



Americans with Disabilities Act (ADA), Title II, Self-Evaluation and Transition Plan

ADOPTED
MARCH 14, 2007

**City of Elk Grove, CA
8401 Laguna Palms Way, Elk Grove, CA 95758**

Americans with Disabilities Act (ADA), Title II, Self-Evaluation and Transition Plan

1. Self-Evaluation
2. ADA Implementation Plan
3. Transition/Barrier Removal PI
8400 Laguna Palms Way
4. Transition/Barrier Removal PI
8380 Laguna Palms Way
5. Transition/Barrier Removal PI
8978 Elk Grove Blvd
6. Transition/Barrier Removal PI
8401 Laguna Palms Way



**City of Elk Grove
8401 Laguna Palms Way, Elk Grove, CA 95758**



Americans with Disabilities Act (ADA) Title II, Self-Evaluation and Transition Plan



Prepared by
Disability Access Consultants, Inc.
(800) 743-7067

City of Elk Grove

8401 Laguna Palms Way

Elk Grove, California 95758

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The City of Elk Grove ADA Title II Self-evaluation was prepared by Disability Access Consultants, Inc. with the collaboration and assistance of City of Elk Grove staff and input by the Disability Advisory Committee.

Mr. Frank Oviedo, Deputy City Manager, served as the initial primary contact for the evaluation in his previous role as Assistant to the City Manager and ADA Coordinator in 2004.

Update 2004:

During 2004 and 2005, Mr. Troy Brown, Assistant to the City Manager, assisted with the coordination and facilitation of activities of the study in his role as ADA Coordinator following Mr. Frank Oviedo.

Update 2005:

In December 2005, Ms. Kara Myers, Management Analyst, was appointed to the role of ADA Coordinator for the City of Elk Grove.

In addition to city staff, members of the City of Elk Grove Disability Advisory Committee provided oversight, direction and comment during the process.

The City of Elk Grove ADA Self-evaluation and Transition Plan is updated on an ongoing basis. This document reflects updates through December 2005. Additional updates will be added to the plan and the ADA Implementation Plan Document.

Disability Access Consultants, Inc.
2775 Feather River Blvd.
Oroville, CA 95965
(800) 743-7067

Purpose of the Evaluation

The purpose of this City of Elk Grove Americans with Disabilities Act (ADA) Title II Self-evaluation is to document the results of the City's review of access to programs, services and activities by individuals with disabilities in order to determine if there are any discriminatory or potentially discriminatory practices, policies or procedures. This report contains findings and recommendations based on that review.

The City of Elk Grove is committed to complying with the tenets of Title II of the Americans with Disabilities Act, and other federal and state statutes and regulations aimed at making public programs, services and activities accessible to persons with disabilities.

The ADA Self-Evaluation not only reviews and outlines the required self-evaluation activities, but also provides documentation of the areas where the City of Elk Grove has gone beyond the minimum requirements in order to provide a greater level of access for individuals with disabilities that access the City's programs, services and activities. The City of Elk Grove, for example, developed a Disability Advisory Committee to provide ongoing direction and input into the prioritization of the ADA Compliance Plan. Although a committee is not required to assist with the development and implementation of the plan, the Disability Advisory Committee provides for ongoing input and demonstrates a commitment by the City and the committee.

Prior ADA Self-Evaluation and Transition Plans

As a newly incorporated City in 2000, the City of Elk Grove had not conducted a prior ADA Self-evaluation and transition plan.

Current ADA Self-evaluation and Transition Plan

To further the City's commitment to provide programs, services and activities in a nondiscriminatory manner for individuals with disabilities, the City decided to conduct an ADA Self-evaluation. The ADA Self-evaluation provides a current benchmark for accessibility efforts by the City and provides a framework for implementation of the plan.

The Self-evaluation was initially started in 2004 under the direction of the City of Elk Grove Assistant to the City Manager, Mr. Frank J. Oviedo. During the course of the completion of the ADA Self-evaluation, Mr. Troy Brown, was designated as the ADA Coordinator and provided direction for the completion of the study. The City of Elk Grove Disability Advisory Committee provided assistance with the study.

The initial City of Elk Grove transition plan initially included two city sites and selected curbs and intersections. The ADA Self-evaluation reviewed policies, procedures of the City and provided opportunities for input into the study.

UPDATE June 2005: An update to the transition plan in June of 2005 includes the addition of an accessibility survey of the Courthouse located at 8978 Elk Grove Boulevard in Elk Grove, California. The Courthouse Accessibility Survey is included in this document as a December 2005 update. The Courthouse Report has also been added to the updated Accessibility Database System (ADS) software.

Classification of the City of Elk Grove

The City of Elk Grove is classified as a “public entity” pursuant to Title II of the Americans with Disabilities Act.

Focus of Updated ADA Self-Evaluation

Barriers that deny or limit access to programs, services or activities may be structural or non-structural. Nonstructural barriers may be due to policies, practices or procedures that may inadvertently limit, segregate or discriminate against individuals with disabilities.

The focus of this Self-evaluation targets access to the City’s programs, services and activities in nonstructural or programmatic areas as defined by Title II, subtitle A. Nonstructural or programmatic barriers are identified in this Self-evaluation. Selected structural barriers will be discussed in limited situations only, as they relate to specific access to the City’s programs, services and activities.

The City also conducted a review of physical barriers of sites for compliance with the Americans with Disabilities Accessibility Guidelines (ADAAG) and Title 24 of the California Code of Regulations (which is cited as the California Building Code) and has prepared a barrier removal/transition plan. Copies of the transition/barrier removal plan and ADA Self-evaluation are available from the City of Elk Grove ADA Coordinator.

Date of Self-Evaluation

The initial ADA self-evaluation and transition plans were prepared using information and input obtained from February 2004 to March 2005.

The City of Elk Grove ADA Self-evaluation and ADA/Title 24 Transition Plans were updated as the implementation plan activities were accomplished or changes were made.

Self-Evaluation Updates

The City of Elk Grove ADA Self-evaluation is currently updated as plan initiatives are accomplished or changes are made. For example, updates occurred with the change of the designated ADA Coordinator.

It is recommended that the City of Elk Grove continue to update the ADA Self-Evaluation and Transition Plan as barriers are removed and changes occur.

UPDATE June 2005: The Courthouse was inspected in June 2005 and the findings were added to the report and the current City of Elk Grove Accessibility Database System (ADS) software. Findings and recommendations were reviewed with Gail Pugh, Facilities Supervisor.

Location of Self-Evaluation

The City’s ADA Self-evaluation will be maintained on file and made available for public inspection by the City’s ADA Coordinator. The ADA Self-evaluation should be available in alternate formats, as requested.

Designated ADA Coordinator

Mr. Frank J. Oviedo, Assistant to the City Manager was designated the ADA Coordinator during the initial phases of the ADA Self-evaluation in 2004.

Following Mr. Oviedo, Mr. Troy Brown, 8400 Laguna Palms Way, Elk Grove, CA 95758 was the designated ADA Coordinator until December 2005.

UPDATE December 2005: Ms. Kara Myers, Management Analyst for the City of Elk Grove was designated the ADA Coordinator. Contact information for Ms. Myers is:

Ms. Kara Myers, Management Analyst
City of Elk Grove
8400 Laguna Palms Way
Elk Grove, CA 95758
Phone: (916) 683-7111
TDD/TTY: 888-435-6092
kmyers@elkgrovecity.org

The City offers alternate methods to provide access to review or provide input into the City's plan.

Requests for information from the ADA Coordinator can be sent by email, phone, mail, fax or by TDD/TTY. Information is available in alternate formats upon request.

Self-Evaluation Updates

This Self-evaluation is an on-going, dynamic document that will need periodic review and updating. In its continuing efforts to maintain compliance, the City has several mechanisms in place to provide for an ongoing update of the Self-evaluation. The City's designated ADA Coordinator is empowered with oversight responsibility for implementation of the requirements of the ADA. Updates to the City of Elk Grove ADA Self-evaluation are marked with an "UPDATE" designation, followed by a date. Additional updates and implementation activities will be documented in the City of Elk Grove ADA Self-Evaluation Implementation Plan. The Implementation Plan is a separate document that serves to update and summarize activities and progress.

Self-Evaluation Format

Information collected during the Self-evaluation process was reported by areas and categories, not individually by departments. This Self-evaluation provides an overall summary and profile of findings and recommendations.

General Information about the City of Elk Grove

The City of Elk Grove:

- Is governed by a five member City Council
- Was incorporated on July 1, 2000, as a General Law City
- Is home to over 130,000 residents
- Has a growth rate of approximately 1% per year
- Had a median family income of \$60,661, in 2000
- Has a median home price of approximately \$300,000
- Has an economy based on agriculture, construction, high technology, manufacturing, professional services, commercial and retail enterprises.

City Organization, Departments, Committees

The City of Elk Grove was incorporated on July 1, 2000. The City is a general law city and operates on the Manager-City Council type of governance.

The City of Elk Grove Disability Advisory Committee is active in providing input regarding services for individuals with disabilities and input regarding implementation of the barrier removal/transition plan. Information regarding the Disability Advisory Committee is available on the City of Elk Grove website. The specific tasks and objectives of the Disability Advisory Committee is stated on the City of Elk Grove website as follows:

- Review the accessibility of services, programs, facilities and/or employment of City departments and advise the City Council accordingly;
- Review relevant City policies, guidelines, procedures, reports and state or federal legislation to advise the City Council accordingly;
- Act as a liaison to community groups, governmental agencies, and individuals in addressing disability issues related to the City of Elk Grove; and
- Review and make recommendations to the City Council with regard to legislative policy.

The members of the 2004 Disability Advisory Committee were:

- Dave Armendariz, Chair
- Leslie David Treece-Sinclair, Vice Chair
- Robert E. Dayton
- Joseph B. Greening, D.C.
- Bobbi A. Jordan

The members of the 2005 Disability Advisory Committee were:

- Dave Armendariz, Chair
- Leslie David Treece-Sinclair, Vice Chair
- Robert E. Dayton
- Bobbi A. Jordan
- David Morgan

The members of the 2006 Disability Advisory Committee were:

- David Morgan, Chair
- Robert E. Dayton, Vice Chair
- Bobbi A. Jordan, Recorder
- Leslie David Treece-Sinclair, Committee Member (Vice Chair 1/06 – 3/06)
- Dave Armendariz, Committee Member (Chair 1/06 – 3/06, resigned 12/06)
- David A. Simpson, Committee Member (effective 12-06 – replaced D. Armendariz)

The City of Elk Grove departments include:

- Accounting

- Administrative Services
- Animal Care/Regulations
- Building & Inspections
- Business License
- City Attorney
- City Clerk
- City Council
- City Manager
- Communications
- Community Enhancement
- Development Services
- Economic Development
- Finance
- Fleet Management
- Human Resources
- Information Technology
- Planning
- Police Department
- Public Works
- Purchasing
- Risk Management
- Solid Waste
- Transit
- Utility Billing

Methodology for Self-Evaluation

Prior to the ADA self-evaluation process, the City of Elk Grove formed a Disability Advisory Committee to serve in an advisory capacity regarding access to City programs, services and activities by individuals with disabilities. One role of the Disability Advisory Committee is to provide input and assist with the development of a comprehensive ADA self-evaluation and barrier removal/transition plan. The Disability Advisory Committee is comprised of community members and is representative of the community at large and individuals with disabilities.

A City of Elk Grove staff member was designated to provide oversight representation regarding City programs and services. Mr. Frank J. Oviedo, Assistant to the City Manager, was the initial City staff member to serve as the City contact for the Disability Advisory Committee during the commencement of the ADA Self-evaluation.

Several methods were used to provide comprehensive input regarding the public's accessibility to programs, services and activities offered by the City, including:

- Staff interviews
- Review of policies, procedures and other documents
- Survey of departments and agencies
- Survey of facility users
- Survey of organizations representing individuals with disabilities
- Review of the previous efforts by the City
- Visits to selected sites
- Inspection of selected sites

- Presentations to and collaboration with the Committee
- Public postings and notices requesting input

Relevant policies, procedures and documents were reviewed. Data was collected regarding programs, services and activities for compliance with the requirements of Title II of the ADA. Surveys were distributed to agencies as one measure to determine the level of ADA compliance within the organization. Selected staff interviews were held. Public postings were displayed in City locations asking for input into the study. Postings were also sent to agencies for posting and were available on the City of Elk Grove website.

