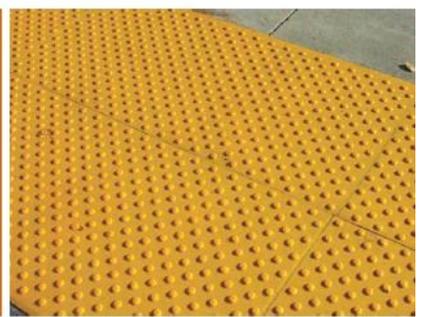


CITY OF SAN LEANDRO ADA FACILITIES TRANSITION PLAN UPDATE



OCTOBER 2010



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1.0 Introduction

1.1 Summary

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

This ADA Facilities Transition Plan Update is being prepared to partially fulfill the requirements set forth in Title II of the Americans with Disabilities Act. The ADA states that a public entity must reasonably modify its policies, practices, or procedures to avoid discrimination against people with disabilities. This report will assist the City of San Leandro in identifying physical barriers to accessibility and in developing barrier removal solutions that will facilitate the opportunity of access to all individuals. The remaining requirement, updating of the City's Self Evaluation Plan, will commence in November 2010.

The City of San Leandro prepared and adopted a Transition Plan in 1995. This 2010 plan updates the existing 1995 plan by describing the process by which facilities were evaluated for compliance with the ADA; presents the findings of that evaluation; and provides recommendations for facility improvements. This section provides an overview of the requirements for developing the ADA Facilities Transition Plan and outlines the plan development process itself.

1.2 Legislative Mandate

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

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

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

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

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

Title II of the ADA provides that public entities must identify and evaluate all programs, activities, and services and review all policies, practices, and procedures that govern administration of the entity's program's activities, and services.

The Transition Plan lists, prioritizes, and sets forth a schedule for the physical changes that must be made in order to provide programmatic access to City programs, activities, and services. This report, and certain documents incorporated by reference, establishes the City's ADA Facilities Transition Plan Update.

1.3 ADA Transition Plan Requirements and Process

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

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

1.4 Discrimination and Accessibility

There are two kinds of accessibility:

- Program accessibility; and
- Physical accessibility.

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

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

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

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

When choosing a method of providing program access, the City will give priority to the one that results in the most integrated setting appropriate to encourage interaction among all users, including individuals with disabilities. In compliance with the requirements of the ADA, the City must provide equality of opportunity, but does not guarantee equality of results.

1.5 Undue Burden

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

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

1.6 Facility Survey

In 2010, the City completed a physical audit of City facilities to identify facility barriers and identify recommendations and alterations in order to meet state and federal accessibility standards. The list of facilities surveyed includes:

- City owned buildings
- City parks and recreation facilities

The facilities assessment was conducted in accordance with the Americans with Disabilities Act Accessibility Guidelines (ADAAG) and the California Building Code (CBC) and included the following facilities:

- City Hall
- Marina Community Center
- City Hall – South Offices
- California Conservatory Theater
- Police Department
- Public Works Service Center
- San Leandro History Museum and Art Gallery
- Fire Station #9
- Fire Station #10
- Fire Station #11
- Fire Station #12
- Fire Station #13
- Mulford – Marina Branch Library
- Main Library
- South Branch Library
- Washington Manor Library
- Boys and Girls Club Pool
- Family Aquatic Center
- Farrelly Pool
- Tony Lema Golf Course
- Marina Golf Course
- Marina Office
- Boat Launch Restrooms
- Dock A Public Restrooms
- Dock A Berther Restrooms
- Dock E – F Public Restrooms

- Dock E – F Berther Restrooms
- Dock J – K Berther Restrooms
- Bonaire Park
- Chabot Park
- Cherry Grove Park
- Grover Cleveland Park
- Halcyon Park
- Heath Park
- Marina Park
- McCarty Park
- Memorial Park
- San Leandro Ball Park
- Siempre Verde Park
- Stenzel Park
- Thrasher Park
- Toyon Park
- Victoria Circle Park
- Warden Park
- Washington Manor Park

1.7 Public Outreach

On August 25, 201, the Draft Transition Plan Update was circulated to more than 35 agencies serving disabled individuals in and near the San Leandro community, asking for comments and input. Agencies were asked to submit their comments in writing, or request a meeting in person to discuss their comments, by October 1, 2010. Only two replies were received, both with compliments about the drafted Plan, and neither asking for any revisions or suggesting any changes.

2.0 Definitions

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

2.1 Disability

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

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

2.2 Qualified Individual with a Disability

A qualified individual with a disability means an individual with a disability who, with or without reasonable modification to rules, policies, or practices; the removal of architectural, communication, or transportation barriers; or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the City.

2.3 Discrimination on the Basis of Disability

Discrimination on the basis of disability means to:

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

2.4 Complaint

A complaint is a claimed violation of the ADA.

2.5 Physical or Mental Impairments

Physical or mental impairments may include, but are not limited to: vision, speech, and hearing impairments; emotional disturbance and mental illness; seizure disorders; mental retardation; orthopedic and neuromotor disabilities; learning disabilities; diabetes; heart disease; nervous conditions; cancer; asthma; hepatitis B; HIV infection (HIV condition); and drug

addiction if the addict has successfully completed or is participating in a rehabilitation program and no longer uses illegal drugs.

