

CITY OF SANTA ROSA ADA UPDATE REPORT 2008

INTRODUCTION

The City of Santa Rosa is dedicated to ensuring that all City programs, services, benefits, activities and facilities operated or funded by the City are fully accessible to and useable by people with disabilities.

In January 2006, the City of Santa Rosa adopted its current ADA Transition and hired an new ADA Coordinator by June of that same year. Mardell Morrison, Risk Management Analyst and ADA Coordinator, was designated to coordinate compliance with the non-discrimination requirements contained in the Department of Justice regulations implementing Subtitle A of Title II of the Americans with Disabilities Act (42 U.S.C. 12131), which prohibits discrimination on the basis on disability by public agencies.

DEPARTMENT ACHIEVEMENTS

ADMINISTRATIVE SERVICES

Cope program integrated into our community by the City's Emergency Response Coordinator, Paul Hess. The process included sharing the program at an ADA Transition Planning Community Committee meeting for their input and providing training at various non-profit disability service provider agencies and residencies.

FACILITIES

Electric automatic door opener and lowered counters added in City Managers and Risk Management Offices.

T-Coil Phonic Ear amplification devices installed in Council Chambers, Finley's Auditorium, a class room at the Senior Center, and the large training room in the Transit Operations Building.

Steele Lane Recreation Center adds two ADA accessible bathrooms.

Senior Center widens back entry door and adds handicap parking spaces and ramps in the parking lot.

Completed:

Senior Center parking lot striping and path of travel to building

Senior Center doors – installed wider door to room 11, wider exterior entrance door from parking lot and automatic door opener for exterior door from parking lot

SLCC restrooms and break room \$80,000

City Hall - ADA reception counter at City Attorney's office, \$6,000

City Hall – ADA reception counter at Risk Management, \$2,000

City Hall – Updated restroom signs and added Braille exit route signs, \$5,000

City Hall – City Manager's office – added Braille interior room signs, \$5,000

City Hall Annex – Updated restroom signs and added Braille exit route signs, \$5,000
MSCN – Bus stop, parking stalls and path of travel to building
MSCN – added Braille interior room signs, \$5,000
Chamber Plaza – Updated restroom signs and added Braille interior room signs, \$5,000
Transit Operations Building – Braille interior room signs, \$5,000
Fire station 10 – ADA parking, restrooms, and public conference room
Downtown Library emergency exit door/ramp: \$49,000
Fire station 4: handicap parking striping and sign: \$800
Ridgeway Swim Ctr: addition to concession stand: \$80,000

In progress:

City Hall fountain barriers (permits obtained)
Senior Center restrooms (design in progress)
Church of One Tree: ramp and ADA restrooms, \$117,000 (construction in progress)

IT - CITY WEBSITE IMPROVEMENTS

As people turn to the Internet as their primary source of information regarding services, products, programs, and facilities, the City's website takes on increased importance as a communications tool.

1. Increase outreach to persons with disabilities by having the website include more information about the City's commitment to providing accessible services.
2. Include the City's Policy on Non-Discrimination on the Basis of Disability on the City's website.
3. List those City agencies, departments, and specialized services that offer TTY/TTD in the website telephone directory.
4. Provide information regarding programs, facilities, permits, and reservations on the City's website in an accessible format.
5. Include the City's statement regarding accessible locations and the availability of auxiliary aids upon request on the website.
6. Continually improve the accessibility of web pages through the use of web accessibility analysis to meet and/or exceed Section 508 of the Rehabilitation Act guidelines for accessibility of electronic information. Acquire the technological resources necessary to create accessible PDF files as described in ADAAG standards for electronic and information technology. Provide training in creating accessible PDF files to City staff members who prepare PDF files of City publications for posting on the City's website. Use the City's ADA Coordinator as the editor for all PDF files to be posted on the City's Website.
7. Include on the City's website basic information about accessible routes and paths of travel and specific information about accessible elements along the path of travel (e.g., parking and restrooms) and particular rooms or features (e.g., picnic tables, ball courts, and play areas) that meet the accessibility guidelines and requirements.
8. Use services that help web page authors provide an accessible website by identifying and repairing barriers to access for individuals with disabilities. (One of the most commonly used services is Bobby <http://bobby.watchfire.com>, but new products and services are constantly being introduced. Other disability-related Internet resources include:

www.hisoftware.com, www.access-board.gov/links/communication.htm, www.watchfire.com, and www.w3.org.

CITY ATTORNEY

Language added to all City contracts to assure ADA compliance.

CITY CLERK

City Council Chambers Gets T-Coil Loop System installed in November 2007; announcement to the public in December. Individual adaptive headsets available for checkout for those that do not have a t-coil loop hearing aide.

CITY MANAGER

Current ADA Transition Plan, ADA Coordinator appointment and subsequent ADA Toolkit completed while Risk Management was under the City Manager's Department.