Transition/Barrier Removal Plan

The term “transition plan” comes from the terminology in the 1990 Americans with Disabilities Act (ADA) that describes how public entities would be “transitioning” into compliance during the timelines of 1992 to 1995. The term barrier removal plan is used in addition to the term transition plan, as public entities are no longer transitioning into compliance during the three years set aside in the law.

Public entities, such as the City of Elk Grove, are required to provide access to City programs, services and activities for all of the recipients. Thus, the City must provide access for individuals with disabilities and document areas of noncompliance. Documentation is provided as barriers are removed.

Findings

The City of Elk Grove demonstrated its ongoing commitment to enhance its accessibility to City programs, services and activities by conducting an Americans with Disabilities Act (ADA) Self-evaluation and transition/barrier removal plans.

Two City facilities, 601 curbs and 218 intersections were inspected for physical barriers that may deny or limit access for individuals with disabilities in accordance with the Americans with Disabilities Act Accessibility Guidelines (ADAAG) and the California Building Code, Title 24 of the California Code of Regulations, Chapter 11.

Building inspections were conducted for the following two sites in April 2004:

- 8380 Laguna Palms Way
- 8400 Laguna Palms Way

A sampling of crosswalks, sidewalks and transit stops were reviewed for compliance with ADAAG and California requirements. The transit stops are not owned by the City, but an inspection sample was completed to review the path of travel from City areas. The following intersections and curbs were inspected from May 2004 to June 2004:

- Intersection #3555, located at Power Inn Road and Llando Vista Drive in Elk Grove was inspected on May 27, 2004.
- Intersection #7741 at West Stockton Boulevard and Laguna Palms Way in Elk Grove was inspected on May 14, 2004.
- Intersection #6295, located at Emerald Oak Drive and Via Alta Way in Elk Grove was inspected on June 22, 2004.
- Intersection #3179, located at Williamson Drive and Orton Street in Elk Grove was inspected on June 22, 2004.

- Intersection #483, located at Red Fox Way and Fox Glen Way in Elk Grove was inspected on May 14, 2004.
- Intersection #3167, located at Red Elk Drive, Village Tree Drive and Little Rapids Way was inspected on May 19, 2004.
- Intersection #3167, located at Village Tree Drive and Red Elk Drive in Elk Grove was inspected on May 19, 2004.
- Intersection #6240, located at Emerald Vista Drive and Bangor Court in Elk Grove was inspected on June 21, 2004.
- Intersection # 3362, located at Red Elk Drive, Plainoak Way and Woodcock Road in Elk Grove was inspected on May 19, 2004.
- Intersection #261 located at Big Horn Boulevard and Amber Creek Drive was inspected on June 8, 2004.
- Intersection #6220, located at Emerald Vista Drive and Diamond Crest Court in Elk Grove was inspected on June 22, 2004.
- Intersection #7755, located at Red Fox Way and Kiawah Court in Elk Grove was inspected on May 14, 2004.
- Intersection #6566, located at Emerald Vista Drive and Hume Court in Elk Grove was inspected on June 21, 2004.
- Intersection #6565, located at Emerald Vista Drive and Banff Vista Drive in Elk Grove was inspected on June 21, 2004.
- Intersection #6293, located at Emerald Oak Drive and Valley Oak Lane in Elk Grove was inspected on June 22, 2004.
- Intersection #6266, located at Ranch Park Way and Cling Court in Elk Grove was inspected on June 24, 2004.
- Intersection #633 located at Portofino Drive, Monaco Way and Venice Court was inspected on June 8, 2004.
- Intersection #968, located at Nut Tree Court and Polhemus Drive in Elk Grove was inspected on June 23, 2004.
- Intersection #816, located at Bond Road and Emerald Crest Drive was inspected on May 13, 2004.
- Intersection #3049 located at Quail Run LN and Wexted Way was inspected on June 10, 2004.
- Intersection #6287, located at Emerald Oak Drive and Elk Ridge Way in Elk Grove was inspected on June 22, 2004.
- Intersection #505, located at Red Elk Drive and Oakbark Court in Elk Grove was inspected on May 19, 2004.
- Intersection #7239 located at West Taron Drive and Ruddy Duck Way was inspected on June 7, 2004.
- Intersection #3051 located at Quail Run Lane and Schuler Ranch Road was inspected on June 10, 2004.
- Intersection #3048 located at Quail Run Lane, and Tuzza Court was inspected on June 10, 2004.
- The Intersection #6292, located at Emerald Oak Drive and Lodestone Circle in Elk Grove was inspected on June 22, 2004.

- Intersection #850, located at Bond Road and Egret Drive was inspected on May 13, 2004.
- Intersection #6416, located at Emerald Oak Drive and Lodestone Circle in Elk Grove was inspected on June 22, 2004.

- Intersection #6465, located at Bond Road and Trout Way in Elk Grove was inspected on May 13, 2004.
- Intersection #3047 located at Quail Run Lane and Rojelio Court was inspected on June 10, 2004.
- Intersection #6233, located at Emerald Vista Drive and Armagh Court in Elk Grove was inspected on June 21, 2004.
- Intersection #6285, located at Emerald Oak Drive and Sapphire Court in Elk Grove was inspected on June 23, 2004.
- Intersection #6262, located at Ranch Park Way and Cheer Court in Elk Grove was inspected on June 24, 2004.
- Intersection #5655 is located at Power Inn Road and Lenhart Road in Elk Grove and was inspected on May 25, 2004.
- Intersection #6268, located at Ranch Park Way and On Street in Elk Grove was inspected on June 24, 2004.
- Intersection #6414, located at Emerald Oak Drive and Cabra Court in Elk Grove was inspected on June 22, 2004.
- Intersection #3050 located at Quail Run Lane and Bartolomei Court was inspected on June 10, 2004.
- Intersection #6289, located at Emerald Oak Drive and Oconnell Court in Elk Grove was inspected on June 22, 2004.
- Intersection #3155, located at Village Tree Drive and Primoak Way in Elk Grove was inspected on May 19, 2004.
- Intersection #3035 located at Quail Rd., Bruceville Rd. and Poppy Ridge Rd. was inspected on June 10, 2004.
- Intersection #957, located at Ranch Park Way and Elbo Court in Elk Grove was inspected on June 24, 2004.
- Intersection #6568, located at Emerald Vista Drive and Bray Vista Way in Elk Grove was inspected on June 21, 2004.
- Intersection #3476, located at Rangeview Road and Windgate Way in Elk Grove was inspected on May 27, 2004.
- Intersection #594 located at Big Horn Boulevard and Frye Creek Drive was inspected on June 8, 2004.
- Intersection #908 is located at Bond Road and Elk Grove Florin Road was inspected on May 13, 2004.
- Intersection #6265, located at Ranch Park Way and Sharkey Avenue in Elk Grove was inspected on June 24, 2004.
- Intersection #478 located at Laguna Springs Drive and Red Fox Way in Elk Grove was inspected on May 14, 2004.
- Intersection #991, located at Adams Street and Eva Avenue in Elk Grove was inspected on June 23, 2004.
- Intersection #1780 located at Harbour Point Drive and Maritime Drive was inspected on June 7, 2004.
- Intersection located at West Taron Drive and Alldata Court in Elk Grove was inspected on June 7, 2004.

- Intersection #2313 located at Laguna Park Drive, Grassy Knoll Way and Lawn View Way was inspected on June 10, 2004.
- Intersection #7740, located at Ariel Court and Windwood Way in Elk Grove was inspected on May 14, 2004.

- Intersection #515 located at Laguna Springs Drive and Swift Fox Way in Elk Grove was inspected on May 14, 2004.
- Intersection #7718 is located at Elk Grove Boulevard and Harbour Point Drive in Elk Grove was inspected on June 7, 2004.
- Intersection #5508, located at Auberry Drive, Maple Trails Way and Timber Cove Way was inspected on May 27, 2004.
- Intersection #5531, located at Inskip Drive and Palomarin Court was inspected on May 27, 2004.
- Intersection #1781 is located at Harbour Point Drive and Granite Park Lane in Elk Grove was inspected on June 7, 2004.
- Intersection #7737, located at Bastona Drive and La Tonis Way in Elk Grove was inspected on May 18, 2004.
- Intersection #32868, located at Bastona Drive 1700 and Bastona Drive 2220 in Elk Grove was inspected on May 18, 2004.
- Intersection #346 is located at Big Horn Boulevard and Brockhurst Drive was inspected on June 8, 2004.
- Intersection #480 located at Laguna Springs Drive and Sirocco Way in Elk Grove, was inspected on May 14, 2004.
- Intersection #494 located at Laguna Springs Drive and Snowy Springs Circle in Elk Grove was inspected on May 13, 2004.
- Intersection #6773 is located at Franklin Boulevard and Valley Hi Drive in Elk Grove was inspected on May 26, 2004.
- Intersection #746 is located at Harbour Point Drive and Galen Drive in Elk Grove was inspected on June 7, 2004.
- Intersection #6230, located at Kelsey Drive and Lutan Drive in Elk Grove was inspected on June 24, 2004.
- Intersection #6787, located at La Rocas Court and La Solana Way in Elk Grove was inspected on May 26, 2004.
- Intersection #6801, located at La Solana Way and San Rogue Court in Elk Grove was inspected on May 26, 2004.
- Intersection #6239, located at Kelsey Drive and Lorna Court in Elk Grove was inspected on June 24, 2004.
- Intersection #6812, located at La Solana Way and Tierra Buena Court in Elk Grove was inspected on May 26, 2004.
- Intersection #463, located at Laguna Boulevard and Big Horn Boulevard in Elk Grove was inspected on May 13, 2004.
- Intersection #6253, located at Kelsey Drive and Seckel Court in Elk Grove was inspected on June 24, 2004.
- Intersection #6260, located at Kelsey Drive and Ranch Park Way in Elk Grove was inspected on June 24, 2004.
- Intersection #5526, located at Inskip Drive and Woodrose Court in Elk Grove was inspected on May 27, 2004.
- Intersection #6824, located at La Solana Way and Torrente Way was inspected on May 26, 2004.

- Intersection #5532, located at Inskip Drive, Auberry Drive and Spengler Drive was inspected on May 27, 2004.
- Intersection #6236, located at Kelsey Drive and Great Court in Elk Grove was inspected on June 24, 2004.

- Intersection #1680, located at Laguna Boulevard and Old Creek Drive in Elk Grove was inspected on May 13, 2004.
- Intersection #6245, located at Kelsey Drive and Celery Court in Elk Grove was inspected on June 24, 2004.
- Intersection #1745, located at Laguna Boulevard and Harbour Point Drive in Elk Grove was inspected on May 18, 2004.
- Intersection #5667, located at Iona Way and Spielberg Way in Elk Grove was inspected on May 25, 2004.
- Intersection #5656 is located at Lenhart Road and Iona Way in Elk Grove and was inspected on May 25, 2004.
- Intersection #6251, located at Kelsey Drive and Milo Court in Elk Grove was inspected on June 24, 2004.
- Intersection #6430, located at Emerald Vista Drive and Gem Crest Way in Elk Grove was inspected on June 21, 2004.
- Intersection #2957 is located at Bruceville Road and Seasons Drive and was inspected on June 10, 2004.
- Intersection #6736, located at Manacor Drive and Orenza Way in Elk Grove was inspected on May 26, 2004.
- Intersection #6211, located at Emerald Vista Drive and Lujan Crest Court in Elk Grove was inspected on June 21, 2004.
- Intersection #5542, located at Maple Trails Way and Bella Rosa Court was inspected on May 27, 2004.
- Intersection #829, located at Emerald Vista Drive and Iris Crest Way in Elk Grove was inspected on June 21, 2004.
- Intersection #5541, located at Maple Trails Way and Keenan Court was inspected on May 27, 2004.
- Intersection #2795 is located at Williamson Drive and Superb Circle in Elk Grove was inspected on June 22, 2004.
- Intersection # 6225, located at Lu Jan Drive and Crucero Drive in Elk Grove was inspected on June 24, 2004.
- Intersection #6246, located at Emerald Vista Drive and Helix Court in Elk Grove was inspected on June 21, 2004.
- Intersection #6562, located at Emerald Vista Drive and Grims Court in Elk Grove was inspected on June 21, 2004
- Intersection #3549, located at Meadowhaven Drive and Pixley Way was inspected, on May 27, 2004.
- Intersection #3165, located at Red Elk Drive and Big Horn Boulevard in Elk Grove was inspected on May 19, 2004.
- Intersection #6229, located at Emerald Vista Drive and Feickert Drive in Elk Grove was inspected on June 21, 2004.
- Intersection #7735, located at Bastona Drive and Herbon Way in Elk Grove was inspected on May 18, 2004
- Intersection #830, located at Emerald Vista Drive and Emerald Crest Drive in Elk Grove was inspected on June 21, 2004.

