2018

Americans with Disabilities Act (ADA) Title II Annual Report

Prepared by Shannon M. Mulhall, NIC, Certified ADA Coordinator
City of Fresno
October, 2018

It is an honor to present to you the City of Fresno Fiscal Year 2018 Americans with Disabilities Act (ADA) Title II Annual Report. Through partnership with the community and each department of the City, we are actively striving to create a civic environment that is inclusive and representative of all members of the community.

The purpose of this report is multifaceted.

First and foremost, this report consolidates in one location the City’s ADA Title II compliance steps. This report is organized systematically, in many ways mirroring the structure of the Department of Justice’s (DOJ) Project Civic Access settlements. This is done intentionally to demonstrate the City’s cognizance of the DOJ expectations for Title II entities as well as to aid in quickly responding to any future inquiries that may be made by the DOJ about compliance with the ADA.

Secondarily, this report highlights efforts across all departments to include people with disabilities as well as to document innovative programs, notable accessibility projects, and outreach. It is with great pride that I acknowledge the many individuals whose work has contributed to the City’s compliance. This program thrives because of the numerous Accessibility Champions across all City departments and throughout the community.

I have the utmost gratitude for the Disability Advisory Commission and disability advocates within this community. You give your time, energy, and innovative ideas for ways that the City can expand beyond compliance into a more universal accessibility. Thank you for your ongoing support of initiatives that move the City toward greater access for all.

Thank you to the department ADA Liaisons and Accessibility Champions who regularly find simple ways to improve program access. My gratitude must also go to the Department Directors, who, time and again have demonstrated their leadership in accessibility initiatives. Last, but not least, I would like to thank Mayor Lee Brand, City Manager Wilma Quan-Schecter and the Council Members for their continued leadership and support for the ADA program.

Respectfully submitted,

Shannon M. Mulhall, NIC, ACTCP

Certified Americans with Disabilities Act Coordinator
City of Fresno Americans with Disabilities Act (ADA) Title II Annual Report - Fiscal Year 2017

Contents
Background................................................................................................................................. 5
Notice Under the Americans with Disabilities Act ................................................................. 5
Employment............................................................................................................................... 6
Designated ADA Coordinator ................................................................................................. 9
Grievances, Inquiries, and Referrals ...................................................................................... 9
  Formal Grievances ................................................................................................................ 10
  Informal Inquiries ................................................................................................................ 10
  Modification Requests ......................................................................................................... 10
  Referrals ............................................................................................................................... 10
Self-Evaluations ..................................................................................................................... 11
  Citywide ADA Self-Evaluation Update ............................................................................. 11
  Department of Public Transportation Bus Stop Self Evaluation ..................................... 11
Transition Plans ..................................................................................................................... 12
  Building Compliance ......................................................................................................... 12
  Curb Ramp/Right of Way Transition Plans ....................................................................... 12
  Facilities Transition Plan ................................................................................................. 13
  Fresno Yosemite International Airport Transition Plan ................................................. 13
  Department of Public Transportation Bus Stop Transition Plan .................................. 13
Public Works Construction Standards .................................................................................. 14
ADA Capital Funds Project .................................................................................................... 14
  Geary/Plumas Gap Fill ....................................................................................................... 14
  Shaw/Blackstone Gap Fill ................................................................................................. 15
  Nees between Millbrook and First Street ...................................................................... 15
  APS Retrofits (Phase 1) ................................................................................................. 15
General Effective Communication Provisions ......................................................................... 16
  Assistive Listening Systems (ALS) ................................................................................ 16
Law Enforcement ......................................................................................................................18
Communication .....................................................................................................................18
Policies & Procedures ...........................................................................................................20
Intellectual/Developmental Disabilities ...................................................................................21
Emergency Management ........................................................................................................22
Emergency Operations Planning ...........................................................................................22
Community Preparedness Outreach & Events ........................................................................23
Multiagency Mass Casualty Exercise ....................................................................................23
Governor’s Office of Emergency Services ..........................................................................24
Great CA Shake Out ............................................................................................................24
Web Based Services & Programs .............................................................................................25
Fresno Web Accessibility Meet Up .......................................................................................26
Staff Trainings .........................................................................................................................27
  All Employee Anti-Harassment & Anti-Discrimination and Americans with Disabilities Act  
  (ADA) ....................................................................................................................................27
  ADA For Supervisors: Accommodating the Public .................................................................27
  New Employee Orientation ....................................................................................................27
  Creating Accessible Documents ...........................................................................................27
  Disability Training for First Responders - Fire Department ...................................................27
  ADA Refresher for Construction Management ....................................................................28
  ADA For FAX Supervisors: Accommodating the Public ......................................................28
Disability Advisory Commission (DAC) ...................................................................................29
  DAC Subcommittees ............................................................................................................30
  DAC Achievement Awards ................................................................................................31
Outreach & Committee Involvement .........................................................................................32
  Community Outreach Events & Informative Presentations Provided: ................................32
Conferences ...............................................................................................................................33
  Safe + Ready Virtual Summit ..............................................................................................33
  SAREX Search and Rescue Conference ............................................................................33
  CASI Accessibility Codes and Standards Summit .................................................................33
  CSUN Assistive Technology Conference ............................................................................33
  National ADA Symposium ..................................................................................................34
  Abilities Expo .......................................................................................................................34
Background

