows participants to bring a personal attendant with them to class when needed.
- Novato Gymnastics offers private lessons to students with disabilities who are unable to participate in classes. Private lessons are more expensive than classes but are the same for everyone.
- There is no policy that would exclude a service animal.

Notice Requirements

- A non-discrimination statement is included on Novato Gymnastics forms.

Printed Information

- Novato Gymnastics does produce printed materials.
- Central management manages printed materials.
- Printed materials are made available in large print and electronic copy.
- Documents are available in simple, easy-to-understand language.

Website

- Novato Gymnastics has a section on the City's Website.
- General information regarding gymnastics classes, times, fees, and session dates is available.

Public Telephones/Communication Devices

- Novato Gymnastics staff does communicate by telephone with members of the public with hearing or speech disabilities.

Training and Staffing

- Novato Gymnastics staff has contact with the public.
- During staff trainings the Department discusses the program's policies that enable persons with disability to participate in the gymnastics program.

Facilities

- Novato Gymnastics Center - 950 Seventh Street. Location uses include gymnastics classes, employee offices, and a front counter for parks and recreation registrations.
- Downtown Recreation Center - 950 Seventh Street. Location uses include employee offices and recreational activities.

Special Events

- Novato Gymnastics organizes special events.
- The Department ensures special events on public property are accessible.

Parks, Recreation, and Community Services- Senior Services

Teresa Ehteshami | 415-899-8294 | tehteshami@novato.org

The Senior Services division provides classes, drop-in groups, and special events for people over 50 at the Margaret Todd Senior Center. The Department also sponsors two non-profit groups within the building, the Novato Senior Citizens Club and the Novato Independent Elders Program.

Accessible/Adaptive Equipment

- Senior Services has a computer lab including 6 workstations that is free for members to use.
- Auxiliary aids are available to assist people with disabilities when requested.

Customer Service

- The Department will make changes to standard operating procedure if requested.
- There is not an additional fee to modify programs for a person with a disability.
- Senior Services does not have a policy that would exclude a service animal.

Notice Requirements

- Senior Services uses the City's non-discrimination statement.

Printed Information

- Senior Services produces and manages printed materials.
- Documents are made available in large print when requested.
- Documents are available in simple, easy-to-understand language.

Television and Audiovisual Information

- Transcription for presentations is made available upon request.

Website

- Senior Services has a section on the City's Website.
- The web page provides information on registration, facility rental, and accessible parking.

Public Telephones/Communication Devices

- Senior Services communicates by telephone with people with hearing and speech disabilities. Senior Services has received calls from TTY users and worked with them to get their questions answered.

Training and Staffing

- Senior Services staff has contact with the public.
- Information is provided to staff during training sessions- inclusiveness is part of the customer service training.

Public Meetings

- The Department holds public meetings.
- Public meetings are required to be held in accessible locations.
- Senior Services ensures all individuals with hearing disabilities can participate effectively in the program.

Tours and Trips

- The Novato Senior Citizens Club does 12-20 trips per year.

Consultants

- Senior Services uses consultants for recreation classes like Jazzercise, Boot Camps, etc.
- Consultant's obligations for inclusive participation in City programs are included in the contract.

Emergency Evacuation Procedures

- Emergency evacuation procedures are posted on the door.

Facilities

- Margaret Todd Senior Center--classes, rentals
- Hill Community Room--classes, rentals
- City Hall (weekends only)—rentals.

Special Events

- Senior Services hosts the Crafts Faire, Flea Market, and private rentals.

Police Department

Lt. John G. McCarthy | 415-899-7003 | jmccarthy@novato.org

Police Services for the citizens of Novato.

Accessible/Adaptive Equipment

- The Police Department has computers in the front lobby area for public use.
- Both computers are wheelchair accessible and if a person needs assistance in any way, they are given the assistance by staff.
- Any reasonable request for assistance is handled by staff on a case by case basis.

Customer Service

- The Police Department does not charge an additional fee to modify programs for a person with a disability,
- The Police Department does not have a policy that would exclude a service animal.