COMMUNITY DEVELOPMENT

Community Development's Building Code Enforcement Division works with private business through the permit process to assist them with ADA compliance and enforce California Title 24 building accessibility code. The Code enforcement officer responds to complaints received by the ADA Coordinator related to non-City owned code violations and works with the property owner to bring the area compliant and accessible (ie. bushes or trees covering sidewalk and blocking accessibility).

ECONOMIC DEVELOPMENT AND HOUSING

Department Policies & Practices to Implement ADA	Memo	4/4/2007
	Resolution 1376	3/26/2007
	Family Selection Procedures	3/22/2007
	Voucher Programs	3/22/2007
	Resolution 1378	3/26/2007
	Five Year Plan	2006-2009
	Resolution 1377	3/26/2007
	SR Annual Performance Report	2005/2006
	Rehabilitation Loan Program	Aug-01
	Mobile Home Repair Loan Program	10/28/2004
	Housing Rehabilitation Program	11/7/2003
	Neighborhood Revitalization Program	11/7/2003
	Housing Rehabilitation Program	11/7/2003
	Building Access Modification Program	4/5/1995
	Resolution 1357	6/12/2006
	Housing Rehabilitation grant Program	7/1/2006
	Guidelines for funding Affordable Housing	7/30/2004
	Loan Processing Check List	2/15/2005
	Promissory Note contract	3/29/2007
	Operation of Brookwood Center	3/5/2002

Operation of Brookwood Center Amendment No 1	12/22/2006
Operation of Samuel L. Jones Hall Homeless Shelter	11/22/2005

FINANCE

Starting with the 2007-2008 Budget, ADA related expenses are noted for each project and posted on the web site for public viewing. Future goal to have ADA cost breakdown for each project posted for public review.

FIRE

Policy addressing the Transport of Assistive Equipment & Animals	Police 21.1.3	September 6, 2007
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Tips For First Responder Training Module Added to training program - 2007 - Published on the ADA Web site for public information/use.

HUMAN RESOURCE

On every job announcement for a City position, the City includes the following statement:

If special accommodations are necessary at any stage of the examination process, please provide the Human Resources Department with advance notice, and every attempt will be made to consider your request.

Policy update June 1, 2007 - Accommodation for Applicants with a Disability.

All external job posting are sent to EEO mailing list to increase outreach effort.

PARKING

Improved paths of travel for Garages 1,3,5,9,12 - 2007

POLICE

PUBLIC WORKS

City Adds A Total Of 80 New Curb Ramps including truncated domes and upgraded signal devices 2007 Year During Federal Overly Project

The City added an addition 84 Ramps under the CIP During 2007 For a total of 164

Audible Signal-Mounted Speakers Help Pedestrians Safely Cross Streets

2007 Installation of Countdown Crossing Signals with Chirpers & Improved Curb Cuts- 36 countdown devices to be installed as round 1 fiscal year 2007, 37 more planned with CIP for 2008 pending adequate funding

Cross Signal at 3rd & Railroad Speaks the Street Crossing Location & Includes a Tactical Raised Arrow.

Encroachment Permit Process - All persons working within the public right of way must comply with the requirement of the Americans with Disabilities Act (ADA). If work in the public right of way will affect pedestrian access, the City, contractor or utility company is required by Federal law to provide a properly signed accessible route of travel. The City's encroachment permit process and enforcement ordinance helps assure that access will be in compliance.

A Public Works contract with Precision Concrete Cutting completed in the Spring of 2008 accomplished the removal of 2667 trip hazards at over 168 locations on Sonoma, Mendocino, Humboldt, Orchard, Slater, Spencer, Pacific, King, College, Chinn, South A, E, 5th, Brookwood, and Sonoma Streets.

RECREATION AND PARKS

Park & Recreation Programs - receive feedback at this point on voluntary basis through customer feedback cards.

Survey completed Spring 2008 at Finley Aquatic Center targeting special swim programs and pool and facilities accessibility.

Finley Aquatic Center

- Parking with wide Ramps
- Step Free Entrance
- Accessible Shower and Dressing Facilities
- Self-Serve Pool Ramp For Ease In Access
- Electric Chair Lift
- Therapeutic Swim Classes

Steele Lane Community Center adds Accessible bathrooms in 2006

Howarth Park Provides Accessible Recreation and Playground Areas
Howarth Park Land of Imagination Accessible Equipment and Play Areas
Land of Imagination Includes Accessible Water Works

Bennett Valley Senior Center Gets:

- T-Coil Loop System to Assist Citizen's With Hearing Impairments Get Improved Reception From the Amplification System - t-coil soon to be added at new golf course club house. Doors are widened at Senior Center in some of the rooms to make them wheelchair accessible.
- Improved accessible parking and Handicap parking spaces.
- Improved doorway accessibility by installing wider door entrances.

RISK MANAGEMENT

The ADA Tool Kit link was added to the City's Intranet in 2007 with updates ongoing. This site provides resources to employees including: accessible meetings spaces; accessible public event

checklist; ADA access symbols; ADA complaint form; ADA language for public documents; American Sign Language Interpreters; California Access Compliance Reference Manual; City of Santa Rosa Transition Plan; language to be used on all Public Agenda documents; Request for Accommodation or Barrier Removal Form; Specialized equipment available; TDD Machines and Usage Guides; Information on the ADA; General Disability Etiquette; Ten Commandments of Etiquette for communicating with People with Disabilities; Etiquette for Police for Communicating with People who are Deaf and Hard of hearing; Films; Sign in sheets.