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

2.6 Substantial Limitations of Major Life Activities

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

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

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

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

2.7 Having a Record of Impairment

An individual is disabled if he or she has a history of having an impairment that substantially limits the performance of a major life activity, or has been diagnosed, correctly or incorrectly, as having such impairment.

2.8 Regarded as Having a Disability

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

2.9 Reasonable Program Modifications

If the individuals' disabilities prevent them from performing the essential functions of the program or activity, it is necessary to determine whether

reasonable program modifications would enable these individuals to perform the essential functions of the program or activity.

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

Accommodation means modifications or adjustments:

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

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

Modification applies to:

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

Modification is not required if:

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

2.10 Undue Burden

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

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

Whether a particular accommodation will impose an undue hardship is determined on a case-by-case basis. If a particular modification is determined to cause an undue burden to the City of San Leandro, the City shall attempt to identify another modification that would not pose such a burden. If cost causes the undue burden, the City must consider whether funding for the modification is available from an outside source. If no such funding is available, the City must give the person with a disability the opportunity to provide the modification or to pay for that portion of the modification that constitutes an undue burden.

The following factors shall be considered in determining whether a program modification would create an undue burden:

- Nature and cost of the modification;
- Financial resources of the City available to make the modification;
- Impact the expense of the accommodation will have on the affected City operation; and
- Permanence of the alterations affecting the site.

2.11 Auxiliary Aids and Services

The term *auxiliary aids and services* include:

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

3.0 ADA Facilities Transition Plan

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

The Facilities Transition Plan includes the findings made during the facility surveys. The specific architectural modifications required to make programs accessible are listed in the City of San Leandro—Facility Reports (Appendix A). Each facility report contains a complete list of architectural barriers and

barrier removal actions. Not all of these barriers must be removed in order to provide program access. The first priority is to remove those barriers limiting access to programs.

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

3.1 City Facilities

A. Program Barrier Removal Priorities

Workshops were held with City staff to review and set priorities for removing barriers to provide programmatic access for the public. All facilities in which the City provides programs, activities and services were reviewed and ranked based on the following criteria. Each of these criteria is deemed by the City to have equal importance with no single criteria having priority over another:

- Level of use by the public: Facilities that receive a high level of public use;
- Social need: Facilities that meet social needs such as senior centers, cooling centers, etc;
- Citizen rights: Facilities where services are provided to exercise citizen rights– voting, access to elected officials, etc;
- Citizen responsibilities: Facilities where fees are paid, permits and licenses are obtained, and where services are obtained, and access to services such as building permits;
- Program uniqueness: Some programs are unique to a building, facility, or park and cannot occur at another location;
- Geographic distribution: By selecting a range of facilities that are distributed throughout the City, the City can ensure maximum access for all residents;
- Identified complaints: Efforts should focus on identified accessibility complaints.

B. Priorities for Barrier Removal within Facilities

City staff confirmed priorities for barrier removal within each facility based on criteria published in the ADA. Barriers are assigned levels of priority using the following criteria:

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

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

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

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

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

- Drinking fountains
- Public telephones
- Vending machines

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

5. Priority Five: A fifth level of priority are barriers that are not addressed by ADAAG. These barriers are required by the CBC, as set forth by the Division of State Architect.

While the schedule of improvements and Facilities Transition Plan set forth priorities for barrier removal, the City will also review its projects to identify when barriers to access can be addressed in conjunction with other maintenance efforts and capital improvement projects. By seizing opportunities to remove identified barriers in conjunction with other projects, the City will reduce total overhead costs and maximize the public benefit from resources allotted for barrier removal. This flexibility may also allow the City to re-prioritize facilities for improvement if it is determined, for example, that a building included in this plan will be replaced by a new facility and/or no longer houses City programs.

C. Facilities Transition Plan Requirements

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

ADA Facilities Transition Plan

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

The facility reports appended to this document provide the identification of barriers and the specific barrier removal actions. The City will accomplish barrier removals based on two strategies: contracting for major projects and barrier removal by City staff.

The responsibility for ensuring barrier removal will reside with the City of San Leandro ADA Coordinator.

D. Phasing Schedule for Facilities

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

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

The following tables are a compilation of the results of the prioritization work session. This preliminary schedule represents a 15 year plan for barrier removal. It is the City's intent to review all barriers during the first year of the implementation of this plan and address those barriers that can be resolved through programmatic modifications. The City will then revise the following schedule for the removal of the remaining barriers. This revised schedule will be available for review on the City's web site, <http://www.sanleandro.org>.

E. Schedule of Improvements for City Facilities

Facility Priorities Group 1 (Fiscal Years 2012-2014)

Main Library
Marina Community Center
City Hall South Offices
Police Department
City Hall
Washington Manor Library
Marina Park

Facility Priorities Group 2 (Fiscal Years 2015-2017)

Washington Manor Park
Boys and Girls Club Pool
Halcyon Park
Memorial Park
Family Aquatic Center
Stenzel Park
California Conservatory Theater
San Leandro History Museum and Art Gallery

Facility Priorities Group 3 (Fiscal Years 2018-2020)

Farrelly Pool
Chabot Park
Cherry Grove Park
San Leandro Ball Park
Siempre Verde Park
Thrasher Park

Facility Priorities Group 4 (Fiscal Years 2021-2023)

Mulford-Marina Branch Library
South Branch Library
Bonaire Park
McCartney Park
Toyon Park
Boat Launch Restrooms
Dock A Public Restrooms
Docks E-F Public Restrooms
Warden Park
Grover Cleveland Park
Dock A Berther Restrooms

Docks E-F Berther Restrooms
Docks J-K Berther Restrooms

Facility Priorities Group 5 (Fiscal Years 2024-2026)

Marina Office
Public Works Service Center
Fire Station #9
Fire Station #10
Fire Station #11
Fire Station #12
Fire Station #13
Heath Park
Victoria Circle Park

Barriers at the following facilities will be removed by the American Golf Corporation during Fiscal Years 2012-2015.