The Americans with Disabilities Act (ADA) is a comprehensive civil rights law for persons with disabilities. 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.

ADA Title II (28 C.F.R. § 35) applies to State and local government entities, and protects qualified individuals with disabilities from discrimination on the basis of disability in services, programs, and activities provided by State and local government entities. Title II extends the prohibition on discrimination established by Section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794, to all activities of State and local governments regardless of whether these entities receive Federal financial assistance.

Consistent with 28 C.F.R. §35.133(a), the City will maintain the accessibility of its programs, activities, services, facilities, and equipment, and will take whatever actions are necessary to do so, such as routine testing of accessibility equipment and routine accessibility audits of its programs and facilities. This does not prohibit isolated or temporary interruptions in service or access due to maintenance or repairs.

Notice Under the Americans with Disabilities Act

In accordance with 28 C.F.R. § 35.106, the City of Fresno has made available to applicants, participants, beneficiaries, and other interested persons information regarding the provisions of the ADA and its applicability to the services, programs, and activities of the City (Appendix A). The Notice has also been made available in Sign Language, Spanish, and Hmong.

ADA notices were provided to the public in a variety of ways.

- Brochures, on display at or distributed in the following manners:
  - City Hall lobby information counter
  - Personnel/Risk Management public counter
  - Development and Resource Management (DARM) Public Counter
  - Office of the ADA Coordinator
  - Construction Management Division office
Fresno Area Express Handy Ride office
- Parks, After School, Recreation, and Community Services (PARCS) facilities
- Fresno Fire Department Headquarters
- During the Disability Advisory Commission (DAC) meeting
- Inserted in the new hire packets which are distributed during New Employee Orientation
- During public awareness training events
- Posters, on display in the following locations:
  - City Hall lobby information counter
  - Personnel/Risk Management Lobby
  - Office of the ADA Coordinator
  - Fresno Area Express Handy Ride office
  - Fresno Area Express fixed routes buses on the routes with the highest rider volume
  - Parks, After School, Recreation, and Community Services (PARCS) facilities
  - Fresno Police Department facilities
  - Parking Services Lobby
- Website¹, available as rich text and accessible PDF
- Signed, captioned, and audio version
  - On Website ADA Notice Page
  - Online at the City of Fresno YouTube page²
  - Shown before and after any programming on the City’s government channel (Comcast 96 or AT&T 99)
  - Displayed in the lobby at the Deaf and Hard of Hearing Service Center, Inc.

**Employment**

ADA Title I Employment compliance is regulated by the Personnel Department. In brief, the City employment policies comply with the U.S. Equal Employment Opportunity Commission regulations implementing Title I of the Americans with Disabilities Act of 1990, codified at 29 C.F.R. Part 1630. Employment policies and records of compliance are maintained by the Personnel Department. The policies provide at a minimum that the City:

- Will not discriminate on the basis of disability in its hiring or employment practices;
- Will not ask a job applicant about the existence, nature, or severity of a disability. Applicants may be asked about their ability to perform specific job functions. Medical examinations or inquiries may be made, but only after a conditional offer of employment is made and only if required of all applicants for the position;
- Upon request will make reasonable accommodations for a qualified applicant or employee with a disability unless the accommodation would cause an undue hardship on the operation of the City’s business. If an applicant or an employee requests a reasonable accommodation and the individual’s disability and need for the accommodation are not readily apparent or known, the City may ask for information necessary to determine whether the person has a disability-related need for the accommodation;
- Will confidentially maintain employee medical records separate from personnel files; and