The City's ADA Web Site has been updated to include access through "accessibility" or the traditional ADA Information link. Information has expanded to include links to departmental, local and national Disability Agencies and Services. City ADA related meetings and forms are located at this site.

TRANSIT

City Bus services offers community easy access to its busses

- Buses that kneel to the curb for ease of passenger loading and that eliminate steps for citizen's with mobility challenges.
- Most of the City's buses are now equipped with electrical ramps that allow citizens with mobility devices to use the Transit system unassisted.
- City Bus offers door to door services Through Paratransit Services
- Starting in 2007, the City has contracted with C.A.R.E, a private contractor consisting of medical care professionals, to complete functional assessments per Department of Transportation guidelines to determine City Residents eligibility for ADA Paratransit Services.
- Paratransit User Group Assists the City With Valuable Feedback Helping to Improve Services

Transit Training Room Gets T-Coil Loop System installed in November 2007.

UTILITIES

TRAINING

911 Dispatch - training and testing every 6 months on TDD/TTY equipment

TDD/TTY testing and training as needed City wide annually.

ADA Sensitivity Training For All Employees Implemented January 2007:

"10 Commandments for Communicating with Persons with Disabilities" CD shown to all employees - ongoing.

"Tips for First Responders" Training segment used by the Fire Department - ongoing.

Responding to Accommodation Requests - Recreation & Parks

Work Zone Traffic Control Training including ADA considerations - Public Works employees - ongoing.

Land Use Compliance with the ADA; Disability Access; Updates & Revision to Title 24 Code & ADA Conference; 2006 IBC Accessibility & Usability; Accessibility & the Building Code; Disability Access Checklists; Non-Residential Disabled Access; Multi-Family Disabled Access - training for City Building Officials

OUTREACH EFFORTS

ADA TRANSITION PLANNING COMMITTEE

The City's ADA Transition Planning Committee consists of representatives including citizen's with disabilities, Disability Services and Legal Center - formerly CRI, the Earle Baum Center of the Blind, the Community Housing Development Corporation, Becoming Independent, Council on Aging, North Bay Regional Center, and employee representatives. Meetings are held on a quarterly basis the fourth Wednesday of January, April, July, and October and are open to the public. The committee was developed in 2004 to assist the City with its policies, programs, facilities, and procedures to help remove any barriers that may exist for persons with disabilities.

MAYOR'S SENIOR & DISABLED COMMITTEE

The Mayor's Senior and Disabled Committee is composed of citizen's and representatives from non-profit senior and disability service organizations who meet with the Mayor on a monthly basis. The goals of the committee is to bring to the attention of the City needs of citizens who are senior or disabled for budgeting and future planning. The committee arranged to have the State's Deputy Director of Housing and Redevelopment, Ron Javor, present a model Universal Design Code to City Council. The committee has assisted with the presentation of a one day seminar to help educate the community in universal design for aging in place and accessibility in private homes.

The committee created a Citizen Survey to enable the public to give feedback to the City for capital improvement prioritization on accessibility projects, such as the need for curb ramps at specific locations where accessibility is barricaded by a curb for someone using a mobility device. A copy of the survey form is located on the City's ADA web site.

DSL/CRI TECH EXPO

For the past two years, the City has had a booth at the Community Resources for Independence Tech EXPO. This has included displaying accessible City buses. Last year Public Works also provided a booth displaying audible and count down display cross walk signals.

PUG

The Paratransit Users Group (PUG) meetings are a cooperative effort between Paratransit users and the City of Santa Rosa Transit Staff to facilitate an efficient, safe and comfortable service. PUG meetings are open to the public and typically held monthly at City Hall in Room 7.

FORMAL COMPLAINTS AND CITIZEN REQUESTS

In 2006, the City received 18 complaints or requests for accommodation/barrier removals. All were resolved through an informal communication process.

In 2007, the City received 15 complaints or requests for accommodation/barrier removals. All were resolved through an informal communication process.

In 2008, the City has received 3 barrier removal requests through the month of June.

Hi Camron:

This is perfect. I just have a couple of questions. Was the conference room at Fire Station 10 T-coil looped? Also, for your reference, Council Chambers was T-coil looped for a cost of around \$2,000 and so was the Transit Operations Training Room and Finley Center's auditorium. Finally, I think there were some ADA improvements/inclusions in the construction of the new golf course club house and pro shop? Any idea on specifics and costs for the golf course?

Thanks so much.

Mardell

From: MacDonald, Camron
Sent: Thursday, August 14, 2008 11:44 AM
To: Morrison, Mardell
Subject: RE: ADA Improvement

Hi Mardell,

Here are some of the projects we have completed in the last few years, and a few that are in progress. I have most of the project costs included, if you need all of them, I can get them from Rick Smith.

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