Tony Lema Golf Course
Marina Golf Course

4.0 ADA Accommodation Policy and Complaint Procedure

4.1 City of San Leandro's ADA Accommodation and Grievance Procedure

It is the policy of the City of San Leandro to comply with the Americans with Disabilities Act (ADA), the Fair Employment and Housing Act (FEHA), Section 504 of the Rehabilitation Act of 1973, and the comprehensive civil rights laws that prohibit discrimination against persons with disabilities. The City of San Leandro will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, events, activities, facilities and public meetings.

In all of its services, programs, events, activities, facilities and public meetings, the City of San Leandro will strive to eliminate any barriers that prohibit persons with disabilities from participating or from having full access to facilities. If a service, program, event or activity is not fully accessible, the City will, to the best of its ability, relocate said service, program, event or activity to an accessible facility, or provide equal services at alternate accessible sites.

A request for special accommodation must be made to the ADA Coordinator by the individual needing the accommodation or his/her representative with at least two (2) weeks advance notice of the service, program, event, or activity. Advance notification within this guideline will enable the City to make reasonable arrangements to ensure accessibility.

Reasonable Accommodation Policy – Zoning and Land Use

This policy provides a procedure to request reasonable accommodation for persons with disabilities seeking equal access to housing under the Federal Fair Housing Act and the California Fair Employment and Housing Act (the Acts) in the application of zoning laws and other land use regulations, policies and procedures.

A request for reasonable accommodation may be made by any person with a disability, his/her representative or any entity, when the application of a zoning law or other land use regulation, policy or practice acts as a barrier to fair housing opportunities. A person with a disability is a person who has a physical or mental impairment that limits or substantially limits one or more major life activities, anyone who is regarded as having such impairment or anyone who has a record of such impairment. This Article is intended to apply to those persons who are defined as disabled under the Acts.

Requests for reasonable land use accommodation shall be submitted on an application form provided by the ADA Coordinator and shall include the following information:

- (1) The applicant's name, address and telephone number.
- (2) Address of the property for which the request is being made.
- (3) The current actual use of the property.
- (4) The basis for the claim that the individual is considered disabled under the Acts.
- (5) The zoning code provision, regulation or policy from which reasonable accommodation is being requested.
- (6) Why the reasonable accommodation is necessary to make the specific property accessible to the individual.

Review with Other Land Use Applications. If the project for which the request for reasonable accommodation is being made also requires some other discretionary approval (including but not limited to; conditional use permit, design review, general plan amendment, zone change, annexation, etc.), then the applicant shall file the information required by Subsection (a) together for concurrent review with the application for discretionary approval.

Requests for reasonable accommodation shall be reviewed by the ADA Coordinator who may at the Coordinator's discretion, forward to the relevant department head for his/her review and determination. The ADA Coordinator or his/her designee, shall make a written determination within 45 days and either grant ,grant with modifications, or deny a request for reasonable accommodation in accordance with §2.5.325 (Findings and Decision).

Findings and Decision for Land Use

The written decision to grant or deny a request for reasonable accommodation for a land use will be consistent with the Acts and shall be based on consideration of the following factors:

- (1) Whether the housing, which is the subject of the request, will be used by an individual disabled under the Acts.
- (2) Whether the request for reasonable accommodation is necessary to make specific housing available to an individual with a disability under the Acts.
- (3) Whether the requested reasonable accommodation would impose an undue financial or administrative burden on the City.
- (4) Whether the requested reasonable accommodation would require a fundamental alteration in the nature of a City program or law, including but not limited to land use and zoning.
- (5) Potential impact on surrounding uses.

- (6) Physical attributes of the property and structures.
- (7) Alternative reasonable accommodations which may provide an equivalent level of benefit.

In granting a request for reasonable accommodation, the reviewing authority may impose any conditions of approval deemed reasonable and necessary to ensure that the reasonable accommodation would comply with the findings required above.

Appeal of Determination

A determination by the reviewing authority to grant or deny a request for reasonable accommodation for land use may be appealed to the Planning Commission.

A request for reasonable accommodation may include a modification or exception to the rules, standards and practices for the siting, development and use of housing or housing-related facilities that would eliminate regulatory barriers and provide a person with a disability equal opportunity to housing of his/her choice. Requests for reasonable accommodation shall be made in the manner prescribed by §2.5.310 (Application Requirements) and shall be made to the City's ADA Coordinator.