Notice Requirements

- The Police Department uses the standard non-discrimination advisement/directive in all employment and enforcement documents.

Printed Information

- Police Reports and the Police Log are available.
- Documents are made available in alternative formats when reasonably requested.
- Reasonable requests are accommodated on a case-by-case basis.

Television and Audiovisual Information

- During the Citizens Academy, the Police Department conducts audiovisual presentations.
- Reasonable requests are accommodated on a case-by-case basis.

Website

- The Police Department has a section on the City's Website.
- The entire department is described and a number of services and programs are described from how to make an online report to how to become involved in the many programs the department offers to the public.

Public Telephones/Communication Devices

- The Police Department communicates by telephone with people with hearing and speech disabilities using the California Relay System (711).

Training and Staffing

- Front counter staff has contact with the public.
- Any reasonable request will be accommodated on a case-by-case basis.

Program Eligibility Requirements/Admission

- Police Volunteers are to complete an application and a basic level background investigation is conducted.
- All forms contain the standard non-discrimination advisement.

Public Meetings

- In the rare event the department conducts a public meeting, any reasonable request is accommodated on a case-by-case basis.

Tours and Trips

- Occasionally, staff provides tours of the Police building.
- Any reasonable request is accommodated on a case-by-case basis.

Facilities

- The department training room is often leased for public meetings and trainings. The training room is located next to the department lobby and is accessible through double doors.

Special Events

- The Citizens Academy program, an Open House event, and Youth Academy program are typically held in the department's training room.

Public Works-Engineering Division

Anthony Williams | 415-899-8929 | twilliams@novato.org

The Engineering Division has responsibility for all technical issues related to traffic movement, the design of public facilities (public street, park, building and drainage improvements) and project construction management within the public right-of-way. Services provided include processing and enforcing various permits such as encroachments and grading.

Accessible/Adaptive Equipment

- The public counter is at a fixed height and lighting configuration but the department can accommodate individuals at other locations if needed.

Customer Service

- Changes are normally initiated by staff with final approval and review by the Engineering Manager and the Department Head.
- Public Works does not charge an additional fee to modify programs for a person with a disability.
- There is no policy that would exclude a service animal.

Notice Requirements

- Public Works uses the City's non-discrimination statement.

Printed Information

- Public Works does produce printed materials.
- Public Works and central management manages printed materials.
- Documents are made available in electronic copy when requested.
- Documents are available in simple, easy-to-understand language.
- When images of people are included in documents they will also include people with disabilities.

Website

- Public Works has a section on the City's Website.
- Contact information, services offered, and technical information are provided on the web page.

Staff Training

- Staff are present at the "public counter" as well receiving phone calls from the public.

Program Eligibility Requirements/Admission

- There are no eligibility requirements for participation in the program.
- Public committee membership forms can be sent to individuals.
- Forms contain a non-discrimination statement including people with disabilities.

Public Meetings

- The Department holds public meetings.
- Public meetings are required to be held in accessible locations.
- ASL interpreters and auxiliary aids are available upon request.

Consultants

- The Department uses consultants.

Emergency Evacuation Procedures

- Emergency evacuation procedures are posted on the door.

Facilities

- City Administrative Offices (922 Machin): used for all division activities including public workshops, public permit counter, etc.
- Workshops are sometimes held at other city facilities such as City Council Chambers.
- We can easily add language to our standard consultant agreements requiring that they adhere to the appropriate ADA requirements. Any sample language would be appreciated.

Public Works-Maintenance

Dave Meyers | 415-899-8283 | dmeyers@novato.org

Maintenance installs banners, holds monthly public meetings, maintains traffic control devices, signs, and striping.

Customer Service

- Maintenance will make changes to standard operating procedure if requested.
- There is no policy that would exclude a service animal.

Notice Requirements

- Maintenance does have a non-discrimination statement.

Printed Information

- Maintenance does produce printed materials.
- Maintenance and central management manages printed materials.

Website

- Maintenance has a section on the City's Website.
- General information about the maintenance division is available.

Training and Staffing

- Maintenance staff has contact with the public.