- Intersection #3552, located at Inskip Drive and Calla Way in Elk Grove was inspected on May 27, 2004.
- Intersection #7680, located at Emerald Vista Drive and East Stockton Boulevard in Elk Grove was inspected on June 21, 2004.

- Intersection #3548, located at Meadowhaven Drive and Inskip Drive was inspected on May 27, 2004.
- Intersection #6804, located at Franklin Boulevard and Becket Way in Elk Grove was inspected on May 26, 2004.
- Intersection #3182, located at Williamson Drive and Kelsey Drive in Elk Grove was inspected on June 22, 2004.
- Intersection #599 is located at Big Horn Boulevard and Frye Creek Drive and was inspected on June 8, 2004.
- Intersection #7144 is located at Franklin Boulevard and Big Horn Boulevard and was inspected on June 8, 2004.
- Intersection #5652, located at Lenhart Road and Pepitone Court was inspected on May 25, 2004.
- Intersection #6731, located at Franklin Boulevard and Manacor Drive in Elk Grove was inspected on May 25, 2004.
- Intersection #5653 located at Lenhart Road and Roesboro Circle was inspected on May 25, 2004.
- Intersection #6831, located at Franklin Boulevard and Camino Royale Drive in Elk Grove was inspected on May 26, 2004.
- Intersection #6224, located at Emerald Vista Drive and Zircon Crest Court in Elk Grove was inspected on June 21, 2004.
- Intersection #5654, located at Lenhart Road and Roesboro Circle was inspected on May 25, 2004.
- Intersection #485 located at Laguna Springs Drive and Starlily Court in Elk Grove was inspected on May 14, 2004.
- Intersection #3556, located at Inskip Drive and Llano Vista Drive in Elk Grove was inspected on May 27, 2004.
- Intersection #2383 is located at Foulks Ranch Drive and Laguna Lake Way and was inspected on June 3, 2004.
- Intersection #2379, located at Foulks Ranch Dr. and De Crisano Place, was inspected on June 3, 2004.
- Intersection #557 is located at Big Horn Boulevard and Laguna Star Drive in Elk Grove and was inspected on June 8, 2004.
- Intersection #3557, located at Llanovista Drive and Bridget Drive in Elk Grove was inspected on May 27, 2004.
- Intersection #6209, located at Lu Jan Drive and Elk Way in Elk Grove was inspected on June 24, 2004.
- Intersection #6825, located at Franklin Boulevard and Calle Royale Way in Elk Grove was inspected on May 26, 2004.
- Intersection #7761, located at Red Elk Drive and Branchoak Court in Elk Grove was inspected on May 19, 2004.
- Transit stop located at Terra Linda Drive and Lujan Drive in Elk Grove was inspected on June 24, 2004.
- Intersection #345 located at Brockenhurst Drive, and Greybridge Court was inspected on June 8, 2004.

- Intersection #6783, located at Valley Hi Drive and La Coruna Drive in Elk Grove was inspected on May 26, 2004.
- Intersection #7229 located at Elk Grove Boulevard and Waterfowl Drive was inspected on June 7, 2004.

- Intersection #6776, located at Valley Hi Drive and La Solana Way in Elk Grove was inspected on May 26, 2004.
- Intersection #3558, located at Bridget Drive and Albion Court in Elk Grove was inspected on May 27, 2004.
- Intersection #3180, located at Elk Grove Boulevard and Williamson Drive in Elk Grove was inspected on June 21, 2004.
- Intersection #7739, located at Bastona Drive and Herbon Way in Elk Grove was inspected on May 18, 2004.
- Transit stops located on Elk Grove Boulevard East Taron Drive in Elk Grove were inspected on June 7, 2004.
- Intersection #487, located at Briar Bush Way and Bugle Court in Elk Grove was inspected on May 14, 2004.
- Intersection #6780 located at Valley Hi Drive and Torrente Way was inspected on May 26, 2004.
- Intersection #5288 is located at Elk Grove Florin Road and Park Trail Drive in Elk Grove and was inspected on June 9, 2004.
- Intersection #3559, located at Timber Cove Way and Point Arena Court in Elk Grove was inspected on May 27, 2004.
- Intersection #6393 located at Southside Avenue and Elk Grove Florin Road was inspected on June 9, 2004.
- Intersection #5545, located at Calvine Road and Auberry Drive in Elk Grove was inspected on May 27, 2004.
- Transit stops located at Harbour Point Drive and Buckminster Drive in Elk Grove were inspected on May 18, 2004.
- Transit stops located at Elk Grove Boulevard and Emerald Oak Drive in Elk Grove were inspected on June 23, 2004.
- Intersection #6569 is located at Elk Grove Boulevard and East Stockton Boulevard and was inspected on June 9, 2004.
- Intersection# 986 is located at Elk Grove and 3rd Avenue in Elk Grove and was inspected on June 23, 2004.
- Transit stops located on East Stockton Boulevard at Emerald Vista Drive in Elk Grove was inspected on June 21, 2004.
- Intersection #479, located at Sirocco Court and Ariel Way in Elk Grove was inspected on May 14, 2004.
- Transit stop located at the north east corner of East Stockton Boulevard and Laguna Boulevard was inspected on May 13, 2004.
- Intersection #6026 located at Elise Avenue and Power Inn Road was inspected on May 25, 2004.
- Intersection #976, located at Sierra Street and Durango Way in Elk Grove was inspected on June 23, 2004.
- Intersection #3159, located at Little Rapids Way and Village Brook Way in Elk Grove was inspected on May 19, 2004.
- Intersection located at West Stockton Boulevard and Red Fox Way in Elk Grove was inspected on May 14, 2004.

- Transit stop located on Emerald Oak Drive Lodestone Circle in Elk Grove was inspected on June 22, 2004.
- Intersection #1749, located at Buckminster Drive, Elberon Way and Cape May Court in Elk Grove was inspected on May 18, 2004.

- Transit stop located on Elk Grove Florin Road and Bond Road in Elk Grove was inspected May 13, 2004.
- Intersection #7501, located at Elk Grove Boulevard and Firepoppy Drive was inspected June 3, 2004.
- Transit stops located at Elk Grove Boulevard and Stonelake Club Drive in Elk Grove were inspected on June 7, 2004.
- Transit stop located on Laguna Lake Way Foulks Ranch Drive in Elk Grove was inspected on June 3, 2004.
- Intersection #6207, located at Terra Linda Drive and Lujan Drive in Elk Grove was inspected on June 24, 2004.
- Intersection #751 is located at Buckminster Drive and Harbour Point Drive in Elk Grove and was inspected on May 18, 2004.
- Intersection #3461, located at Elise Avenue, Mack Road and Stockton Boulevard, was inspected on May 25, 2004.
- Transit stops located at Franklin Boulevard and Big Horn Boulevard in Elk Grove were inspected on June 8, 2004.
- Intersection #1748, located at Buckminster Drive and Euthalia Court in Elk Grove was inspected on May 18, 2004.
- Transit stop located on Emerald Oak Drive and Valley Oak Lane in Elk Grove was inspected on June 22, 2004.
- Transit stop at the corner of Laguna Springs Circle and Swift Fox Way in Elk Grove was inspected on May 14, 2004.
- Intersection #7502, located at Elk Grove Blvd and Franklin Boulevard was inspected on June 3, 2004.
- Intersection #3551, located at Inskip Drive and Calla Way (South) in Elk Grove was inspected on May 27, 2004.
- The Intersection located at Swift Fox Way and Cross Fox Way in Elk Grove was inspected on May 14, 2004.
- Transit stops located at Harbour Point Drive and Galen Drive in Elk Grove were inspected on June 7, 2004.
- Intersection #3187, located at Elk Grove Boulevard and Emerald Oak Drive in Elk Grove was inspected on June 23, 2004.
- Transit stops located at Harbour Point Drive and Granite Park Lane in Elk Grove were inspected on June 7, 2004.
- Transit stops located at Laguna Park Drive and Seasons Drive in Elk Grove were inspected on June 10, 2004.
- Intersection #5669, located at Spielberg Way and Orabelle Court in Elk Grove were inspected on May 25, 2004.
- Transit stops located on Emerald Oak Drive Gemstone Court in Elk Grove were inspected on June 22, 2004.
- Intersection #2386, located at Elk Grove Boulevard and Laguna Lake Way were inspected on June 6, 2004.
- Transit stop located at the south west corner of East Stockton Boulevard and Laguna Boulevard in Elk Grove was inspected on May 13, 2004.

- Intersection #496 located at Elk Grove Boulevard and Laguna Springs Drive in Elk Grove was inspected on May 13, 2004.
- Intersection #2957 located at Bruceville Road, Soaring Oaks Drive and Seasons Drive was inspected on June 10, 2004.

- Intersection #5309 is located at Elk Grove Florin Road and Castle Park Drive and was inspected on June 9, 2004.
- Intersection #1747, located at Buckminster Drive, Levidi Court and Cambra Court in Elk Grove was inspected on May 18, 2004.
- Transit stops located on Big Horn Boulevard Frye Creek Drive in Elk Grove were inspected on June 8, 2004.
- Intersection #6797, located at Torrente Way and Valverde Way in Elk Grove was inspected on May 26, 2004.
- Intersection #6806, located at Torrente Way and Monterosa Court in Elk Grove was inspected on May 26, 2004.
- Intersection #7756, located at Village Tree Drive and Winewood Circle in Elk Grove was inspected on May 19, 2004.
- Intersection #628 located at Dwight Road and Bramblewood Way was inspected, on June 8, 2004.
- Transit stops located at Big Horn Boulevard and Brockhurst Drive in Elk Grove were inspected on June 8, 2004.
- Intersection #6398 is located at Elk Grove Florin Road and Emerald Park Drive and was inspected on June 9, 2004.
- Intersection #783 located at Seasons Drive and Katelynn Court was inspected on June 10, 2004.
- Intersection #5433 is located at Elk Grove Florin Road and Park Meadows Drive and was inspected on June 9, 2004.
- Intersection #514, located at Sea Island Way and Fox Glen Way in Elk Grove was inspected on May 14, 2004.
- Intersection #3121, located at Village Tree Drive and Little Rapids Way in Elk Grove was inspected on May 19, 2004.
- Intersection #5477 is located at Elk Grove Florin Road and Plaza Park Drive and was inspected on June 9, 2004.
- Intersection #5276, located at Elk Grove Florin Road and Sierra Street in Elk Grove was inspected on June 23, 2004.
- Intersection located at Bond Road, Laguna Boulevard and East Stockton Boulevard in Elk Grove was inspected on May 13, 2004.
- Transit stops located at Elk Grove Boulevard and Williamson Drive in Elk Grove were inspected on June 21, 2004.
- Intersection #6316 is located at Elk Grove Florin Road and Valley Oak Lane and was inspected on June 9, 2004.
- Intersection #7759 located at Village Tree Drive, Oak Briar Circle and Plainoak Way was inspected on May 19, 2004.
- Intersection #484 located at Red Fox Way and Cross Fox Way in Elk Grove was inspected on May 14, 2004.
- Intersection #2385 is located at Elk Grove Boulevard and Foulks Ranch Drive in Elk Grove and was inspected on June 3, 2004.
- Transit stops located on Elk Grove Florin Road Park Trail Drive in Elk Grove were inspected on June 9, 2004.

- Intersection #482, located at Red Fox Way and Briar Bush Way in Elk Grove was inspected on May 14, 2004.
- Intersection #969, located at Durango Way and Polhemus Drive in Elk Grove was inspected on June 23, 2004.