For requests for all special accommodations or to file a grievance with the City of San Leandro regarding the City's failure to provide a reasonable accommodation, please contact:

Kathleen Ornelas
ADA Coordinator
City of San Leandro
835 East 14th Street
San Leandro, CA 94577
Phone: 510-577-3358
Fax: 510-577-3340
TTY: 510-577-3343
kornelas@sanleandro.org

or

Steve Hernandez
Section 504 Coordinator
City of San Leandro
835 East 14th Street
San Leandro, CA 94577
Phone: 510-577-6005
Fax: 510-577-6007
TTY: 510-577-3343
shernandez@sanleandro.org

The City's ADA Accommodation and Grievance Policy and complaint form can be found on the City's website at:

<http://www.sanleandro.org/civica/filebank/blobdload.asp?BlobID=6870>

Within 15 calendar days after receipt of the grievance, the ADA or 504 Coordinator or his/her designee will schedule a meeting with the complainant to discuss the grievance and possible resolutions. After an investigation and review, the ADA or 504 Coordinator will respond in writing, and where appropriate in a format accessible to the complainant. The

response will explain his/her position on the issue and offer options for substantive resolution of the complaint.

If the response by the ADA or 504 Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision in writing to the City Manager within 15 calendar days after receipt of the response.

After receiving the appeal, the City Manager or his designee will review the appeal and the ADA Coordinator's findings. Within a reasonable period, after a review, the City Manager or his designee will respond in writing, and where appropriate in a format that is accessible to the complainant, with a final resolution to the grievance.

Grievances may also be filed with the State of California and/or the United States Department of Justice at the addresses listed below:

State of California
Dept. of Fair Employment and Housing
Oakland District Office
1515 Clay Street, Suite 701
Oakland, CA 94612
510-622-2841 (voice)
800-700-2320 (TTY)

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Ave., NW
Disability Rights Section - NYAV
Washington, DC 20530
800 - 514 - 0301 (voice)
800 - 514 - 0383 (TTY)
<http://www.ada.gov>

5.0 ADA Resources List

Federal Accessibility Standards and Regulations

U.S. Department of Justice

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

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

Title II Technical Assistance Manual (1993) and Yearly Supplements: This 56-page manual explains in lay terms what state and local governments must do to ensure that their services, programs, and activities are provided to the public in a nondiscriminatory manner. Many examples are provided for practical guidance.

Accessibility of State and Local Government Websites to People with Disabilities: A 5-page publication providing guidance on making state and local government websites accessible.

ADA Information for Law Enforcement: This page contains compliance assistance materials to help state and local law enforcement officers understand how to interact with victims, witnesses, suspects, and others who have disabilities.

U.S. Access Board

The full texts of federal laws and regulations that provide the guidelines for the design of accessible facilities and programs are available from the U.S.

Access Board. Single copies of publications are available free and can be downloaded or ordered by completing a form available on the Access Board's website at <http://www.access-board.gov>. In addition to regular print, publications are available in: large print, disk, audiocassette, and Braille. Multiple copies of publications can be ordered by sending a request to pubs@access-board.gov. In addition to the guidelines, guidance material is also available to assist staff in understanding and implementing federal accessibility guidelines.

The following publications are currently available from the U.S. Access Board.

Guidelines and Standards for Facilities

ADA Accessibility Guidelines (ADAAG): This document contains scoping and technical requirements for accessibility to buildings and facilities by individuals with disabilities under the Americans with Disabilities Act (ADA) of 1990. These scoping and technical requirements are to be applied during the design, construction, and alteration of buildings and facilities covered by Titles II and III of the ADA to the extent required by regulations issued by federal agencies, including the Department of Justice and the Department of Transportation, under the ADA. This document must be used in conjunction with Title 24 of the California Building Code:

http://www.dsa.dgs.ca.gov/Access/ud_accessmanual.htm

State and Local Government Facilities: ADAAG Amendments: The Access Board is issuing final guidelines to provide additional guidance to the Department of Justice and the Department of Transportation in establishing accessibility standards for new construction and alterations of State and local government facilities covered by Title II of the ADA. The guidelines will ensure that newly constructed and altered State and local government facilities are readily accessible to and usable by individuals with disabilities in terms of architecture, design, and communication.

Building Elements for Children: ADAAG Amendments: The Access Board is issuing final guidelines to provide additional guidance to the Department of Justice and the Department of Transportation in establishing alternate specifications for building elements designed for use by children. These specifications are based on children's dimensions and anthropometrics and apply to building elements designed specifically for use by children ages 12 and younger.

Play Areas: ADAAG Amendments: The Access Board is issuing final accessibility guidelines to serve as the basis for standards to be adopted by the Department of Justice for new construction and alterations of play areas covered by the ADA. The guidelines include scoping and technical provisions

for ground level and elevated play components, accessible routes, ramps and transfer systems, ground surfaces, and soft contained play structures.

Recreation Facilities: ADAAG Amendments: The Access Board is issuing final accessibility guidelines to serve as the basis for standards to be adopted by the Department of Justice for new construction and alterations of recreation facilities covered by the ADA. The guidelines include scoping and technical provisions for amusement rides, boating facilities, fishing piers and platforms, golf courses, miniature golf, sports facilities, and swimming pools and spas.

Guidance Material and Advisory Reports for Facilities

The following publications provide additional information on specific aspects of the above guidelines and standards for facilities. Employees are encouraged to refer to these publications to obtain more detailed and up-to-date information when evaluating and implementing accessibility improvements to facilities.