¹ [www.fresno.gov/ada](http://www.fresno.gov/ada)
² [https://www.youtube.com/watch?v=sTFyjdMNjbY](https://www.youtube.com/watch?v=sTFyjdMNjbY)
• Will in making employment decisions, individually assess whether a qualified person with a disability meets selection criteria. To the extent the City’s selection criteria disqualify an individual because of disability then those criteria must be job-related and consistent with business necessity.

The City provided the following statement on the Career Opportunities page:

Accommodations for Persons with Disabilities

To ensure equal access to employment and services, the City evaluates each request for accommodation and provides appropriate reasonable accommodations, unless doing so would impose an undue hardship on the City of Fresno. What constitutes a reasonable accommodation is to be determined on a case by case basis. Examples are:

• Accommodations for employees: acquiring or modifying equipment; offering alternative work schedules or employment; or modifying work procedures without compromising or altering the essential functions of the job.
• Accommodations for an applicant: offering alternative testing procedures; providing informational materials in alternative media; and providing interpreters for deaf or hearing/speech impaired persons.

Employees or applicants requiring reasonable accommodation should contact the City of Fresno Personnel Services Department at (559) 621-6950.

Special Accommodations

Should you feel you need assistance in completing an on-line application or special accommodations during the examination process due to a qualifying disability, please contact the Personnel Services Department in advance of the examination at (559) 621-6950.

The City of Fresno provides reasonable accommodations in accordance with the Americans with Disabilities Act (ADA) for individuals with documented disabilities who demonstrate a need for accommodations. The purpose of the documentation is to validate that an applicant for test accommodations is covered under the ADA as a disabled individual. Comprehensive information by a qualified professional is necessary to allow the City of Fresno to understand the nature and extent of the applicant’s disability and the resulting functional impairment that limits access to its examinations. Documentation also allows the City of Fresno to provide appropriate accommodations for the disability. The documentation should include the following;

• A specific diagnosis of the disability using a medical professional or qualified professional who has thorough training in the field of learning disabilities (ie, a state disability counselor).
• The diagnosis should be current because the provision of the accommodation should be based on the current impact of the disability on the testing activity.
• Give a detailed description of the applicant’s current functional limitations and describe how the disability impairs physical, perceptual and/or cognitive functioning.

---

3 https://www.fresno.gov/personnel/career-opportunities/
• **Recommend specific accommodations including assistive devices.** Provide a detailed explanation of why these accommodations or devices are needed and how they will reduce the impact of the identified functional limitations on the specific examination process.

• **Report any accommodations the applicant currently uses in daily functioning, especially work-related activities and any past accommodations the applicant received on examinations because of the disability.**

• **Provide contact information and credentials of the professional evaluator that qualify him/her to make the diagnosis, including information about professional license or certification and specialization in the area of the diagnosis.** The information should be written on the professional evaluator’s letterhead and clearly indicate the name, address, telephone number and qualifications of the professional.

• **The documentation should include any record of prior accommodation* or auxiliary aids, including any information about specific conditions under which the accommodations were used and whether or not they were effective.**

Arrangements for persons with disabilities will be provided upon approval. All requests for accommodations must be submitted by the applicant prior to the closing filing date. If you have any questions or need clarification, please feel free to contact the Personnel Services Department at (559) 621-6950.

*If no prior accommodations have been provided, the qualified professional should include a detailed explanation as to why no accommodations were given in the past and why accommodations are now needed.

![Picture 2 Facilities and PARCS work together on parking lot projects to ensure accessibility so all citizens can enjoy our City greenspace.](image-url)
Designated ADA Coordinator
In accordance with 28 C.F.R. § 35.107 the City, a public entity that employs 50 or more persons, has designated Shannon M. Mulhall to coordinate its Citywide efforts to comply with and carry out its responsibilities under the ADA.

In accordance with 49 CFR 27.11(c) and 27.13, the Airports Department has designated Beth McDonell to coordinate efforts to comply with and carry out its responsibilities under the ADA for Fresno Yosemite International Airport (FAT) and Fresno Chandler Airport (FCH).