Public Meetings

- The Department holds public meetings.
- Public meetings are required to be held in accessible locations.
- ASL interpreters or adaptive equipment is made available when requested. Assistive listening devices are also available for meetings.

Facilities

Corporation Yard - Streetscape Meetings and various other meetings attended by City staff or employees from other municipalities.

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3.0 ADA 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 is 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, policy assessments, and program evaluations. A second phase, evaluating the pedestrian facilities in the public right-of-way, is planned for the fiscal year 2016/17 budget cycle. Specific policy and program recommendations can be found in Section 2.0. The specific architectural modifications required to make programs accessible are listed in the City of Novato—Facility Reports (see Appendix C). 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.

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.

3.1 Facilities

A. Program Barrier Removal Priorities

A prioritization meeting was conducted with City staff on February 23, 2015. All facilities in which the City provides programs, activities, and services were reviewed and ranked based on the following criteria. Each of these criteria is deemed by the City to have equal importance with no single criteria having priority over another:

- 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. Categories for Barrier Removal within Facilities

The following guidelines were used by the City to categorize barriers found in City facilities:

Category One: Barriers that impede 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 (e.g., parking, walks, ramps, stairs, doors, corridors, etc.). Examples:

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

Category 2: Barriers that impede access to program use areas (e.g., transaction counters, conference rooms, public offices, restrooms, etc.). Examples:

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

Category Three: Barriers that impede access to amenities serving program areas (e.g., drinking fountains, telephones, site furnishings, vending machines). Examples:

- Drinking fountains
- Public telephones
- Vending machines

Category Four: 4 Areas or features that are not required to be modified for accessibility because no public programs are located in this area, or there are nearby duplicate accessible features.

Historically significant facilities are those facilities or properties that are listed or eligible for listing in the National Register of Historic Places or properties designated as historic under State or local law. Structural changes to these facilities that would threaten or destroy the historical significance of the property or would fundamentally change the program being offered at the historic facility need not be undertaken. The City of Novato will consider policy and program alternatives to structural changes in these instances.

If alterations are being made to a historically significant property, however, these changes will be made in conformance with the ADA Standards for Accessible Design, ("the Standards"), 28 C.F.R. Part 36, § 4.1.7, or the Uniform Federal Accessibility Standards, ("UFAS") § 4.1.7, to the maximum extent feasible. If following either set of standards would threaten or destroy the historical significance of the property,

alternative standards, which provide a minimal level of access, may be used. This decision will be made in consultation with the appropriate historic advisory board designated in the Standards or UFAS, and interested persons will be invited to participate in the decision-making process per 28 C.F.R. §§ 35.150(b)(2); 35.151(d); Standards § 4.1.7; UFAS § 4.1.7. If these lesser standards would threaten or destroy historically significant features, then the programs or services conducted in the facility will be offered in an alternative accessible manner or location.

C. 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 barriers; and construction projects to remove architectural barriers.

The responsibility for ensuring barrier removal will reside with the City of Novato's ADA Coordinator.

D. 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 the immediate necessity of programmatic access, degree of complexity, severity of the barrier, and overall cost.

The City of Novato 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 opportunities and constraints. 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 owned by the City of Novato. This preliminary schedule represents a 12-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.

A separate Transition Plan has been prepared for the Marin Valley Mobile County Club that is owned by the City of Novato. Removal of the identified barriers has been programmed into a 5-10 year plan.

Table of barrier removal schedule for City owned facilities.