Using ADAAG Technical Bulletin: This bulletin was developed to serve the specific needs of architects and other design professionals who must apply the ADAAG to new construction and alterations projects covered by Titles II and III of the ADA. It is also intended to clarify accessibility regulations generally, including those that apply to existing facilities covered by the ADA.

Visual Alarms Technical Bulletin: In passing the ADA in 1990, Congress specifically directed the Access Board to provide greater guidance regarding communications accessibility. Thus the ADAAG require that where emergency warning systems are provided in new or altered construction, they must include both audible and visible alarms that meet certain technical specifications. This bulletin was developed to provide more technical information about the types of visual fire alarms available and how and where their use is required.

Text Telephones Technical Bulletin: Text telephones are machinery or equipment that employs interactive graphic (i.e., typed) communications through the transmission of coded signals across the standard telephone network. Text telephones can include, for example, devices known as TDDs (telecommunications display devices or telecommunications devices for deaf persons) or computers. This bulletin was developed to provide more technical information about the types of text telephones available and how and where their use is required.

Ground and Floor Surfaces Technical Bulletin: Over twenty-seven million Americans report some difficulty in walking. Of these, eight million have a severe limitation and one-fifth of this population is elderly. Ambulatory

persons with mobility impairments—especially those who use walking aids—are particularly at risk of slipping and falling even on level surfaces. The information in this bulletin is intended to provide designers with an understanding of the variables that affect the measurement and performance of materials specified for use on walking surfaces and to better describe the requirements of an accessible route.

Parking Technical Bulletin: Accessible parking requires that sufficient space be provided alongside the vehicle so that persons using mobility aids, including wheelchairs, can transfer and maneuver to and from the vehicle. Accessible parking also involves the appropriate designation and location of spaces and their connection to an accessible route. This bulletin was developed to provide more detailed information about the requirements for accessible parking including the configuration, location, and quantities of accessible parking spaces.

Detectable Warnings Update (March 2003): Currently, the Access Board is in the process of developing guidelines on public rights-of-ways that, once finalized, will supplement the new ADAAG. While ADAAG covers various features common to public streets and sidewalks, such as curb ramps and crosswalks, further guidance is necessary to address conditions unique to public rights-of-way. Constraints posed by space limitations at sidewalks, roadway design practices, slope, and terrain raise valid questions on how and to what extent access can be achieved. Guidance on providing access for blind pedestrians at street crossings is also considered essential. This bulletin outlines the requirements of detectable warnings, a distinctive surface pattern of domes detectable by cane or underfoot, which are used to alert people with vision impairments of their approach to streets and hazardous drop-offs. The ADA Accessibility Guidelines (ADAAG) require these warnings on the surface of curb ramps, which remove a tactile cue otherwise provided by curb faces, and at other areas where pedestrian ways blend with vehicular ways. They are also required along the edges of boarding platforms in transit facilities and the perimeter of reflecting pools.

Assistive Listening Systems Technical Bulletins: Assistive listening systems (ALS) are devices designed to help people with hearing loss improve their auditory access in difficult and large-area listening situations. Typically, these devices are used in such venues as movie houses, theaters, auditoriums, convention centers, and stadiums, where they are piggybacked on a public address system. They may also be used in smaller listening locations like courtrooms, museums, classrooms, and community centers. This bulletin provides information about the types of systems that are currently available and tips on choosing the appropriate systems for different types of applications.

Guide to the ADA Accessibility Guidelines for Play Areas: The Access Board has developed accessibility guidelines for newly constructed and altered play areas. This bulletin is designed to assist in using the play area accessibility guidelines and provides information regarding where the play area guidelines apply, what a play component is considered to be, how many play components must be within an accessible route, and the requirements for accessible routes within play areas.

Summaries of Accessibility Guidelines for Recreation Facilities: The Access Board issued accessibility guidelines for newly constructed and altered recreation facilities in 2002. The recreation facility guidelines are a supplement to ADAAG. They cover the following facilities and elements: amusement rides, boating facilities, fishing piers and platforms, miniature golf courses, golf courses, exercise equipment, bowling lanes, shooting facilities, swimming pools, wading pools, and spas.

Accessibility Guidelines for Outdoor Developed Areas: The Regulatory Negotiation Committee on Accessibility Guidelines for Outdoor Developed Areas was established in June 1997. The accessibility guidelines proposed by the Committee include consideration of the latest information, design, and construction practices in existence. Proposed section 16 of ADAAG requires all areas of newly designed or newly constructed and altered portions of existing trails connecting to designated trailheads or accessible trails to comply with this section. This proposed section also provides design guidelines for all newly constructed and altered camping facilities, picnic areas, and beach access routes. It is recognized that compliance with this section will not always result in facilities that will be accessible to all persons with disabilities. These guidelines recognize that often the natural environment will prevent full compliance with certain technical provisions, which are outlined in this publication.

Guidelines for Transportation

ADA Accessibility Guidelines for Transportation Vehicles: This publication provides minimum guidelines and requirements for accessibility standards for transportation vehicles required to be accessible by the Americans with Disabilities Act (ADA) of 1990, including over-the road bus and tram systems.

ADA Accessibility Guidelines for Transportation Vehicles; Over-the-Road Buses: This publication outlines the amendments to the accessibility guidelines for over-the-road buses (OTRB) made by the Architectural and Transportation Barriers Compliance Board and the Department of Transportation to include scoping and technical provisions for lifts, ramps, wheelchair securement devices, and moveable aisle armrests. Revisions to the specifications for doors and lighting are also adopted. The specifications

describe the design features that an OTRB must have to be readily accessible to and usable by persons who use wheelchairs or other mobility aids.