Grievances, Inquiries, and Referrals
In accordance with 28 C.F.R. § 35.107 the City has adopted and published a grievance procedure providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by Title II of the ADA (Appendix B). The grievance procedure has also been made available in Spanish and Hmong.

The City distributes the grievance procedure to all of its agencies, posts copies of it in conspicuous locations in each of its public buildings, and posts copies to the website in an accessible format. The City refreshes each posted copy, and updates the contact information contained on it, as necessary. Copies are also provided to any person upon request.

Brochures, on display at or distributed in the following manners:
- Inserted in the new hire packets which are distributed during New Employee Orientation
- City Hall lobby information counter
- Personnel/Risk Management public counter
- Development and Resource Management (DARM) Public Counter
- Office of the ADA Coordinator
- Fresno Area Express Handy Ride office
- Parks, After School, Recreation, and Community Services (PARCS) facilities
- Fresno Fire Department Headquarters
- During the Disability Advisory Commission (DAC) meeting

Posters, on display in the following locations:
- City Hall lobby information counter
- Personnel/Risk Management Lobby
- Office of the ADA Coordinator
- Fresno Area Express Handy Ride office
- Parks, After School, Recreation, and Community Services (PARCS) facilities
- Fresno Police Department facilities
- Parking Services Lobby

Website\(^4\), available as rich text and accessible PDF.

\(^4\) www.fresno.gov/ada
Formal Grievances
Two formal grievances were filed with the ADA Office this year.

Informal Inquiries
33 informal inquiries were brought to the attention of the ADA Office. Informal inquiries are issues brought to the attention of the ADA Coordinator anonymously or for which the grievant does not wish to file a formal complaint. These were investigated following a similar process as formal grievances.

Modification Requests
18 requests for reasonable modifications were brought to the attention of the ADA Office. This is not a comprehensive count of requests for modifications citywide, as each department is authorized to provide reasonable modifications.

Referrals
Many calls received by the ADA Coordinator were related to issues outside the purview of the City or the ADA Office. 53 calls resulted in referrals to outside agencies or other departments for assistance. 31 calls were related to business accessibility and were referred to resources for the Accessible Fresno Small Business Initiative (See section below).

Picture 3: Cheerleaders with a variety of abilities participated in the PARCS Department Exceptional Needs Cheer and Football Camp at Inspiration Park in May 2018.
Self-Evaluations
In accordance with 28 C.F.R. § 35.105 the City conducted citywide self-evaluations of services, policies, and practices in 1994, 2002, and 2016. The City conducted a physical inventory of all curb returns which require the installation of a curb ramp in 2002 and again in 2007. The City conducted a physical inventory of sidewalks in 2004 and again in 2007. From 2006 to 2009 the City conducted a physical audit of multiple City facilities to identify physical barriers to identify recommendations and alterations in order to meet state and federal accessibility standards; the results of that physical audit are available within the Facilities Transition Plan.

Physical records of the City-wide self-evaluations, sidewalk access surveys, and the facilities survey are stored within the Public Works Department Administrative storage and within the Office of the ADA Coordinator. The data from the 2007 survey provided the baseline for the GIS database and asset mapping that is currently used for both curb ramps and sidewalks and is stored within the GIS database.

Citywide ADA Self-Evaluation Update
A Citywide ADA Self-Evaluation Update was conducted in 2016-2017. To facilitate the update, each department designated a liaison as the main point of contact with the ADA Coordinator during the process. The Updated Citywide Self-Evaluation and plan was approved by the Office of the City Manager in March 2017. Each department liaison provides the ADA Coordinator with a quarterly update on their progress on the identified steps. Records of the self-evaluation are maintained by the ADA Coordinator and are saved on Laserfiche DMS.

Department of Public Transportation Bus Stop Self Evaluation
In December 2015 The Department of Public Transportation initiated a consultant contract with to evaluate Fresno Area Express (FAX) services, policies, practices, and provide an inventory of physical barriers to program access. FAX provides public transportation services in the city and county of Fresno, which includes 16 fixed routes, approximately 1,700 bus stops, and paratransit services for persons with disabilities. A survey of each bus stop was performed and a Transition Plan listing each physical barrier with a schedule for barrier removal is under development. Through the course of this assessment and self-evaluation, there were opportunities for people with disabilities to provide input on the plan. Records of the self-evaluation are maintained by the Department of Public Transportation/FAX. This project is still in progress as of June 2018.