	City Parks	City-owned Buildings	City-owned Leased Buildings	Facilities owned by other agencies ¹	Cost Estimate
1-4 years	<ul style="list-style-type: none"> • Hill Rec. Area Field • Dogbone Meadow • Miwok Park • Josef Hoog Park • Bahia Parks PROW • Pioneer Park • City Green 	<ul style="list-style-type: none"> • Margaret Todd Senior Center • Hill Gymnasium • Downtown Rec. Center • Gymnastics Center • Hamilton Comm. Center • City Admin. Bldg. • City Hall • Police Station 		<ul style="list-style-type: none"> • Hamilton Comm. Gymnasium • Babe Silva Baseball Field • Hamann Baseball Field 	\$649,320
5-8 years	<ul style="list-style-type: none"> • So. Hamilton Park ² • Marion Rec. Area • Skate Park • Arroyo Avichi Park • Downtown Rec. Ctr. Pocket Park • Stafford Grove Park 	<ul style="list-style-type: none"> • Hamilton Pool • Novato History Museum • Lu Sutton Child Care Trailers • Hill Comm. Room • Hamilton Museum³ 	<ul style="list-style-type: none"> • Novato Arts Center – Main Bldg. • Carlile House • Beso Bistro (Bldg. 502B) 	<ul style="list-style-type: none"> • Indian Valley Campus Fields 	\$541,010
9-12 years	<ul style="list-style-type: none"> • Hamilton Levee Access Ramp • Lee Gerner Park • Reservoir Hill -Vista Trailhead -Serra Connector • Hamilton Amphitheater • San Miguel Tot Lot • Scottsdale Pond • Olive Tot Lot • Hillside Park • Marin Highlands • Ignacio Linear Park 	<ul style="list-style-type: none"> • Hamilton Gym. • Corp Yard – Maintenance Division Bldg. 	<ul style="list-style-type: none"> • Miwok Archery Shed • Morning Star Farm and Main Barn • Novato Arts Center - -Bldg. #781 -Bldg. #789 	<ul style="list-style-type: none"> • Thigpen Courts • Slade Park 	\$440,815
	\$737,545	\$483,105	\$225,315	\$185,180	\$1,631,145

¹ The City of Novato operates programs at facilities owned by other agencies but is responsible for ensuring their programs are accessible to people with disabilities.

² South Hamilton Park includes Dunphy Little League Field.

³ Hamilton Field History Museum includes the surrounding park area

In addition to the facilities presented in the table, evaluation reports for the pedestrian facilities of Pacheco Creek-Meadow Park Pathway and Simmons House right-of-way can be found in Appendix C. These facilities will be addressed in the transition plan for the right-of-way planned for the fiscal year 2016/17 budget cycle. Some city-owned parks were not evaluated or included in the Transition Plan schedule because they do not have built amenities. These include Creekside Park, Patridge Knolls Pocket Park, Joyce Street Tot Lot, and Pansy Tong.

3.2 Pedestrian Rights-of-Way (PROW)

Sidewalks within cities' public rights-of-way have been held to constitute a program, service or activity of the City within the meaning of Title II of the ADA. *Barden v. City of Sacramento* (2002) 292 F.3d 1073. The regulations implementing Title II provide that a transition plan should include a "schedule for providing curb ramps or other sloped areas where pedestrian walks cross curbs, giving priority to walkways serving entities covered by the Act, including State and local government offices and facilities, transportation, places of public accommodations, and employers, followed by walkways serving other areas." 28 C.F.R. Section 35.150(d)(2). This Self-Evaluation and Transition Plan does not include a curb ramp schedule and does not provide an analysis of program accessibility with respect to sidewalks within the City's public rights-of-way when viewed as a whole.

One of the City's key focuses for this Transition Plan was City-owned facilities including Parks and Open Spaces. Therefore, due to funding constraints, the City has elected not to undertake an analysis and schedule for barrier removal in the public right-of-way in this Transition Plan. The need for an evaluation and transition plan strategy for pedestrian access in the public right-of-way was voiced in the comment period of the Public Draft. It is the intent of the City to develop a follow-up Transition Plan addressing the public right-of-way in Fiscal Year 2016/17.

A. Overview of the PROW

The ADA addresses accessible pedestrian rights of way where sidewalks are provided by the City of Novato. The ADA does not mandate the installation of sidewalks, but does require curb ramps at intersections where existing sidewalks are provided on both sides of the roadway.

The City of Novato strives to provide an accessible right-of-way for all pedestrians. With street resurfacing or rehabilitation projects, curb ramp installation or improvements are incorporated to ensure they conform with current accessibility design standards and improve connectivity of the pedestrian right-of-way.