Guidance Material for Transportation

Manuals on ADA Accessibility Guidelines for Transportation Vehicles: This technical assistance document is one of a series provided to help in understanding the background and underlying rationale of the Americans with Disabilities Act Accessibility Guidelines for Transportation Vehicles (Vehicle Guidelines) and how the guidelines may apply in a particular case. The documents in this series include:

- Buses, vans, and systems;
- Over-the-road buses and systems;
- Automated guide way transit vehicles and systems; and
- Trams, similar vehicles, and systems.

Securement of Wheelchairs and Other Mobility Aids: As a public or private transit authority, the responsibility of safe, efficient service from public agencies who offer transportation services has been enlarged to affording ridership to people using a wide variety of mobility aids. In considering not only the many types of mobility aid devices, but also the variety and sizes of lifts, and the numerous makes of buses and vans, it can be easily seen that there is no single, definitive solution to accessibility on mass transit vehicles. This publication reports on the experience of two transit accessibility leaders who have taken the initiative to involve the ridership in needs assessment and have established policies, educated operators, and informed the public to achieve greater accessibility in their bus transit systems.

Guidelines and Standards for Communication

Standards for Electronic and Information Technology: The Access Board is issuing final accessibility standards for electronic and information technology covered by section 508 of the Rehabilitation Act Amendments of 1998. Section 508 requires the Access Board to publish standards setting forth a definition of electronic and information technology and the technical and functional performance criteria necessary for such technology to comply with section 508. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Guidance Material for Communication

Bulletin on the Telecommunications Act Accessibility Guidelines: As

technology continues to improve our means of telecommunication, it can pose challenges to accessibility on one hand, while on the other hold the key to innovative access solutions. Section 255 of the Telecommunications Act requires telecommunications products and services to be accessible to people with disabilities. This is required to the extent access is "readily achievable," meaning easily accomplishable, without much difficulty or expense. Telecommunications products covered include: wired and wireless telecommunication devices, such as telephones (including pay phones and cellular phones), pagers, and fax machines; other products that have a telecommunication service capability, such as computers with modems; and equipment that carriers use to provide services, such as a phone company's switching equipment.

Summary of Standards for Electronic and Information Technology: An Overview: This bulletin presents an overview of the new standards for electronic and information technology and section 508.

Federal guidelines and standards are subject to periodic revision based on research findings and guidance from advisory committees.

State of California Accessibility Standards and Regulations

Title 24, California Building Code

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

Division of State Architect

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

DSA's 2003 California Access Compliance Reference Manual: The purpose of this book of regulations and statutes together is to clarify the obligations for architectural accessibility in California.

For further technical assistance contact DSA's Access Compliance Program at 1130 K Street, Suite 101, Sacramento, California 95814, (916) 322-4700.

Resources for Providing Accessible Programs and Facilities

ADA Document Portal: This website provides links to an ADA Collection consisting of more than 7,400 documents on a wide range of topics. The ADA Document Portal is supported by the ten ADA & IT Technical Assistance Centers, <http://www.adaportal.org>.

DisabilityInfo.Gov: A one-stop interagency portal for information on Federal programs, services, and resources for people with disabilities, their families, employers, service providers, and other community members.

American Association of Museums: Accessible exhibit design publications are available for purchase from AAM's website, including Everyone's Welcome (available in a variety of formats), which addresses museum programs and the ADA, The Accessible Museum, which offers model programs of accessibility for older people and people with disabilities, and What Museum Guides Need to Know to provide access to blind and visually impaired visitors at <http://www.aam-us.org>.

Beneficial Design: Beneficial Designs works toward universal access through research, design, and education. Beneficial Designs develops assistive and adaptive technology, performs rehabilitation research, contract design, legal consultation, standards development, and serves as a rehabilitation information resource. Contact Beneficial Designs, Inc. at 2240 Meridian Blvd, Suite C, Minden, NV 89423-8628, (775) 783-8822, <http://www.beneficialdesigns.com/>.

Smithsonian Institution: The Accessibility Program has developed the Smithsonian Guidelines for Accessible Exhibition Design (1996), which are available for downloading from their website:

<http://www.si.edu/opa/accessibility/exdesign/start.htm>.

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

National Center on Accessibility: The Center is a cooperative project between the National Park Service and Indiana University to provide information and technical assistance, primarily on recreation access. An example of the research activities of the NCA is the National Trails Surface Study. This study is primarily the result of questions that NCA has, for many

years and continues to receive from organizations, agencies and individuals who desire to make their trails accessible; are interested in an unobtrusive surface that blends and is friendly to the environment; and provides a quality trail experience for people with and without disabilities. NCA also publishes 'What is an Accessible Trail?', which summarizes the federal guidelines for outdoor developed areas and is available for downloading from its website. The NCA website also has information on campground accessibility, accessible picnic tables, access to beaches, and inclusion of people with disabilities in aquatic venues: <http://www.ncaonline.org>.