Transition Plans
In accordance with 28 C.F.R. § 35.150(d) the City has developed Transition Plans setting forth the steps necessary to complete structural changes to facilities to be undertaken to achieve program accessibility. The City has provided opportunities for interested persons, including individuals with disabilities or organizations representing individuals with disabilities, to participate in the development of the transition plan by submitting comments. Copies of these transition plans shall be made available for public inspection upon request.

Building Compliance
Any construction or alterations to City buildings and facilities by it or on its behalf will fully comply with the requirements of 28 C.F.R. § 35.151, including applicable architectural standards. All architectural changes by the City or on its behalf made on or after March 15, 2012, must comply with the 2010 ADA Standards.

- **Newly Constructed Facilities:** The City takes action to make the newly constructed parts of City facilities for which construction was commenced after January 26, 1992, readily accessible to and usable by people with disabilities.
- **Altered Facilities:** The City takes action to make altered parts of City facilities for which alterations commenced after January 26, 1992, readily accessible to and usable by people with disabilities.
- **Program Access in Existing Facilities:** The City takes action to make each of the City’s programs, services, and activities operating at a facility, when viewed in its entirety, readily accessible to and usable by people with disabilities.

The City, through its building department and building inspector, is cognizant of its responsibility to comply with the ADA and the Rehabilitation Act. As a City, it adopted the California Building Code (CBC) Chapter 11, regarding accessibility, and maintains City Standard Specifications that are in keeping with the ADA and CBC accessibility regulations. In addition, the City’s Development Code requires all sidewalks and off-street parking to be constructed in accordance with current ADA requirements.

Curb Ramp/Right of Way Transition Plans
The City has developed an ongoing Capital Improvement Plan to install compliant curb ramps and improve the accessibility of existing sidewalks when they are within the scope of work for all construction projects. The City maintains policies which require providing curb ramps or other sloped areas complying with the 2010 ADA Standards at all newly constructed or altered pedestrian walkways where they intersect a street, road, or highway.

On February 25, 2016 the City Council adopted the 2016 Update to the ADA Transition Plan for the Right of Way (ROW). The ROW Transition Plan incorporates retrofitting Curb Ramps, Sidewalks, and Accessible Pedestrian Signals and replaces the 2003 Amended Curb Ramp Transition Plan. The City conducted public hearings, solicited public comments and provided the opportunity for interested persons, including the City’s Disability Advisory Commission (DAC), to participate in the development of this plan. Records of the Transition Plan are maintained by the ADA Coordinator and are saved on Laserfiche. Records of construction and compliance activity
under the Street Maintenance program and the ROW Transition Plan are maintained by the Street Maintenance Division.

**Facilities Transition Plan**
On September 22, 2016, the City Council adopted the 2016 Facilities Transition Plan. Each October an addendum is published. The addendum lists the projects completed in the previous fiscal year, budgeted facilities projects that are planned specifically for removal of barriers to program access as well as other facilities projects that include components that increase access to programs, services, and activities for members of the public.

From 2006 to 2009 the City conducted a physical audit of City facilities to identify facility barriers and identify recommendations and alterations in order to meet state and federal accessibility standards. In 2009, the Facilities Transition Plan was drafted, which identified physical barriers and set out a proposed schedule for addressing and removing those barriers. The City conducted public hearings, solicited public comments and provided the opportunity for interested persons, including the DAC, to participate in the development of this plan. In Fiscal Year 2015-2016, the Office of the ADA Coordinator updated the text and prioritization of the Draft Facilities Transition Plan. Public meetings to review the 2016 ADA Facilities Transition Plan were held on February 10, 2015 and March 10, 2015, during the DAC meeting. Public participation included persons with disabilities. Copies of the Facilities Transition Plan are available at the office of the ADA Coordinator and are saved on Laserfiche.

**Fresno Yosemite International Airport Transition Plan**
Fresno Yosemite International Airport had conducted a physical assessment and developed a Transition Plan in 2003. Records indicate that the airport has completed all of the items on that Transition Plan. As part of the design process for that work, the former ADA Advisory Committee was consulted for input from individuals with disabilities. Records of the physical assessment, Transition Plan, and compliance related projects are maintained by the Airports Department. Currently, Airports physical accessibility compliance projects are included in the annual addendum to the Citywide Facilities Transition Plan.