B. PROW Construction Details

The City of Novato's standard construction details are available on the City's Public Works Engineering web page: <http://www.novato.org/Index.aspx?page=390>

The plans and specifications are consistent with state and federal accessibility requirements. Standard details pertaining to PROW standards can be found in Appendix F.

C. Accessibility During Construction

The City ensures that an accessible path of travel is provided during construction.

The City requires a Traffic Control Plan (TCP) to be completed when the right-of-way will be affected by a work zone. A TCP must describe the measures to be used to facilitate road users through a work zone, an incident area, or other event that temporarily disrupts normal road user flow. The TCP is meant to provide continuity of reasonable, safe and efficient road user flow and for workers' safety.

In developing and implementing the TCP, the pre-existing roadside safety hardware is required to be maintained at an equivalent or better level than what existed, prior to project implementation. The scope of TCP is determined by the project characteristics and the traffic safety and control requirements identified by the City. The TCP shall be either referenced to specific TCP elements in the *California Manual on Uniform Traffic Control Device* (MUTCD), or be designed specifically for the project.

D. Street Closure for Special Events

The City of Novato's Police Department manages the permitting of street closures for special events. The application is available on the department's web page (<http://novato.org/government/police-department/special-event-permits>).

E. Citizen Request Process

Citizens may make requests for street improvements with the Customer Service Request form made available on the Engineering Division web page (<http://www.cityofnovato.org/Index.aspx?page=395>). Alternatively, citizens may also make requests through the ADA Coordinator using the Reasonable Accommodation Request Form made available on the Disability Services web page (<http://www.cityofnovato.org/Index.aspx?page=1545>).

F. Street-Related Capital Improvement Projects

Capital Improvement Projects Completed 2010 to 2014

CIP #	Project Name	Public Right-of-Way Improvements	Year Completed
13-008	Safe Routes to School (SR2S) Cycle 10, Safety Improvement Project	ADA compliant pathways, sidewalk gap closure, curb ramps	2014
14-001	Measure A Group 6 Pavement Rehabilitation Project	ADA compliant curb ramps, sidewalk repairs/replacement	2014
NA	Hamilton Levee Access Route Gate	ADA compliant closure gate in existing floodwall	2014
14-010	Machin Avenue and Cain Lane Pavement Improvements	ADA compliant curb ramps and sidewalk	2014
13-001	Measure A Group 6 Pavement Rehabilitation Project	ADA compliant curb ramps, sidewalk repairs/replacement	2013
12-018	Hamilton Bike Path	ADA path of travel improvements on Multi-use Path	2013
11-005	City Administrative Offices	ADA compliant sidewalks	2013
02-011	Redwood Boulevard and Olive Avenue Traffic Signal Improvements	ADA compliant curb ramps, sidewalk and median island passageways	2013
11-001	Prop 1B Pavement Rehabilitation III	ADA compliant curb ramps, sidewalk repairs/replacement	2012
12-001	Measure B Group 8 Pavement Rehabilitation	ADA compliant curb ramps, sidewalk repairs/replacement	2012
11-016	Measure A Group 3 Pavement Rehabilitation	ADA compliant curb ramps, sidewalk repairs/replacement	2011
09-002	Grant Avenue Street Parking Improvements	ADA compliant parking improvements	2011
04-022	Hill Road and Indian Valley Road Improvements	ADA compliant curb ramps, sidewalk repairs/replacement	2011
07-001	Novato Boulevard Pavement Rehabilitation West	ADA compliant curb ramps and sidewalk repairs	2010
10-003	Sunset Parkway Storm Drain Repair and Replacement	ADA compliant curb ramps	2010

In addition to the previously completed projects listed above, approximately 39 ADA compliant curb ramps are currently being installed under the City's CIP Project #15-001 Measure A Group 7 Pavement Rehabilitation which is scheduled for completion in mid-August 2015. Under the proposed Fiscal Year 2015/2016 CIP Budget, two capital projects will include sidewalk gap closures and ADA curb ramp improvements under the Safe Pathways to Schools program.