National Center on Physical Activity and Disability: The Center provides information and resources on physical activity to help people with disabilities find ways to become more active and healthier. The Center also provides information on how to provide access to fitness centers, schools, recreation facilities, camps, and health and leisure services: <http://www.ncpad.org>.
California State Parks Accessibility Guidelines: A State outdoor recreation resource:

http://www.parks.ca.gov/pages/21944/files/ca_stateparksaccessguiderev_titlepagewithdisclaimer.pdf

Resources for Assistive Technologies (General)

ABLEDATA

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

CALIFORNIA ASSISTIVE TECHNOLOGY SYSTEM (CATS)

CATS is a statewide project of the California Department of Rehabilitation that promotes access to assistive technologies, related services, and information to enable people with disabilities to be successful, independent, and productive. CATS maintains several directories on their website <http://www.atnet.org>, including:

- On-site and remote real-time captioning services
- American Sign Language (ASL) Interpreters
- Ergonomic office equipment vendors
- Augmentative and assistive communications manufacturers and vendors
- Organizations that provide low-cost and donated computers for organizations that provide services to people with disabilities
- Assistive technology vendors and service providers for:

- Hard of Hearing/Deaf
- Learning Disabled
- Mobility/Physical/Orthopedic
- Speech/Language
- Visually impaired/Blind

ALTERNATIVE FORMAT COMMUNICATIONS

Resources to produce standardized publications such as applications and registration forms in Braille, audiotape, large-print text, and accessible electronic media will be assembled. Information regarding Braille Services and other accommodations for people with visual disabilities is available by contacting:

- American Council of the Blind: ACB <http://www.acb.org> is a national organization advocating on behalf of persons who are blind or have low vision. ACB also publishes "A Guide to Making Documents Accessible to People Who Are Blind or Visually Impaired", which is available online, in regular print, large print, Braille, or on cassette tape. ACB is located at 1155 15th St. NW, Suite 1004, Washington, DC 20005, (800) 424-8666 or by email at info@acb.org.
- National Center on Accessibility: NCA publishes "What are Alternative Formats? How Do They Apply to Programs and Services?" which is available for downloading from their website: <http://www.ncaonline.org>.
- National Center for Accessible Media: NCAM is a research and development facility dedicated to the issues of media and information technology for people with disabilities in their homes, schools, workplaces, and communities. Developers of Web- and CD-ROM-based multimedia need an authoring tool for making their materials accessible to persons with disabilities. NCAM has developed two such tools, version 1.0 and 2.01 of the Media Access Generator (MAGpie), for creating captions and audio descriptions for rich media. MMAGpie is available for downloading from NCAM's website: <http://ncam.wgbh.org>.

American Sign Language Interpreters and Assistive Listening Systems and Devices

As part of the City's Reasonable Accommodation Policy, the City will provide interpreters or assistive listening devices upon request. The City contracts on a yearly basis with an interpreting service.

As requested, the City will obtain access to optical readers or services that provide closed captioning for films or video tapes that are used for programs, and equipment that can translate printed information into an audio format.

Every City department has access to the California Relay Service http://www.ddtp.org/california_relay_service in order to community with individuals who are deaf, hard-of-hearing, or speech disabled. City departments routinely receive communications through the California Relay Service, which is a free service provided by the State of California.

All City departments have access to copy machines capable of enlarging printed materials.

Transportation

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

Assistive Technology Equipment Resources

A number of agencies and services are available to the community as resources for assistive technology equipment. They include:

DisabilityInfo.gov Online Resources for High School: Guidelines for Accessing Alternative Format, inclusion materials, educational technology.

<http://www2.ed.gov/print/about/offices/list/ocr/transitionguide.html>

Accessibility Connections Community Map: A Directory of Bay Area Assistive Technology Services is an on-line service available at

http://www.cforat.org/main_page/cdip.htm

American Association of People with Disabilities: The American Association of People with Disabilities is the largest nonprofit, nonpartisan, cross-disability organization in the United States <http://www.aapd-dc.org>.

American Foundation for the Blind: The American Foundation for the Blind is committed to improving accessibility in all aspects of life—from cell phones to ATMs, on web sites and in workplaces. Services include assistance in making products and services accessible to people with visual impairments. AFB offers expert consulting services and accessible media production. AFB provides objective product evaluations of adaptive technologies through its assistive technology product database at <http://www.afb.org>. Local assistance is available through the American Foundation for the Blind-West,

44 Montgomery Street, Suite 1305, San Francisco, CA 94104, (415) 392-4845 or by email at sanfran@afb.net.

Adaptive Environments: This educational non-profit organization is committed to advancing the role of design in expanding opportunity and enhancing experience for people of all ages and abilities. Adaptive Environments provides education and consultation to public and private entities about strategies, precedents, and best practices that go beyond legal requirements to design places, things, communication, and policy that integrate solutions to the reality of human diversity: <http://www.adaptenv.org>.

The Arc of Alameda County: The Arc (formerly Association for Retarded Citizens of the United States) is the country's largest voluntary organization committed to the welfare of all children and adults with mental retardation and their families. The Alameda County Chapter can be reached at: <http://www.tiw-alameda.com/index.html>.

Bay Area Outreach and Recreation Program: BORP was founded in 1976 by people with disabilities to create access to the outdoors, to fitness, to sports, and to recreation for a population who'd been left out. BORP offers a number of competitive sports programs, as well as outdoor adventures, family outings, and integrated cycling. BORP staff has extensive experience in providing recreation services to people with disabilities, including involving disabled immigrants and minorities in recreation programs. BORP <http://www.borp.org> is located at 830 Bancroft Way, Suite 205, Berkeley, CA 94710 (510) 849-4663 or by email at info@borp.org.