- Transit stop located on Elk Grove Florin Road at Sierra Street in Elk Grove- was inspected on June 23, 2004.
- Transit stops located east and west of Emerald Oak Drive and Cabra Court in Elk Grove were inspected on June 22, 2004.
- Transit stops located at Elk Grove Boulevard and 3rd Avenue in Elk Grove were inspected on June 23, 2004.
- Intersection #7321 is located at Elk Grove Boulevard and East Taron Drive was inspected on June 7, 2004.
- Transit stops located at Big Horn Boulevard and Laguna Star Drive in Elk Grove were inspected on June 8, 2004.
- Intersection #523, located at Red Fox Way and Fox Hound Circle in Elk Grove was inspected on May 14, 2004.
- Intersection #3204 located at Seasons Drive, Cassario Court and November Drive was inspected on June 10, 2004.
- Intersection #975, located at Sierra Street and 3rd Avenue in Elk Grove was inspected on June 23, 2004.
- Intersection #5279 located at Elk Grove Florin Road and Cadura Circle was inspected on June 9, 2004.
- Intersection #5277, located at Sierra Street and Sara Street in Elk Grovewas inspected on June 23, 2004.
- Intersection #3178, located at Elk Grove Boulevard and Melrose Avenue in Elk Grove was inspected on June 23, 2004.
- Intersection #5461 located at Elk Grove Florin Road and Lismore Drive was inspected on June 9, 2004.
- Intersection #6467, located at Bond Road and Terra Linda Drive was inspected on May 13, 2004.
- Intersection #780 located at Seasons Dive, October Drive and Scottsvie Court was inspected on June 10, 2004.
- Intersection #3130, located at Village Brook Way and Village Tree Drive in Elk Grove was inspected on May 19, 2004
- Intersection #5475 located at Elk Grove Florin Road and Mohamed Circle was inspected on June 9, 2004.
- Intersection #6466, located at Bond Road and Los Banos Way was inspected on May 13, 2004.
- Intersection #6319 located at Elk Grove Florin Road and Tralee Drive was inspected on June 9, 2004.
- Intersection #2299 is located at Seasons Drive and Laguna Park Drive was inspected on June 10, 2004.
- Intersection #6396 is located at Elk Grove Florin Road and Elk Grove Boulevard was inspected on June 9, 2004.
- Intersection #782 located at Seasons Dr. and Springmont Dr. was inspected on June 10, 2004.
- Intersection #629 located at Dwight Road and Portofino Drive was inspected on June 8, 2004.

The findings and recommendations for the City buildings, intersections and curbs is contained in the Accessibility Database System (ADS) software. ADS provides the City with a tool to update its plan, document progress, estimate costs and schedule barrier removal.

Recommendations

The City should develop methods and procedures to review, budget funds, schedule, implement, document and monitor barrier removal activities.

Funds should be allocated for ADA projects and removal of ADA and Title 24 barriers to accessibility.

UPDATE June 2005: The Courthouse at 8978 Elk Grove Blvd, Elk Grove, California was inspected for compliance with ADAAG and Title 24 regulations.

UPDATE January 2006: The newly constructed office building located at 8401 Laguna Palms Way was inspected by Disability Access Consultants, Inc. for compliance with ADAAG and Title 24 regulations.

Curb Ramps & Sloped Areas

Introduction

The purpose of this section is to summarize curb ramp, sidewalk and sloped surfaces in the City of Elk Grove and to outline the recommended procedures for the implementation and scheduling of remedial work to provide complying curb ramps and sloped areas within the City.

The ADA requires that a public entity include in its transition plan a schedule for the installation of curb ramps or other sloped areas at locations where walkways cross curbs.

Sidewalks & Sloped Areas

Unlike the requirement in 35.150 (d)(2) to provide curb ramps or other sloped areas where pedestrian walks cross curbs, there is no requirement under Title II of the ADA that sidewalks be made accessible. The City of Elk Grove will be implementing a sidewalk fix and repair program to meet the needs of all its citizens. This program will allow residents to report locations where sidewalks need to be fixed or repaired to provide access to all persons. When the program is launched it will be announced and published in local and regional newspapers.

Sloped areas at driveways will be retrofitted as driveways are replaced, as part of development projects and when driveway permits are issued by the City of Elk Grove.

Curb Ramp Needs

Curb ramps will be replaced as part of the streets overlay program, as part of development projects as needed, and there will be an annual budget to retrofit existing curb ramps. Curb ramps shall be installed at locations, including mid-block crosswalks, where they are missing and necessary for access to sidewalks. These curb ramps will be replaced using the curb ramp prioritization system set forth in this document and using the City of Elk Grove curb ramp standards.

Curb Ramp Standards

The City of Elk Grove will use its current curb ramp design standards to construct or reconstruct curb ramps. These standards are available from the Department of Public Works. As

the ADA standards or, where applicable, CA Title 24 standards, are modified or changed, the City will update its standards to meet any new additions or changes. This will be accomplished, among other methods, through a review by committees, including the City of Elk Grove's Disability Advisory Committee.

Priorities for Curb Ramp Construction and Replacement

The City of Elk Grove will use two priorities to evaluate curb ramps for retrofit. One will be the location of the curb ramp and the other will be the physical condition. These two priorities will have criteria and enable staff to prioritize which curb ramps will be done during a fiscal year. If all curb ramps are not able to be retrofitted in one fiscal year they shall be carried over to the succeeding fiscal year.

In creating priorities, it is the City's intent to evaluate all areas of potential deficiency, and to make structural changes where necessary. The assignment of priorities is intended to facilitate public review and to address specific concerns of the local disabled community. It must be emphasized that it is the City's intent that all individuals with disabilities be reasonably accommodated.

The first priority evaluates a curb ramp with respect to its location within the city and the predominate land uses adjacent to the curb ramp.

The second priority evaluates the curb ramp with respect to its physical condition.

The following section lists the two priorities and the criteria for each.

CURB RAMP LOCATION PRIORITY (LP #)

LP1: Requests

The City of Elk Grove Public Works Department will set aside a fund for curb ramp requests on an annual basis. Generally, these requests come from citizens with disabilities who wish to get to shopping areas, medical facilities, bus stops, transportation, and other facilities or areas to accommodate their activities of daily living. These requests will have the highest priority.

LP2: Government Locations

The following list was completed using the recommendations as outlined in the ADA guidelines. This list is not inclusive and is not limited to just those buildings and facilities listed below:

1. State, county and local government buildings;
2. Public hospitals, health clinics, medical clinics, mental health clinics and therapy centers;
3. Public housing projects and public homeless shelters;
4. City Police and/or Sheriff Neighborhood Service Centers;
5. Parks;
6. Schools, including in the following order, but not limited to: community colleges, high school, junior high and elementary school programs with magnet programs for children with disabilities; and all other schools;

7. State and local district offices with high public traffic, beginning with, but not limited to: transportation hubs and major corridors and routes; Department of Motor Vehicles offices; state parks, jails and prisons.

LP3: Public Locations

Areas of public accommodation which are privately owned, including but not limited to:

1. Private Doctors, medical and mental health offices;
2. Senior facilities;
3. Major shopping malls;
4. Large housing complexes;
5. Major employment sites;
6. Supermarkets;
7. Retail strip centers;
8. Small apartment facilities, duplexes;
9. Service sites of disability organizations;
10. Rehabilitation facilities;
11. Restaurants;
12. Hotels and motels.

LP4: Residential areas.

LP5: Intersections which have not fallen into any of the above groups.

PRIORITY TWO: PHYSICAL CONDITION (PC#)

This priority looks at the physical quality of existing curb ramps and how they will be prioritized, with **PC1** being the top priority, and **PC5** being the lowest priority.

PC1 The highest priority is to reconstruct curb ramps at locations where existing curb ramps have a condition that may impede a path of travel to a City program or activity. Examples are vertical displacement of the curb ramp, broken or cracked concrete, deteriorated conditions, etc.

PC2 A new curb ramp will be installed at locations where there is no curb ramp, where required in order to provide access to a sidewalk. (This priority may be used in place of PC1 to provide a continuous path of travel.)

PC3 When a curb return has one existing curb ramp and conditions allow for the construction of an additional curb ramp at the same return, and provided that traffic controls allow for a safe path of travel, an additional curb ramp will be installed where required in order to provide access to a sidewalk.

PC4 When utility conflicts, physical barriers or other constraints exist at a location, a curb ramp will be reconstructed where required in order to provide access to a sidewalk.

PC5 An existing curb ramp will be retrofitted when it does not meet current federal or state standards (e.g., scoring lines, detectable warnings, slope, etc.).

Opportunities for Input

Title II of the ADA requires opportunity for input into the self-evaluation process by individuals with disabilities, organizations representing individuals with disabilities and other interested individuals.

Many opportunities were provided for input into the self-evaluation process. Input collected from within the City's organizational structure through selected interviews, document reviews, selected site assessments and surveys.

A letter of introduction (Appendix A) and two surveys (Appendix D) were mailed with stamped, addressed return envelopes to facilitate the public input process. Notices and postings were also sent for recipients to post at their place of business or in the community.

Surveys were mailed to organizations representing individuals with disabilities. Facility User surveys were also mailed to selected organizations and individuals. Input received is summarized in the response to survey section of this report.

An article in the spring 2004 edition of the "Inside Elk Grove" newsletter discussed the purpose of the City of Elk Grove ADA Self-evaluation and Transition Plan Study and asked for input and suggestions. The date and time of the Disability Advisory Committee meeting was provided in the article, in addition to a phone number to provide input.

Notices requesting input and the identity of, and contact information for, the ADA Coordinator (Appendix C) were posted at City sites for ninety (90) days and on the website. The content of the notice is included in the public notice section of this Self-evaluation.

Notices with information regarding the rights of individuals with disabilities (Appendix D) were posted at City sites and were placed on the City website.

Survey forms were available at City sites to afford members of the public an opportunity to provide input. Those surveys were available in alternate formats.

The initial public comment period for the Self-evaluation was from June 2005 to September 2005. The Disability Advisory Committee and City staff decided to secure a City TDD/TTY number and system to provide for equal access by individuals with hearing and speech impairments before the public input period started. At the start of the ADA study, the City did not have a TDD/TTY number. Additional comments, however, were accepted before and after the public input comment period.

UPDATE: July 2006: Members of the Disability Advisory Committee requested that additional public input be solicited by contacting additional targeted groups and agencies. Specific comments that were received by telephone and email from the Chapter of the California Council of the Blind, the National Federation of the Blind and NorCal Center on Deafness include:

"Make sure that detectable warnings at curbs and before areas of vehicular traffic have enough contrast, especially for persons with low vision"

"Please do not use black detectable warnings"

"I am glad that the City of Elk Grove is completing a study. I will ask other members of the Chapter if they have any additional input, and call you if I have any other comments"

"People that use a cane need to have detectable warnings to avoid going into traffic, grooved borders do not always give enough advance warning"

"It is important that the detectable warnings are wide enough before going into vehicular traffic, as my dog needs enough warning before being in the same area as cars and is in the street"

"Please make sure buildings have not only enough signage, but that the signage is accurate"

"Glad to hear Elk Grove has a TDD/TTY number posted"

"Make sure City employees have training on how to assist persons with disabilities"

"Have you received any additional input? Most of the input we received we had already received, but it is always good to ask. Thanks for your help".

Surveys for Organizations Representing Individuals with Disabilities

Surveys for community organizations representing individuals with disabilities were mailed with stamped, addressed return envelopes. Organizations that received surveys included:

City of Elk Grove, 8400 Laguna Palms Way, Elk Grove, CA 95758

Elk Grove Community Food Bank Services, 8820 Elk Grove Blvd., Elk Grove, CA 95624

Elk Grove Chamber of Commerce, 9280 West Stockton Blvd, Suite 104, Elk Grove, CA 95758

Elk Grove Community Library, 8962 Elk Grove Blvd, Elk Grove, CA 95624

Elk Grove Community Service District, 8820 Elk Grove Blvd. Suite 3, Elk Grove, CA 95624

Elk Grove Unified School District, 9510 Elk Grove-Florin Road, Elk Grove, CA 95624

Sacramento-Yolo County Mosquito & Vector Control, 8631 Bond Road, Elk Grove, CA 95624

Kaiser Permanente Medical Center, 9201 Big Horn Blvd., Elk Grove, CA 95758

UC Davis Medical Group, 8110 Laguna Blvd., Elk Grove, CA 95758

A Second Chance Recovery Home, Inc., 9045 Meadow Sweet Way, Elk Grove, CA 95624

CRISARA Creative Therapy Clinic, 7231 Alpine Frost Drive, Sacramento, CA 95823

Merrill Gardens at Greenhaven, 6350 Riverside Blvd, Sacramento, CA 95831

Regency Place-An Eskaton Operated Facility, 8190 Arroyo Vista Drive, Elk Grove, CA 95823

Mercy McMahon Terrace, 3865 J Street, Sacramento, CA 95816

Palm Valley In-Home Care Service, 8700 Milo Court, Elk Grove, CA 95624

Sunrise At Laguna Creek, 6727 Laguna Park Drive, Elk Grove, CA 95758

The Meadows, Senior Living, 9325 E. Stockton Blvd, Elk Grove, CA 95624

BloodSource Laguna Center, 9105 Bruceville Rd. Suite 6A, Elk Grove, CA 95758

California Custom Sound, 8200 Short Road, Sacramento, CA 95828

Capitol Human Resources, 8672 Bamarcia Drive, Elk Grove, CA 95624

ADECCO, 1050 Florin Road, Sacramento, CA 95831

Alpha Staffing, 151 N. Sunrise Blvd. Suite 705, Roseville, CA 95661

AppleOne Employment, 7440 Laguna Blvd. Suite 100, Elk Grove, CA 95758

Employment Development Department, 2901 50th St, Sacramento, CA 95817

Firehire, P.O. Box 1822, Elk Grove, CA 95759

Kelly services, 2805 J. St. Suite 240, Sacramento, CA 95816

Manpower, 1765 Challenge Way #200, Sacramento, CA 95861

Sac Employment Training Agency, 925 Del Paso Blvd., Sacramento, CA 95815

Share Homes Foster Family Agency, 9635 Elk Grove-Florin Rd, Elk Grove, CA 95624

Sacramento County Water Agency, 827 Seventh St. Room 301, Sacramento, CA 95814

The survey included questions regarding contact with City programs, if there were any current complaints or problems, what information or resources the organization could provide that would assist the City and what general guidance or assistance the organization could provide.