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4.0 ADA Policy and Complaint 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 Novato has designated the Director of Parks, Recreation and Community Services 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 Coordinator also is 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.

ADA Grievance Policy

Purpose

The purpose of this policy is to adopt and publish grievance procedures for resolution of complaints alleging any action which discriminates on the basis of disability in any employment action by the City or in any service, program, or activity made available by the City. The objectives of this policy are:

- To comply with the Americans with Disabilities Act of 1990;
- To assure that complaints of discriminatory acts are promptly and properly acknowledged and resolved; and
- To establish uniform procedures for handling complaints throughout the entire City organization.

Policy

Any disabled person who believes that a City service, program, or activity discriminates against him or her, or any disabled employee or applicant for employment who believes that the City discriminates because of his or her disability may report the discriminatory act by using the procedures contained in this policy.

Procedures

To register a grievance under this policy, an individual is encouraged to obtain and complete an ADA Grievance Form. A sample of the Grievance Form can be found in Appendix E. Once completed, the form should be mailed to:

City of Novato
Pam Shinault, ADA Coordinator
922 Machin Avenue
Novato, CA 94945
(415) 889-8977 – Voice
city@novato.org

or the form can be hand delivered to 922 Machin Avenue, Novato, to the City Clerk.

Upon receipt of a properly completed grievance form, the ADA Coordinator will do a preliminary investigation. If the complaint can be resolved during this stage, the resolution will be noted in writing and filed with the grievance form by the City Clerk.

If the grievance remains unresolved, it will be submitted to the ADA Compliance Committee for resolution. The ADA Compliance Committee shall endeavor to make a recommendation on the grievance to the City Manager no later than 30 working days after the complaint is received. The City Manager shall endeavor to make a final decision on the grievance no later than fifteen (15) days after receipt of the recommendation.

A written record of the action taken on each request or complaint shall be maintained with the central personnel records.

The complainant's right to a prompt and equitable resolution of the complaint will not be affected by the complainant's pursuit of other remedies, such as the filing of a complaint with the Department of Justice or other appropriate federal agency, or the filing of a suit in state or federal court.

Discrimination Appeal Process

Purpose

The purpose of these procedures is to establish the process for administering the ADA Grievance Policy. The objectives of these procedures are to establish uniform administrative processes that will be consistently applied to claims of discrimination on the basis of a disability and to identify those responsible for administering the ADA Grievance Policy and the nature of their responsibility.

The ADA Compliance Committee shall use these procedures to:

- A. Determine whether a reported discriminatory act is in fact discriminatory.
- B. Determine if any accommodation to the reported discriminatory act is an undue hardship.
- C. Determine the appropriate accommodation to any reported discriminatory act found to be discriminatory.
- D. Any reasonable accommodation identified by the Committee shall be submitted to the City Manager.
- E. The City Manager may directly implement the recommendation, submit it to the Management Team, or direct it back to the ADA Compliance Committee for further review.
- F. The Management Team using the procedures contained in this policy may, if it so chooses and in accordance with the procedures contained herein, modify or negate any determination made by the Committee on Items 2 or 3 above. The final determination of whether a reported discriminatory act is in fact discriminatory is the responsibility of the City Manager.

Definitions

Disability. A disability is any physical or mental impairment that substantially limits one or more of the major life activities of an individual, a record of such an impairment or being regarded as having such an impairment. If further definition of disability is needed, the relevant sections of the Americans with Disabilities Act of 1990 shall be consulted.

ADA Compliance Committee. The ADA Compliance Committee is the committee that administers this policy. It is comprised of the Assistant City Manager, Chief Building Official, Director of Parks and Recreation, Maintenance Superintendent, Police Chief or designee, and City Engineer or designee.

Discriminatory Act. A discriminatory act is any decision, activity, service, program, process, facility, or action for which the City has responsibility through its employees, facilities, or in any other way and which is discriminatory toward an individual with a disability.

Reasonable Accommodation. A reasonable accommodation is any remedy, change, or action that eliminates a discriminatory act without undue hardship.