Community Resources for Independent Living (CRIL): CRIL is a peer-based disability organization that advocates and provides resources for people with disabilities to improve lives and make communities fully accessible. They are located at 439 A Street, Hayward, CA, 94541, or can be reached at (510) 881-5743 (voice), 510-881-2018 (TTY) or <http://www.cril-online.org>.

Deaf Counseling, Advocacy and Referral Agency (DCARA): DCARA, located at 14895 East 14th Street, San Leandro, CA 94578; (510) 483-0753 (voice); (510) 483-6914 (TTY/TDD), www.dcara.org. is the oldest deaf-controlled agency in the nation and serves as a role model for other deaf service agencies. DCARA provides its clients and communities with the resources, access and counseling services they need to make independent decisions in a variety of situations. In addition, DCARA provides the hearing community with information about the Deaf community and working and living with persons who are Deaf, Deaf-blind, Deafened and hard of hearing, as well as collaborating with other agencies to ensure that their services are more

accessible to population that DCARA serves.

Disability Resources, Inc.: Disability Resources, Inc. is a national nonprofit organization that provides information about resources for independent living. DRI maintains an on-line directory of assistive technology resources <http://www.disabilityresources.org>.

Environmental Health Network: EHN's focus is on issues of access and developments relating to the health and welfare of the environmentally sensitive and to promote public awareness of environmental sensitivities and causative factors. EHN provides information environmental and chemical sensitivities at EHN, P.O. Box 1155, Larkspur, California, 94977-1155 (415) 541-5075 and on its website <http://ehnca.org>

National Association of the Deaf: NAD is a national consumer organization representing people who are deaf and hard of hearing. NAD provides information about standards for American Sign Language Interpreters and the Captioned Media Program on its website <http://www.nad.org>.

National Federation of the Blind: NFB is a national organization advocating on behalf of persons who are blind or have low vision. NFB provided on-line resources for technology for the blind, including a technology resource list, a computer resource list, screen access technology, sources of large print software for computers, and sources of closed circuit TV (CCTV's) <http://www.nfb.org>.

National Organization on Disability: The National Organization on Disability promotes the full and equal participation and contribution of America's 54 million men, women and children with disabilities in all aspects of life. NOD maintains an on-line directory of information and links including transportation-related resources <http://www.nod.org>.

Paralyzed Veterans of America: PVA is a national advocacy organization representing veterans. PVA's Sports and Recreation Program promotes a range of activities for people with disabilities, with special emphasis on activities that enhance lifetime health and fitness. PVA's website, <http://www.pva.org>, provides information on useful sports publications and a list of contacts.

State Council on Developmental Disabilities: 1507 21st Street, Ste. 210, Sacramento, CA 95814-5299 (916) 322-8481), email: scdd@dss.ca.gov or website <http://www.scdd.ca.gov>.

State Office for Deaf Access, California Department of Social Services: 744 P Street, MS 6-91, Sacramento, CA 95814 (916) 653-8320.
Website: <http://www.cdss.ca.gov/cdssweb/pg145.htm>

State Office of Services to the Blind, California Department of Social Services: 744 P Street, MS 6-94, Sacramento, CA 95814 (916) 657-3327.
Website: <http://www.rehab.cahwnet.gov/ssd/blindser.htm>

United Cerebral Palsy Association: UCP's mission is to advance the independence, productivity, and full citizenship of people with cerebral palsy and other disabilities, through their commitment to the principles of independence, inclusion, and self-determination. UCP's Sports and Leisure Channel is designed for people with disabilities who are interested in sports and other leisure activities and proposes creative ideas for inclusive community recreation programs, including outdoor adventure activities for people with disabilities. Information about the Sports and Leisure Channel is available on UCP's website http://www.ucp.org/ucp_channel.cfm/1/15.

United Spinal Association: United Spinal Association is a membership organization serving individuals with spinal cord injuries or disease. Formerly known as the Eastern Paralyzed Veterans Association, the organization expanded its mission to serve people with spinal cord injuries or disease regardless of their age, gender, or veteran status. Information on accessibility training and consulting services and recreational opportunities for people with spinal cord injuries or disease is available on their website <http://www.unitedspinal.org>.

World Institute on Disability: WID is an international public policy center dedicated to carrying out research on disability issues and overcoming obstacles to independent living. WID maintains an on-line information and resource directory on technology, research, universal design, and the ADA <http://www.wid.org/resources>.

Additional Community Resources

Additional local resources can be found in the City's Diversity Resource Directory at:

<http://www.sanleandro.org/civica/filebank/blobload.asp?BlobID=4790>

Funding Guide for Projects

Caltrans published a transportation funding guidebook in August 2008 titled "State and Federal Funds Available for Local Agency Projects". This document provides concise, high-level overviews of several federal and state transportation funding programs available to local agencies. Each program description contains key facts about eligibility, project selection, significant

dates, references, sources for assistance and other essential information:
<http://www.dot.ca.gov/hq/LocalPrograms/lam/lagb.htm>.

Appendices

Appendix A: Facility Summary Costs and Modification Schedule, and Facility Survey