A full version of the survey is included in the Appendix. The following are the questions from the survey sent to organizations representing persons with disabilities.

What direct communications have you had with the City of Elk Grove to facilitate services and accommodations for individuals with disabilities?

Are there any specific complaints or problems regarding access for individuals with disabilities to any of the programs, services or activities provided by the City of Elk Grove?

What information or other resources can you supply to help educate or inform the City of Elk Grove about your organization and your services for individuals with disabilities?

What general guidance, advice or assistance could your organization provide to the City of Elk Grove to protect against potential discrimination of individuals with disabilities in its programs, services and activities?

Other comments and suggestions:

Surveys for Facility Users

Surveys were available for facility users to provide input. Information regarding surveys was mailed, posted at City sites, sent to organizations and individuals, referred to on the City website and discussed in the spring 2004 "Inside Elk Grove" newsletter.

Surveys were made available to the users of City facilities. Surveys and notices were mailed to the organizations and individuals listed in the Self-evaluation. The mailing included a stamped, return address envelope and provided contact information for questions. The letter that accompanied the surveys (Appendix A), postings (Appendix B), notices (Appendix C) and the surveys (Appendix D) are included for reference.

The surveys included questions regarding accessibility, signage, accommodations, and the availability of auxiliary aids and equipment. The survey also asked the respondent to rate the City's attitude towards individuals with disabilities. Survey questions included:

1. Have you ever requested an accommodation for a disability?
2. Have you experienced any exterior barriers, nonaccessible areas, or nonaccessible programs? (Examples: no accessible parking spaces, difficulty reaching an accessible entrance, steep ramps, uneven sidewalks, etc.).
3. Have you experienced any interior barriers, nonaccessible areas, or nonaccessible programs inside the facility? (Examples: stairs only to the facility, narrow doorways, protruding objects in the hallways, lack of assistive devices, missing or inappropriate signage, lack of interpreters, etc.).
4. Is accessible seating provided for individuals with disabilities at programs, community events, etc. held at the facility?
5. Are you aware of any programs, services, or activities that are not accessible to individuals with disabilities?
6. Are you aware of any areas and elements of the facility that are not accessible to individuals with disabilities?
7. Is information provided regarding accommodations, auxiliary aids, assistive listening systems, interpreters, alternate formats, specialized equipment, or assisted services, etc.?
8. Is there adequate directional and informational signage provided at the facility?
9. Are auxiliary aids, interpreters, and specialized equipment available at the facility?
10. Do you know who to contact to request accommodations for yourself, a relative, or a friend with a disability?
11. Is the attitude of the City of Elk Grove (or its employees) towards you, or someone you know with a disability, generally helpful, supportive, positive, and proactive in solving accessibility issues?

12. Other Comments:

Responses to Surveys by Facility Users and Organizations

The following table summarizes responses to the Facility User Surveys and Surveys for Organizations. Types of responses are grouped into categories for planning purposes and may not represent actual word by word responses. A total of 41 responses were received. Responses were reviewed and incorporated into the recommendations for the Self-evaluation.

| Ranking | Comment/Response | Number |
|---------|---|--------|
| 1 | I am not sure who to contact about a complaint or a concern; I do not know where to get a complaint form | 23 |
| 2 | Curbs at intersections difficult to use wheelchair, uneven pavements, gaps at curbs in intersections | 19 |
| 3 | There is not enough accessible parking spaces | 10 |
| 4 | Accessible parking is not located on an accessible route to the facility | 8 |
| 5 | Signage is not adequate or does not describe the accessible route | 7 |
| 6 | Accessible seating is not provided for wheelchairs | 6 |
| 7 | Thanks for asking for my opinion; I appreciate the opportunity to give you suggestions; thanks for the return stamped envelope | 5 |
| 8 | Uneven pavement in parking areas | 5 |
| 9 | No TDD number on publications or on website; no TDD-TTY in directory | 4 |
| 10 | Voting areas not accessible | 4 |
| 11 | Most areas of the City are accessible | 4 |
| 12 | The attitude of the City has been helpful; open to input by public | 3 |

Input by City Staff

A survey was also developed for use to gather input in a time effective process. Selected City of Elk Grove staff were interviewed by the Consultant using the survey for City Staff. The Survey for Staff may also be beneficial to use following ADA staff development activities for employees of the City of Elk Grove. A more extensive use of the survey for City staff may be beneficial.

Respondents could answer yes, no, don't know (DK) or not applicable (NA). Questions and the number of responses are included in the following summary:

| QUESTION | YES | NO | DK | NA |
|--|-----|----|----|----|
| Do you know who the City's ADA Coordinator is? | 1 | 6 | 2 | 1 |

City of Elk Grove ADA Self-Evaluation

| | | | | |
|--|---|---|---|---|
| Have you posted and noticed the name and address of the ADA Coordinator? | | 9 | 1 | |
| Do you already have an Accessibility Survey or report for your site? | 1 | 1 | 8 | |
| Have you posted and noticed the rights afforded individuals with disabilities? | | 5 | 5 | |
| Do you have a Telecommunications Device for the Deaf (TDD/TTY) at your site? | | 4 | 4 | 2 |
| Are assistive listening devices available for individuals with hearing impairments at your site? | | 2 | 8 | |
| Are accessibility grievance procedures available for employees and members of the public? | 8 | 2 | | |
| Are grievance procedures or uniform complaint procedures noticed and posted at your site? | 1 | 5 | 2 | 2 |
| Do you have emergency evacuation plans posted at your site? | 3 | 3 | 3 | 1 |
| Have you reviewed your website for accessibility for vision-impaired persons? | 2 | 2 | 6 | |
| Are individuals with disabilities included in or have an opportunity to participate in all programs, activities, and services at by your site? | 9 | | 1 | |
| Are individuals with disabilities served or located in segregated areas of your facility? | | 9 | 1 | |
| Do you require persons with disabilities to receive or participate in services at an alternate location? | | 8 | 2 | |
| Do you provide transportation for your programs, services or activities? | 8 | 1 | 1 | |
| Do you follow a specific procedure or policy for use of the facility by organizations or members of the public? | 8 | 2 | | |
| Do you offer programs at your site that are not offered at other sites in the City? | | 9 | 1 | |
| Have you made accommodations for individuals with disabilities (employees, members of the public, etc)? | 2 | 2 | 6 | |
| Do you have a statement of accommodations in your literature or on public notices? | 3 | 3 | 3 | 1 |
| Do you have any programs offered or located at a different site? | | 2 | | 8 |
| Do you have any employees with disabilities at your site (if known): | 5 | 2 | 2 | 1 |
| Are you aware of any community members or recipients of services with disabilities who utilize your site? | 6 | 4 | | |
| Have you provided training or information to your staff regarding the requirements of the Americans with Disabilities Act? | 1 | 8 | 1 | |
| Would you like additional training regarding the Americans with Disabilities Act? | 9 | 1 | | |
| Does your site offer any exemplary programs or services for individuals with disabilities? | 5 | | 5 | |
| Have you received any awards or special recognitions regarding programs or services for individuals with disabilities? | | 4 | 6 | |
| Do you have any construction or remodeling projects currently underway or planned for the next 2 years? | 4 | 2 | 4 | |
| Do you have any volunteers? | 2 | 2 | 6 | |
| If you have volunteers, have they received training on providing services or activities for individuals with disabilities? | | | 8 | |
| Do you have access to current City policies, procedures or practices? | 9 | 1 | | |

Notice to the Public of the Self-Evaluation

Public notices of the Self-evaluation process were posted from June 2005 to November 2006, in conspicuous locations. The notice included the following wording:

“The City of Elk Grove, in collaboration with the City of Elk Grove Disability Advisory Committee, is in the process of conducting an Americans with Disabilities Act (ADA) Self-evaluation and Transition plan. Areas to be evaluated include facility accessibility, accommodations for individuals with disabilities and administrative policies and procedures.

Individuals who would like to provide input are invited to complete a survey. Surveys are available for organizations that represent individuals with Disabilities, community members, employees and other interested individuals who wish to participate in the evaluation.

Your comments and opinions are important to us and will provide valuable information regarding how the City of Elk Grove can better accommodate individuals with disabilities. Surveys can be mailed to you or are available at:

City Hall
City of Elk Grove
8400 Laguna Palms Way
Elk Grove, CA 95758

Please contact Troy Brown, Assistant to the City Manager and ADA Coordinator at 916-683-7111, TTY/TDD 888-435-6092 or tbrown@elkgrovecity.org, if you have questions or comments or would like a survey in an alternate format. Information regarding the Americans with Disabilities Act can be obtained from the ADA Coordinator.

The City of Elk Grove complies with the Americans with Disabilities Act of 1990, Public Law 101-336, which prohibits discrimination on the basis of disability.”

The identity of the ADA Coordinator was also noticed and posted in City publications and at City facilities.

Summary of Findings and Recommendations

This section of the Self-evaluation contains *findings* by Disability Access Consultants, Inc. about the extent to which Elk Grove City’s policies and practices provide access to the City’s programs, services and activities. It also includes *recommendations* by Disability Access Consultants, Inc.

Designation of ADA Coordinator

The regulations implementing the ADA require any public entity with fifty or more employees to designate at least one employee to coordinate ADA compliance (28 CFR §35.107(a)).

Findings

The City designated an ADA Coordinator to oversee the development, implementation and monitoring of the ADA Self-evaluation and Transition Plan.

Recommendations

Information regarding the identity of the City’s ADA Coordinator should continue to be provided to staff, posted at all City locations, incorporated into new employee orientation packets, and placed in frequently used publications, on the website and in staff and public directories.

It is recommended that the City publish the name, address, e-mail address and phone numbers of the City of Elk Grove ADA Coordinator in appropriate public notices, brochures, pamphlets and other documents frequently distributed to the general public. Publications should also include the TDD/TTY and/or the California relay phone number.

At the time of the commencement of the ADA Self-evaluation the City did not have a TDD/TTY number.

UPDATE 2005: The City purchased a TDD/TTY unit/service, posted the TDD/TTY number and noticed and posted the identity of the ADA Coordinator. The City also requested input by the public on the Public Notice and Posting.

Posting of Identity of ADA Coordinator and Notice of Rights

Federal regulations require public entities to make available to interested persons the name, office address and telephone number of the ADA coordinator (28 CFR §35.107(a)).

In addition, Section 35.106 requires a public entity to disseminate sufficient information to applicants, participants, beneficiaries and other interested persons to inform them of the rights and protections afforded by the ADA. Furthermore, in providing for notice, the City must comply with the requirements for effective communication in section 35.160.

Findings

The identity of the ADA Coordinator and the notice of the rights afforded individuals with disabilities were not posted or noticed at the beginning of the ADA Self-evaluation.

The identity of the ADA Coordinator, address, phone number, fax number and email address were noticed and posted during the ADA Self-evaluation.

The City purchased the necessary equipment and software to have a TDD/TTY number available for members of the public during the ADA self-evaluation.

Recommendations

The City should provide ongoing notice of the identity of the City of Elk Grove ADA Coordinator on its website and in frequently used publications or documents accessed by the general public and by recipients of programs, services and activities.

The notice may also be provided in newspaper advertisements, on applications, at program sites, in program handbooks, in regular mailings, on legal notices, on radio announcements, in requests for proposals/qualifications, on facility use agreements, and in contracts.