Undue Hardship. Undue hardship means any significant difficulty or expense incurred with respect to provision of an accommodation.

Procedure

Reporting Procedure. All grievances filed under the ADA Grievance Policy will be received by the ADA Coordinator. The ADA Coordinator will then, as soon as possible, do a preliminary investigation on the complaint. The investigation shall include, but not be limited to, interviews with the complainant, the person(s) responsible for the alleged discriminatory act, and any other person the ADA Coordinator believes to have relevant knowledge concerning the complaint.

When the preliminary investigation is complete and if the matter is still unresolved, the ADA Coordinator shall schedule a meeting with the ADA Compliance Committee, who shall hear all appeals and complaints within thirty (30) working days of the time the complaint is received by the ADA Coordinator. The ADA Coordinator will send a copy of the grievance to all committee members prior to the meeting.

Complaint Review Procedure. The ADA Compliance Committee will meet to determine if the act complained of was discriminatory; whether correcting the discriminatory act will result in undue hardship; the reasonable accommodation, if possible; or determine whether further investigation is needed and to assign that task to one of its members.

A. There are two primary steps to determining whether an act is considered discriminatory under this policy.

- Identify whether the individual qualifies as disabled. In order to make that determination, use the definition of this policy or the definition of disability as identified in the Americans with Disabilities Act.

- Determine whether the act excludes the individual from participation in or denies the benefits of employment, services, programs, or activities of the City or be subjected to other form of discrimination by the City or its employees.

B. In some cases, it will be difficult or impossible to provide accommodation because the cost is too high, or the inconvenience is too great in relation to the benefit gained by the accommodation, or the City's ability to provide the accommodation. Evaluation of the following factors shall be used in determining "undue hardship":

- The nature and cost of the accommodation.
- The financial resources available to make the accommodation, including outside funding and any other City resources.
- The impact the expense of the accommodation will have on the affected City operation.
- Whether or not the accommodation will threaten or destroy the historic significance of a historic property.
- Whether the accommodation would alter or eliminate the fundamental nature of a service, program, or activity.
- The degree to which the accommodation would benefit others.
- The degree to which the disabled individual meets the essential eligibility requirements or essential duties of any service, program, or position if any such requirements or duties have been established.

Committee Review Process

A. The ADA Compliance Committee will meet to determine the merits of reported discriminatory acts within thirty (30) working days after receipt of the written appeal. The Committee will make a recommendation to the City Manager. That recommendation will consider whether to:

- Dismiss the appeal as not being valid.
- Sustain the appeal with modification and direct that the accommodation(s) be completed.
- Sustain the appeal in whole and direct that the accommodation(s) be completed.

B. If the Committee sustains the appeal in whole or with modifications, the Committee must then determine whether the accommodation:

- Is an undue hardship;
- If the recommended accommodation has been determined to be an undue hardship, explore the applicability of other accommodations; and
- If not an undue hardship, whether the accommodation requires a budget adjustment.

C. The complaint and the ADA Compliance Committee's recommendations on the complaint will be submitted to the City Manager.

D. The City Manager will make a final determination on the complaint or:

- Submit the complaint to the Management Team for budgetary disposition.
- Return it to the ADA Compliance Committee for further analysis.

E. A written record of all actions taken on each request or complaint shall be maintained with the central personnel records.

F. The complainant's rights and equitable resolution of the complaint will not be affected by the complainant's pursuit of other remedies, such as the filing of a complaint with the Department of Justice or other appropriate federal agency, or the filing of a suit in state or federal court.

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5.0 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/>).

5.1 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.

5.2 Complaint

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

5.3 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.

5.4 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.

5.5 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.

5.6 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.

5.7 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.

5.8 Reasonable Program Modifications

If the individual's disabilities prevent them from performing the essential functions of the program or activity, it is necessary to determine whether reasonable program modifications would enable an individual 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 in order 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.

5.9 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.

5.10 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.

5.11 Undue Burden

The City of Novato 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 Novato, 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.