The notice should include the name, title, address and phone numbers of the ADA Coordinator. The notice should include a TDD/TTY number and/or California Relay number to ensure equally effective communication. Although not required, it is recommended that the notice include the e-mail address for the ADA Coordinator.

Notices should be posted in conspicuous locations on a regular basis.

Information regarding the requirement to post the identity of the ADA Coordinator, notice of rights in accordance with the ADA and related information should be sent to each department by the ADA Coordinator or other appropriate official. A standard notice should be given as an example. Each department could add specific information applicable to the provision of programs, services and activities.

Posting and notice requirements should be updated if the identity of the ADA Coordinator changes or if more than one ADA Coordinator is designated.

Statement of Accommodations on Public Notices

Statements of accommodations should be available on public notices and agendas.

The City is required to provide Title II information in alternative formats to ensure that the information is accessible to people with disabilities.

Findings

Public agendas currently have an ADA compliance statement. A sample of an ADA compliance statement from a City of Elk Grove agenda is:

“In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact City Clerk Peggy Jackson at (916) 683-7111. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting”

Recommendations

Another sample statement may include the following statement with the phone and TDD/TTY numbers:

“Individuals who need auxiliary aids and or services for effective communication in programs and services of City of Elk Grove are invited to make their needs and preferences known to the ADA Coordinator or the alternate Contact Person. This notice is available in accessible alternate formats from the ADA Coordinator.”

Statement of Nondiscrimination

All public entities are required to provide information to applicants, participants, beneficiaries, employees and other interested persons of the rights and protections afforded by Title II of the ADA (26 CFR §35.106).

Findings

Publications containing statements of nondiscrimination in regards to access to programs, services and activities were found in only limited cases.

The City of Elk Grove employment application contains a statement of nondiscrimination.

The employment application requests a driver’s license number that is not necessarily related to specific job skills or employment areas.

Recommendations

Nondiscrimination statements should be posted on frequently used publications for the public.

A sample nondiscrimination notice should also be utilized. A notice, such as the following sample, could be utilized:

“The City of Elk Grove does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services or activities. The City does not discriminate on the basis of disability in its hiring or employment practices.

Questions, concerns, complaints or requests for additional information regarding the Americans with Disabilities Act may be forwarded to the City’s ADA Coordinator (provide contact information).

Policies, practices and procedures for nondiscrimination should refer to members of the public, in addition to employees, and address nondiscrimination in regards to access to all programs, services and activities for individuals with disabilities and not be limited to employment. The City should consider adopting a general nondiscrimination policy for access to programs, services, activities, applicants and employees.

Statements of nondiscrimination should be included on selected publications; brochures describing programs, services and activities offered by the City; new employee materials; recruitment materials; publications and frequently used forms and documents.

Departments should be directed to include the statement in selected publications, documents and forms.

Contracts and vendors that provide printing and publication services should be notified of required statements, required font and required contrast for accessible publications.

The new employee orientation packet and volunteer information should include a statement of nondiscrimination by the City in regards to the public’s access to programs, services, activities, recruitment and employment.

Request for information, such as requests for a driver’s license, may be discriminatory. Request for this information should be specific to particular job requirements.

Customer Satisfaction and Input

The regulations which implement the ADA require public entities to provide an opportunity to interested persons and organizations to participate in the Self-evaluation process. For three years after completion of the Self-evaluation, the public entity must keep a record of any problems identified. (28 CFR §35.105) Ongoing customer satisfaction surveys and other methods for public input will assist with ongoing input to enhance the efforts of the City to serve individuals with disabilities.

Findings

Some evidence of customer satisfaction methods was found.

Recommendations

Conduct periodic customer satisfaction surveys or gather input from recipients of services using an alternate method, such as focus groups or public hearings. An additional emphasis should

be made to survey individuals with disabilities and organizations representing individuals with disabilities.

Grievance/Uniform Complaint Procedures

A public entity that employs fifty or more people must adopt and publish grievance procedures which provide for the prompt and equitable resolution of complaints alleging any action that would be prohibited by the ADA (28 CFR §35.107(b)).

Findings

The City has a complaint procedure that provides for prompt resolution of complaints and additional opportunities for input.

Jacqui Langenberg, PHR, Management Analyst/Human Resources, with the City of Elk Grove discussed the complaint process. Ms. Langenberg also provided City procedures and documents.

Recommendations

The City should consider revising the “Claim Against the City of Elk Grove” form to delete some of the requested information, such as Social Security Number and Driver’s License Number. Requests for information such as the Driver’s license number may be discriminatory.

The form focuses on “damage” and “injury”. The City should consider adding language for claims of alleged discrimination, barriers to access, and lack of accessibility of services, programs, and activities. The form should also note that it may be requested in an alternate form.

The City should continue to make efforts to inform staff and the public of the existence of the City’s ADA Coordinator, grievance procedures, the steps for handling grievances, and the City policies for remediation of grievances.

The City should update its current administrative policy to provide a form for use by members of the public who wish to file a complaint or grievance.

Information regarding complaint procedures should be available to members of the public in addition to employees and applicants. Procedures should outline the steps needed to resolve a complaint.

Information regarding the complaint process should be provided on the City’s website. Forms or a method to alert the City of a complaint should be available on the website.

Grievance procedures should be a part of the new employee orientation packet.

Grievance procedures should be available in accessible alternate formats.

A method to collect data and collect a profile of complaints should be developed. The status of the complaint and the time from complaint to resolution should be documented to assist with interventions and staff development to reduce or eliminate repeated complaints.

Complaint procedures and forms should be available at all City buildings and in all departments.

The City might consider the centralization of complaint handling to assist with the tracking of complaint resolution. A centralized database and analysis of types and locations of complaints

may also assist with developing profiles to assist with targeting quality control and training measures. Centralized record keeping of such information will help the City to regularly update its compliance efforts, and plan for additional compliance implementation for training and budget considerations.

The ADA Coordinator or designated staff can develop updated reports based on a profile of concerns or complaints to determine the need for proposed training materials, agenda items, and proposed budget expenditures.

Procedures should continue to be developed, implemented and institutionalized to provide consistency for complaint resolution and record keeping.

Access to Programs, Services and Activities

A public entity may not adopt official policies that are discriminatory or engage in practices that are discriminatory. This prohibition applies to policies that are explicitly exclusionary and to those which appear to be neutral but have a discriminatory effect (28 CFR §35.130(b)(3)).

Findings

There is no evidence of intentional discriminatory practices or intentional exclusion of individuals with disabilities or of practices to segregate individuals with disabilities or limit access to City programs, services or activities. In fact, there is evidence of ongoing efforts by the City to accommodate individuals with disabilities.

Recommendations

The City should continue to provide programs, services and activities that include individuals with disabilities.

The ADA Coordinator should continue to monitor programmatic access.

Additional and ongoing training should be provided regarding the requirements of the Americans with Disabilities Act and accommodations that provide equal access to programs, services and activities.

Eligibility Criteria

Public entities cannot use eligibility criteria that tend to exclude or screen out persons with disabilities (28 CFR §35.130(b)(8)).

Findings

No discriminatory practices were noted regarding eligibility criteria for program access. Some City forms requested information that may be potentially discriminatory, such as driver's license information.

Recommendations

Program eligibility criteria should be reviewed as they are drafted or modified, so as to ensure that eligibility criteria do not put additional burdens or requirements on individuals with disabilities.

The City should continue to ensure that all eligibility criteria allow for accommodations for individuals with disabilities.

UPDATE: 2005 The City has removed items that may be potentially discriminatory from applications and does not request information, such as driver's license that is not specifically job related.

Accommodations to Access Programs, Services and Activities

The ADA prohibits public entities from excluding persons with disabilities from programs, activities or services offered by the public entity. The law allows a public entity to use both structural and nonstructural methods to achieve accessibility to programs, services and activities (28 CFR §35.150(a)(1); (b)(1)).

Findings

City staff provided examples of accommodations that were made by employees of the City to afford individuals with disabilities the opportunity to have equal access to programs, services and activities.

No reasonable accommodations policies, forms or regulations were noted.

Survey comments indicated a need for more information, training and budget assistance with providing materials, forms and information in alternate accessible formats. Some staff stated a need to understand how to accommodate an individual with a disability and indicated that more information and training would be beneficial.

The City Council agenda continues to include a statement regarding requests for accommodations for compliance with the ADA. However, the statement does not list a TTY/TDD number.

An ADA Compliance Statement is included on public notices and agendas.

Recommendations

Information about how to request accommodations should appear on all public notices, announcements and agendas. Information should be disseminated to all departments and divisions regarding the statement for accommodations.

The City should provide training for staff and volunteers regarding accommodations for individuals with disabilities. All staff, and in particular frontline staff such as receptionists and staff with high public contact, should receive training on interacting and accommodating individuals with disabilities.

Additional training materials and videos should be purchased or developed to assist with training efforts.

The City should assist departments with planning and budgeting for selected accommodations, such as large print, cassettes, cd-roms, Braille materials, etc.

Centralization of producing alternate formats may provide a cost savings.

Equally Effective Communication

Public entities must ensure that applicants, participants and members of the public with disabilities have communication access that is equally effective as that provided to persons without disabilities (28 CFR §35.160(a)).

Auxiliary Aids and Services

Findings

Some staff interviewed stated they would like more information regarding effective communication and auxiliary aids for individuals with disabilities.

When asked about utilization of assistive listening systems, some staff stated that they did not use any assistive listening systems nor did they have assistive listening systems available. Some staff stated that the use of assistive listening systems were not applicable for their department.

Recommendations

The City should provide staff training and information regarding auxiliary aids and effective communication to employees and volunteers.

The City's policy directives should require equally effective communications for all those programs, services and activities provided for the public by the City of Elk Grove.

The City could purchase a portable indoor-outdoor assistive listening system that could be checked out from the ADA Coordinator on an as-needed basis.

Interpreter Services

Findings

Interpreter services are generally handled individually by departments. There is no City-wide contract for interpreters for departments to select interpreter services from.

Recommendations

The City should consider a City-wide contract for interpreter services that departments could utilize as needed. A City-wide contract may afford the individual department greater access to qualified interpreters at a lower cost.

Interpreters should be provided as determined through the request for accommodation process or in circumstances where an interpreter is known to be required.

The City must ensure that those individuals utilizing a language other than English and are deaf, are also provided interpreter services that specialize in signing for that language.

Telecommunications Devices for the Deaf

Findings

The majority of the respondents stated they did not have a TDD/TTY. Some respondents stated that they did not know if their department had a TDD/TTY and some said having a TDD/TTY was not applicable.

TDD/TTY numbers were not found to be available in departments, City publications, website pages or in staff or service directories.

City staff are currently exploring budgeting and types of TDD/TTY units.

UPDATE 2005: City staff purchased a TDD/TTY service in 2005.

Recommendations

All staff responsible for responding to incoming telephone calls should be trained in the proper use and protocol of TDD/TTYs. Information and training should be provided on an ongoing basis.

The City should install additional telecommunications devices for the deaf (TDD/TTY) phone lines in several areas or purchase a network compatible system that would reside on the server.

Departments with high public use should purchase a unit or a network system. The City might consider the purchase of a network PC compatible TDD/TTY system that would allow individual computers to be networked and access TDD/TTY calls, instead of purchasing separate TDD/TTY units that require a dedicated line. The advantages of the networkable system are allowing the user to transfer calls, conduct conference calls and utilize voice mail.

Employees who communicate with the public should become familiar with the use of TDD/TTY communications and how to maintain the TDD/TTY in an operable condition. The development of TDD/TTY help sheets noting abbreviated words commonly used in TDD/TTY communications would be helpful to staff when communicating via TDD/TTY. Posting the help sheet near TDD/TTY's would also be helpful to the user.

Procedures should be developed and institutionalized to ensure that TDD/TTY and other communication devices are maintained in working and operable order at all times.

The City may wish to purchase additional back up TDD/TTYs for replacement, in the event that permanently located TDDs may be temporarily out of commission.

Publication of all TDD/TTY numbers must be provided in all program literature, in all phone directories and on selected publications.

Website

Findings

The City has a website development process for reviewing website accessibility.

At the start of the ADA Self-evaluation, it was unclear if the City had reviewed the City website for accessibility.

Recommendations

The City should continue to enhance its website accessibility.

The City's website and department web pages should be reviewed to provide for ongoing accessible standards for accessible web design and standards. The following areas of the website should be reviewed for accessibility and the following recommendations considered:

- Each frame should have a title
- Alternate text should be provided for all image map hot spots
- Headers should be identified for tables, rows and columns
- Each image should have alternative text for important information and descriptive links
- Style sheets should transform smoothly
- Alternate text should be provided for all image-type buttons in forms

- Images that convey important information beyond what is in each image should have alternative text and a LONGDESC attribute added.
- Alternate text should be provided for all images
- Descriptions of dynamic content should be updated with changes in content

The University of Wisconsin Trace Center has accessibility information readily available to the City to assist in the development and design of an accessible website.

The Internet site, CAST.BOBMY, is a resource for developing and maintaining an accessible website. The BOBMY site checks for accessibility of web pages and provides recommendations and suggestions for each feature or segment of text and graphic information. Recommendations from BOBMY can be incorporated into the accessible website report developed for the City.

The website development team should continue to develop and refine procedures to design, maintain, update and monitor website accessibility. Software programs are also available to assist the City to maintain an accessible website.

The City should continue to take proactive steps in ensuring that its web pages provide for access for the various disabilities covered under the Americans with Disabilities Act and should ensure that web pages do not exclude individuals with disabilities when describing programs, services or activities.

Alternate Formats

Findings

The majority of the departments did not have alternate communication formats available and stated a limited understanding of the requirements and types of accessible alternate formats.

The majority of the departments did not have a procedure to produce accessible alternate formats.

Staff who were interviewed stated that additional information regarding accessible alternate formats were needed.

One department stated they were planning to provide information in accessible alternate formats in the future. Comments included the need for additional procedures, staff and funding to produce materials.

Comments also included the need to provide a centralized approach or department in the City that would have the equipment, materials and information needed to assist other departments with the production of accessible alternate formats.

Some respondents provided examples of alternate accessible formats and accommodations that have been utilized to provide access for individuals with disabilities. Examples included provision of audiocassettes, large print, information that was sent via e-mail, screen readers, Braille, and pictograms.

Recommendations

The City should consider a method to centralize a department, possibly connected to information services or printing, that would provide documents and materials in alternate accessible

formats. The centralized approach to developing and maintaining alternate accessible formats may be more cost effective and timely.

The City should continue to provide staff training regarding the requirements for accessible alternate formats, what accessible alternate formats are and how to provide accessible alternate formats. Procedures should be put in place for the development of accessible alternate formats.

The City should produce accessible alternate formats for high use areas where the probability for a request for an alternate format is high.

It is recommended that the City consider contracting out selected services to organizations that have the ability to develop Braille documents for brochures, pamphlets, applications, documents and other public information written in text.

Terminology

City publications should be reviewed to see if the word “handicapped” is used. The words “individuals with disabilities” or “persons with disabilities” should replace “handicapped”. The term “disabled person” should also be avoided. Publications should be updated as they are reprinted. Information regarding acceptable terminology in “people first language” should also be provided to City staff.

It is recommended that the ADA Coordinator disseminate information regarding acceptable terminology to be utilized by departments and agencies.

Staff Training

On-going compliance with the ADA can only be achieved if City staff and officials receive training about the rights of persons with disabilities and the obligations of public employees under the ADA. Although training is not required by the ADA, training regarding the requirements of the ADA is recommended.

Findings

There was no evidence of staff development activities for City staff regarding roles and responsibilities regarding the Americans with Disabilities Act and related civil rights legislation.

Ms. Bobbi Jordan, member of the City of Elk Grove Disability Advisory Committee, attended a three day meeting in Sacramento regarding current and proposed standards and regulations regarding the Americans with Disabilities Act. Ms. Jordan shared the meeting highlights with members of the Disability Advisory Committee and city staff.

Recommendations

The City should provide training regarding the ADA and related civil rights legislation. Members of the Disability Advisory Committee offered assistance with the design and provision of the suggested training activities. Suggested training topics include, but are not limited to:

- Requirements of the ADA for the City of Elk Grove
- Individuals with Disabilities
- Acceptable Terminology and Expressions
- Noncompliance Consequences
- Accessible vs. Compliant
- Barriers – Programmatic or Physical

- Providing Services for Individuals with Disabilities
- Leased Sites
- Special Events
- Accessible Locations for Meetings
- Events & Voting
- Auxiliary Aids and Services
- Construction & Remodeling
- Community Donations and Construction Projects
- City Of Elk Grove Responsibilities
- Notice of the ADA Coordinator
- Notice and Rights Posted for individuals with disabilities
- TDD/TTY
- Assistive Listening
- Grievance Complaint Procedures
- Statement of Accommodations
- Individuals with Disabilities Participation
- Use of City Facilities By Organizations and Individuals
- Reasonable Accommodations
- Statement of Accommodations
- Effective Communication
- Alternate and Accessible Formats
- Accessible Websites
- Volunteers
- Staff Development

The City should provide staff training in additional formats other than a classroom session, if needed. Training methodologies could include videos (captioned) that could be viewed at the training or checked out by departments and agencies.

Additional training videos should be purchased and maintained for checkout, or borrowed from a variety of agencies, such as the Department of Rehabilitation.

Handouts and training materials should be prepared, if needed, in alternate accessible formats.

The ADA Coordinator should continue to provide or coordinate additional ADA training to all management and staff who have regular contact with the public.

New Employee and Volunteer Orientation

Findings

New employee and volunteer information did not contain information regarding nondiscriminatory practices.

Recommendations

The City should add information as to the identity, title, address, phone number and e-mail address of the ADA Coordinator to new employee orientation and volunteer information.

The City should develop training materials and videos for new employees and volunteers regarding information and requirements of Title I and Title II of the ADA. Materials could also be offered on providing accommodations for individuals with disabilities.

Outreach Materials and Activities

The ADA does not specifically state how a public entity provides for accessibility to the City's programs, services and activities. One method is to disseminate information in a variety of locations and formats to enhance the access to programs, services and activities of the City.

Findings

No specific outreach activities were noted regarding providing activities and materials for individuals with disabilities.

Individuals with disabilities are depicted in few City publications. Individuals with disabilities were included in selected website areas.

Recommendations

The City should consider including additional pictures and reference to individuals with disabilities in publications, brochures and materials.

Organizations representing individuals with disabilities and areas with an increased population of individuals with disabilities could be targeted for additional methods to disseminate information regarding programs, services and activities of the City.

In City publications, areas or services that are accessible should be indicated with descriptive text and the International Symbol of Accessibility.

Distribution of Publications

Findings

Most publications, brochures and documents were displayed in departments and areas that were accessible for individuals with disabilities. In some cases, publications and brochures were located in literature racks that were either mounted too high to be reached from a wheelchair, or in areas that were partially blocked. Displays should also allow for retrieval of the information without utilizing a tight pinching or grasping motion and be within a compliant reach range.

Recommendations

Provide information to departments regarding the placement of brochures, pamphlets and information in accessible locations and in accessible containers or displays for individuals with disabilities.

Counters and areas that are lowered for access by individuals with disabilities should be maintained and kept clear of display and work items.

Fees and Surcharges

Public entities may not charge a fee or add a surcharge to a fee to cover the cost of making its facilities, programs, services or activities accessible to persons with disabilities. (28 CFR §35.130(f)).

Findings

There was no evidence of fees charged to individuals with disabilities that were not charged to individuals without disabilities to access programs, services and activities.

Recommendations

The ADA Coordinator should continue to randomly review policies and practices to ensure that fees and surcharges are not charged to individuals *with* disabilities that are not charged to individuals *without* disabilities.

Emergency Evacuation Procedures

Findings

Emergency evacuation plans were posted at the two City sites inspected. At the time of this study, the City was enhancing emergency evacuation and hazard prevention plans.

Recommendations

The City should make sure that evacuation routes and procedures continue to be posted at all City sites in accordance with ADA regulations.

The City should develop procedures and a mechanism to monitor the posting of emergency evacuation routes and procedures.

The City should provide additional training and information regarding emergency evacuation procedures, particularly with regard to the evacuation of persons with disabilities.

All staff should be made aware of the location of the posted evacuation routes within their facilities.

Organizations Representing Persons with Disabilities

The ADA does not require the City staff or teams to directly participate with organizations representing persons with disabilities. The City of Elk Grove, however, has an opportunity to network and develop collaborative partnerships with individuals and organizations representing persons with disabilities. Through the network, partnerships, and the Disability Advisory Committee, the City has provided an additional mechanism for public input to ensure that current and future programs, services and activities are accessible.

Findings

Information regarding representation of individuals with disabilities in regards to committee memberships or partnerships was not evident.

Recommendations

The City should continue to include individuals with disabilities on committees and advisory boards.

Policies for the Use of City Facilities

Findings

The City has an application and agreement for the use of Council Chambers and conference rooms. The application includes procedures for use of city facilities.

Recommendations

The City should consider the inclusion of a nondiscrimination clause in such a policy that would help ensure that outside groups and organizations would agree to abide by all applicable local, state and federal laws and City policy regarding nondiscriminatory practices during the utilization of City facilities.

Facilities Leased by the City

Under Title II of the ADA, the City is responsible for providing access to its programs, services and activities in both owned and leased facilities.

Findings

According to City staff, the City does not currently lease space for its programs, services and activities.

Recommendations

The City should review the accessibility of sites that may be leased in the future prior to engaging in a lease and establish a procedure for a pre-lease inspection.

If the City decides to lease space, the ADA Coordinator should be trained to conduct or have a designee or consultant conduct a field inspection of the prospective building to assess the building for a general, functional level of accessibility. The ADA Coordinator could utilize an abbreviated checklist to determine general accessibility of facilities that the City is considering to lease. A more comprehensive inspection could be conducted if the initial review appears to be favorable.

Selection of Contractors and Contracted Services

Public entities cannot use contract procurement criteria that discriminate against persons with disabilities. (28 CFR 35.130(b)(5)) Further, contractors should be held to the same nondiscrimination rules as apply to the City.

Findings

No discriminatory or exclusionary practices were evident in the selection of contractors and contracted services.

Recommendations

The City should continue to monitor use of standard agreements and leases by all City departments.

It is recommended that the City consider one or more of these avenues to maintain compliance when contracting for services or when leasing facilities:

- Include ADA compliance requirements in new requests for proposals.
- Review ADA requirements when contracts or leases are negotiated, revised or renewed.
- Invite contractors' staff members to attend ADA training. (It should be noted that this is not a legal requirement but rather a good practice).

Maintenance Of Accessible Features

The ADA requires (35.133) public entities to maintain their accessible features and elements.

Findings

No formal policies or procedures to maintain accessible features were found. There is evidence, however, of maintenance of accessible features at City sites.

Recommendations

The City should consider developing procedures or policies to maintain accessible features that require general maintenance.

Planning and Budgeting for Accessibility

There is not a specific requirement in the ADA for planning and budgeting for barrier removal. There is a requirement for public entities to incorporate a projected schedule for barrier removal into the transition/barrier Removal plan. However, a City that is budgeting or seeking funds to use for ADA barrier removal and to improve access to programs, services and activities shows actual intent to implement the barrier removal/transition plan.

Findings

After staff interviews with several departments and a review of documents, there was evidence that the City of Elk Grove is incorporating the removal of barriers to accessibility on an ongoing basis and plans to diligently remove barriers to City programs, services and activities.

The City of Elk Grove's 2004-2005 Action Plan outlines programs and individual objectives for each year. The Action Plan serves as one of the implementation documents for strategies and goals identified in the Consolidated Plan. The City of Elk Grove Action Plan identifies accessibility improvements in several areas. The Elk Grove Community Services District has a proposed retrofit for two restrooms in the amount of \$30,475.

The renovation of the Courthouse, which also reviewed for accessibility in June 2005, provides for methods for removal of accessibility barriers to provide access to City programs, services and activities.

The Development Services Department and Public works has budgeted and initiated ADA improvements and barrier removal projects. Other departments stated that funds had been budgeted to remove barriers to programs, services and activities.

Ms. Gail Pugh, Facilities Supervisor, reviewed the facility accessibility surveys for 8400 and 8380 Laguna Palms Way that were completed by Disability Access Consultants, Inc. in April 2004 and developed a proposed plan to remove selected barriers for review by the City of Elk Grove Disability Advisory Committee, Safety and related committees.

The City of Elk Grove Disability Advisory Committee reviewed the ADA/Title 24 Accessibility Surveys for the two City buildings at 8380 and 8400 Laguna Palms Way. The Committee made recommendations and provided a list of questions for review by staff.

During 2004 and 2005, some barriers were removed as described in the City of Elk Grove Accessibility Plan.