6.0 Program Accessibility Guidelines, Standards and 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 Architectural Barriers

Act (ABA) standards. New provisions will cover 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 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>

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

Title II Technical Assistance Manual | Supplement

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 | PDF

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 | PDF

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 | PDF

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 | PDF

An 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 | PDF

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 | PDF

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 | PDF

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.dgs.ca.gov/dsa>) 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

- 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>)
- 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. 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://accessible.si.edu>).
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

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>).

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>).

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 a TTY, pagers, telephony, VoIP, and more (<http://tdiforaccess.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

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/Media-Library/documents/About-US/What-We-Do/EEO-ADA/GENERAL-ETIQUETTE-2013/>)

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/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.com/>).
- 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 Arc Alameda County, 14700 Doolittle Drive, San Leandro, CA 94577, (510) 357-6619 or by email via the website (www.arcalameda.org) and The Arc San Francisco, 1500 Howard Street, San Francisco, CA 94103, (415) 255-7200 or by email via the website (www.thearc.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
Phone: (916) 322-8481
email: scdd@dss.ca.gov or website (<http://www.scdd.ca.gov/>).

- State Office for Deaf Access, Department of Social Services
744 P Street, MS 6-91, Sacramento, CA 95814
Phone: (916) 653-8320.
email: deaf.access@dss.ca.gov or website (<http://www.dss.cahwnet.gov>)
- State Office of Services to the Blind, Department of Social Services
744 P Street, MS 6-94, Sacramento, CA 95814
Phone: (916) 657-3327,
email: BlindAccess@dss.ca.gov or website: (<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 website (<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 website (<http://www.unitedspinal.org>).
- World Institute on Disability: WID is an international public policy center dedicated to carrying out research on disability issues. WID maintains an online information and resource directory on technology, research, universal design, and ADA (<http://www.wid.org/resources/>).

Resources for Persons with Disabilities in the City of Novato

California Department of Rehabilitation
Novato Branch
www.rehab.cahwnet.gov/
75 Rowland Way, Suite 370
Novato, CA 94945
Phone: (415) 893-7702
TTY: (415) 893-7712

Golden Gate Regional Center
www.ggrc.org/
4000 Civic Center Drive, Ste 310
San Rafael, CA 94903
Phone: (415) 446-3000

Guide Dogs for the Blind
www.welcome.guidedogs.com/
350 Los Ranchitos Road
San Rafael, CA 94903
Phone: (800) 295-4050
Email: information@guidedogs.com

LightHouse for the Blind and Visually Impaired
www.lighthouse-sf.org/
514 Van Ness Avenue
San Francisco, CA 94102
Phone: (415) 255-5906

LightHouse of Marin
Whistlestop Senior Center
930 Tamalpais Avenue
San Rafael, CA 94901
Phone: (415) 258-8496

Margaret Todd Senior Center
www.novato.org/index.aspx?page=560
1560 Hill Road
Novato, CA 94947
Phone: (415) 899-8290

Marin Center for Independent Living
www.marincil.org/
710 Fourth Street
San Rafael, CA 94901
Phone: (415) 459-6245

Marin County Aging and Adult Services
www.marinhhs.org/aging-adult-services
Phone: (415) 457-INFO (4636)

Marin County Disability Access
www.marincounty.org/depts/pw/divisions/disability-access
3501 Civic Center Drive
San Rafael, CA 94903
Phone: (415) 473-4381 or TTY: (415) 473-3232
Email: disabilityaccess@marincounty.org

Marin Ventures
www.marinventures.org/
350 Merrydale Road
San Rafael, CA 94903
Phone: (415) 472-4961

Novato Human Needs Center
www.nhnc.org/
1907 Novato Boulevard
Novato, CA 94947
Phone: (415) 897-4147

Novato Independent Elders Program
Located at Margaret Todd Senior Center
Phone: (415) 899-8296

Novato Unified School District
Special Education
www.nusd.org/departments/special_education
1015 7th Street
Novato, CA 94945
Phone: (415) 897-4211

Whistlestop
www.whistlestop.org/
930 Tamalpais Avenue
San Rafael, CA 94901
Phone: (415) 456-9062