A mechanism exists for departments to request funds for nonstructural and structural accessibility items. The City's budget process provides opportunities for departments to request funds during the review process and throughout the year.

The current efforts of the Committee and staff to evaluate and prioritize structure modification and funding requests, reflects a goal of improving accessibility in locations throughout the City with cost effective planning.

UPDATE 2005: During 2005, the City also requested Disability Access Consultants, Inc. to provide an additional accessibility consultation on an on call basis during the planning and construction of activities in Old Town and at the Courthouse. Disability Access Consultants, Inc. was also contracted to provide ongoing assistance with accessibility issues and plan reviews.

Recommendations

The City should develop a method to maintain an ongoing barrier removal implementation plan and document the City's progress, initiatives and funds expended.

The ADA Coordinator, or designated staff, should be empowered with the authority to make recommendations and monitor the current City of Elk Grove ADA Self-Evaluation and Transition Plan.

In addition to the removal of structural barriers, departments should consider budgeting for accessibility items, especially in the area of communication, such as TTY/TDD's and alternate formats.

IMPLEMENTING COMPLIANCE RECOMMENDATIONS

The City of Elk Grove has demonstrated a strong ongoing commitment to provide equal access to its programs, services and activities and maintain and enhance compliance with the requirements of the Americans with Disabilities Act. This commitment is evident throughout the organizational structure and is demonstrated by its outreach efforts and involvement of the community. The City continues to embrace a concept of full and equal access for all of the people it serves.

As further evidence of its efforts for compliance with the Americans with Disabilities Act and related accessibility legislation, the City of Elk Grove has continued to prioritize and develop funding projections for implementation of the ADA Self-evaluation and barrier removal/transition plan.

The City of Elk Grove Disability Advisory Committee was formed shortly after the incorporation of the City of Elk Grove. The Disability Advisory Committee is a volunteer committee that meets on a regular basis to provide advisory input regarding the access to programs, services and activities of the City. The Disability Advisory Committee is a dedicated, knowledgeable group that continues to provide guidance to the City.

Implementation of the recommendations in the Self-evaluation will continue to require planning, resources, staff training, interdepartmental coordination and collaboration throughout the organizational structure and the public.

Appendix A - Public Input Letter

May 31, 2005

Organization/Agency
Address
State, City, Zip

Dear Organization/Agency:

The City of Elk Grove, in keeping with its ongoing efforts to serve all members of the community, has completed a draft Americans with Disabilities Act (ADA) transition plan and self-evaluation. The accessibility plan provides a comprehensive plan for access for individuals with disabilities to City buildings, curbs, sidewalks and programs.

The City of Elk Grove, in collaboration with the City of Elk Grove Disability Advisory Committee, is seeking input from agencies, organizations and individuals to enhance access to City programs, services and activities for individuals with disabilities.

Two surveys are attached for your input. One survey is for organizations and agencies. The second survey is for users of City programs and facilities. Both surveys can be completed as appropriate. We realize your time is valuable, so the surveys were designed to be completed with a minimum amount of time. Self addressed and stamped envelopes are enclosed for your convenience. As an agency, organization or individual, the value of stakeholder guidance will help to address and prioritize current and future needs.

Questions and comments can also be provided to Disability Access Consultants, Inc. or the City of Elk Grove. Please return one or both surveys in the enclosed addressed and stamped envelope to Disability Access Consultants, Inc. Comments can also be e-mailed to bthorpe@adaconsultants.com or by phone to (800) 743-7067 or faxed to 530-533-3001.

If you have questions or comments to address directly with the City of Elk Grove, please call Mr. Troy Brown, Assistant to the City Manager and ADA Coordinator at 916-683-7111, send an e-mail to tbrown@elkgrovecity.org or fax to 916-691-4007. The TTY/TDD number is 888-435-6092. Surveys can also be provided in alternate formats if requested.

Please indicate on the Survey for Program and Facility Users (Question # 15) if you would like to receive a copy of the City of Elk Grove Transition Plan and Self-evaluation. If you would like to provide a copy or summary of your agency or organization ADA transition plan and self-evaluation to the City of Elk Grove to assist with collaborative planning to enhance services, your efforts would be appreciated.

Thank you for your valuable time and assistance.

Sincerely,

Barbara Thorpe
Disability Access Consultants, Inc.

Enc: Survey-Organizations and Agencies
Survey-Facility and Program Use
Stamped Envelope

Appendix B - Posting

(Initial posting for study)

Public Notice and Posting
City of Elk Grove

The City of Elk Grove, in collaboration with the City of Elk Grove Disability Advisory Committee, is in the process of conducting an Americans with Disabilities Act (ADA) self-evaluation and transition plan. Areas to be evaluated include facility and program accessibility, accommodations for individuals with disabilities, and administrative policies and procedures.

Individuals who would like to provide input are invited to complete a survey. Surveys are available for organizations that represent individuals with disabilities, community members, employees, and other interested individuals who wish to participate in the evaluation.

Your comments and opinions are important to us and will provide valuable information regarding how the City of Elk Grove can better serve individuals with disabilities. Surveys can be mailed to you or are available at:

City Hall
City of Elk Grove
8400 Laguna Palms Way
Elk Grove, CA 95758

Please contact Troy Brown, Assistant to the City Manager and ADA Coordinator at 916-683-7111, TTY/TDD 888-435-6092 or tbrown@elkgrovecity.org if you have questions or comments or would like to request a survey in an alternate format. Information regarding the Americans with Disabilities Act can be obtained from the ADA Coordinator.

The City of Elk Grove complies with the Americans with Disabilities Act of 1990, Public Law 101-336, which prohibits discrimination on the basis of disability.

Appendix C - Notice

(initial notice for study)

PUBLIC NOTICE

Americans with Disabilities Act (ADA)

The City of Elk Grove is committed to achieving full compliance with the Americans with Disabilities Act.

City of Elk Grove **DOES NOT:**

- Deny the benefits of City programs, services and activities to qualified individuals with a disability on the basis of a disability.
- Discriminate on the basis of disability in access to or provision of programs, services, activities of the City, or application for employment or employment to qualified individuals with disabilities.
- Provide separate, unequal or different programs, services or activities, unless the separate or different programs are necessary to ensure that the benefits and services are equally effective.

The City of Elk Grove operates its programs so that, when viewed in their entirety, they are readily accessible to or usable by individuals with disabilities.

In accordance with Section 35.106 of the Americans with Disabilities Act, all participants, applicants, organizations and interested individuals are advised and noticed that the ADA Coordinator for the City is:

Mr. Troy Brown
Assistant to the City Manager
City of Elk Grove
8400 Laguna Palms Way
Elk Grove, CA 95758
Phone: (916) 683-7111
TTY/TDD: 888-435-6092
tbrown@elkgrovecity.org

Appendix D – Surveys

Survey for Program and Facility users

Survey for Organizations Representing Individuals with Disabilities

(surveys for initial study)

Survey for Program and Facility Users – City of Elk Grove

| | |
|---|-------|
| Name of Person Completing Form (optional): | Date: |
| Address (optional): | |
| Phone (optional): | |
| Name of City of Elk Grove Facility, or Type of Program or Service you are providing input on: | |

| | | | | |
|---|-----------------|--|------------------|-----------------|
| What is your relationship to the City of Elk Grove? (Circle all that apply.) | | | | |
| Visitor | Contractor | Participant of a Program, Service, or Activity | | |
| Community Member | Employee | Other: | | |
| Circle all programs, services, or activities in which you participate at the facility. | | | | |
| Voting | Meetings | Classes | Work (Volunteer) | Work (Employee) |
| Recreation | Sporting Events | Other (please describe): | | |

Key: NA =Not Applicable, DK=Don't know

| QUESTION | YES | NO | NA | DK | COMMENTS |
|---|-----|----|----|----|--|
| 1. Have you ever requested an accommodation for a disability from the City? | | | | | |
| 2. If an accommodation was requested, was your accommodation made by the City? | | | | | If yes, what accommodations were made? |
| 3. Have you experienced any <u>exterior</u> barriers, nonaccessible areas, or nonaccessible programs? (Examples: no accessible parking spaces, difficulty reaching an accessible entrance, steep ramps, uneven sidewalks, etc.) | | | | | If yes, please describe. |
| 4. Have you experienced any <u>interior</u> barriers, nonaccessible areas, or nonaccessible programs inside the facility? (Examples: stairs only to the facility, narrow doorways, protruding objects in the hallways, lack of assistive devices, missing or inappropriate signage, lack of interpreters, etc.) | | | | | If yes, please describe. |
| 5. Is accessible seating provided for individuals with disabilities at programs, community events, etc. held at the facility? | | | | | If no, please describe. |

| QUESTION | YES | NO | NA | DK | COMMENTS |
|---|-----|----|----|----|--------------------------------|
| 6. Are you aware of any <u>programs, services, or activities</u> that are not accessible to individuals with disabilities? | | | | | If yes, please describe. |
| 7. Are you aware of any <u>areas and elements of the facility</u> that are not accessible to individuals with disabilities? | | | | | If yes, please describe. |
| 8. Is information provided regarding accommodations, auxiliary aids (such as assistive listening systems, interpreters), alternate formats, specialized equipment, or assisted services, etc.? | | | | | If no, please describe. |
| 9. Is there adequate directional and informational signage provided at the facility? | | | | | If no, please describe. |
| 10. If you have requested auxiliary aids, interpreters, or specialized equipment, was your request accommodated? | | | | | If no, please describe. |
| 11. Do you know who to contact to request accommodations for yourself, a relative, or a friend with a disability? | | | | | If yes, who would you contact? |
| 12. Is the attitude of the City of Elk Grove (or its employees) towards you, or someone you know with a disability, generally helpful, supportive, positive, and proactive in solving accessibility issues? | | | | | Please describe. |
| 13. Other Comments (if more space is needed, please write on the back of the survey or attach additional sheets): | | | | | |
| 14. What do you feel is the highest priority for accessibility in the City of Elk Grove Accessibility Plan? | | | | | |
| 15. Would you like a copy of the City of Elk Grove ADA Transition Plan or Self-Evaluation? | | | | | |

Thank you for your input.

Please return this survey in the **enclosed addressed and stamped envelope** to Disability Access Consultants, Inc. Comments can also be emailed to bthorpe@adaconsultants.com or by phone to (800) 743-7067 or faxed to 530-533-3001.

If you have questions or comments to address directly with the City of Elk Grove, please call Mr. Troy Brown, Assistant to the City Manager and ADA Coordinator at 916-683-7111, e-mail at tbrown@elkgrovecity.org or fax to 916-691-4007.

TTY/TDD at 888-435-6092

Americans with Disabilities Act
Survey for Organizations Representing Individuals with Disabilities
City of Elk Grove

The City of Elk Grove is currently updating its Americans with Disabilities Act Self-Evaluation and Transition/Barrier Removal Plans. In order to enhance access to programs and services for individuals with disabilities, the City of Elk Grove is asking for your input.

Name of organization: _____

Address: _____ Contact Person _____

Phone: _____ Position: _____
Today's date: _____

Name of person completing this form: _____

Name of the ADA Coordinator(s) for your organization: _____

The following questions have been developed to determine how organizations and advocacy agencies perceive the City of Elk Grove's ability to provide services and accommodations for individuals with disabilities and to ask for input regarding how programs, services and activities can be more accessible for individuals with disabilities.

1. What direct communications have you had with the City of Elk Grove to facilitate services and accommodations for individuals with disabilities?

2. Are there any specific complaints or problems regarding access for individuals with disabilities to any of the programs, services or activities provided by the City of Elk Grove?

3. What information or other resources can you supply to help educate or inform the City of Elk Grove about your organization and your services for individuals with disabilities?

4. What general guidance, advice or assistance could your organization provide to the City of Elk Grove to protect against potential discrimination of individuals with disabilities in its programs, services and activities?

5. What do you feel is the highest priority for the City of Elk Grove to improve accessibility for individuals with disabilities?

Please add any additional comments on the back of this survey or attach any additional documents.

Thank you for your input.

Please return this survey in the **enclosed addressed and stamped envelope** to Disability Access Consultants, Inc. Comments can also be emailed to bthorpe@adaconsultants.com or by phone to (800) 743-7067 or faxed to 530-533-3001.

If you have questions or comments to address directly with the City of Elk Grove, please call Mr. Troy Brown, Assistant to the City Manager and ADA Coordinator at 916-683-7111, e-mail at tbrown@elkgrovecity.org or fax to 916-691-4007. TTY/TDD at 888-435-6092.