**Department of Public Transportation Bus Stop Transition Plan**
In December 2015 The Department of Public Transportation initiated a consultant contract to evaluate Fresno Area Express (FAX) services, policies, practices, and provide an inventory of physical barriers to program access. FAX provides public transportation services in the city and county of Fresno, which includes 16 fixed routes, approximately 1,700 bus stops, and paratransit services for persons with disabilities. A Transition Plan listing each physical barrier with a schedule for barrier removal is under development. Through the course of this the assessment there were opportunities for people with disabilities to provide input on the plan. Records of the physical assessment, Transition Plan, and compliance related projects are maintained by the Department of Public Transportation/FAX.
Public Works Construction Standards
The City has developed an ongoing capital improvement plan to install curb ramps and improve the accessibility on existing sidewalks.

The City maintains Public Works Standard Specifications and Standard Drawings that are in keeping with the ADA and CBC accessibility regulations and which follow the guidance from the draft Pedestrian Right of Way Accessibility Guidelines (PROWAG) whenever possible.

The ADA Coordinator attends preconstruction meetings to emphasize to contractors the importance of maintaining pedestrian access during construction projects in keeping with the City Standard 7-10.2 for ADA access during construction. Contractors were provided with a memo, ADA Access Around Construction Sites, and the following was typically stated in the meeting:

*If access is provided to any pedestrians, the city has an obligation to provide access to all pedestrians, which includes people with disabilities. Curb ramps and a level pathway should be provided for in the traffic control plan for people with mobility impairments. People using motorized wheelchairs may require very sturdy, slip resistant pedestrian facilities. Hazards should be well barricaded so that they can be detected and avoided by people with visual disabilities, including those using long canes. Barricades should contain a continuous edge so as to be cane detectible. If pedestrian access is going to be in the roadway it must be crashworthy. If you have any question or concerns in regards to ADA compliance, please do not hesitate to contact me.*

ADA Capital Funds Project
The ADA Infrastructure Minor Capital Funds (PW00461) allows the ADA coordinator to select specific smaller projects that would enhance the accessibility of the City or to resolve grievances in regards to the accessibility of the public right of way.

Geary/Plumas Gap Fill
The area of Geary/Plumas represents an area with high pedestrian traffic. Sidewalk exists further to the west from a recent development project with the only gap being located in front of the church. Due to the reduced likelihood of future construction at this location and the frequent pedestrian use, this was an ideal gap fill project.
Shaw/Blackstone Gap Fill
Shaw/Blackstone represents an area with high pedestrian traffic. Due to the reduced likelihood of future construction at this location and the frequent pedestrian use, this was an ideal gap fill project.

Nees between Millbrook and First Street
This location represents an area with high pedestrian traffic, with proximity to schools and shopping centers. Due to the reduced likelihood of future construction at this location, the lack of pedestrian facilities on the North side of Nees, and the frequent pedestrian use, this was an ideal gap fill project.

APS Retrofits (Phase 1)
This year there were numerous requests for Accessible Pedestrian Signals (APS) to be installed at existing signalized locations.

The city was able to install APS and reconstruct curb ramps at one location and order parts for retrofitting three additional intersections, which will be retrofitted in FY19. The completed APS project was located at the intersection of Tulare and Rowell, adjacent to Roosevelt High School, which is a location of an education program for students who are blind/visually impaired.
General Effective Communication Provisions
The City has adopted Administrative Order 8-18 “Effective Communication with Individuals with Disabilities.”

The City has identified sources of qualified sign language and oral interpreters, qualified readers, real-time transcription services, and vendors able to put documents in Braille. These sources are updated periodically and are available by contacting the office of the ADA Coordinator. The City utilizes the Deaf and Hard of Hearing Service Center for local qualified oral and sign language interpreting services and for real-time transcription and CART services. The City utilizes Valley Center for the Blind for requests for documents in Braille. Typically all other requests for alternative formats are able to be produced in-house.

The City has implemented a process to provide qualified sign language interpreter services upon request at Council meetings and events. The City has implemented written procedures with time frames for fulfilling requests for sign language or oral interpreters, qualified readers, real-time transcription services, and documents in alternate formats, including Braille, large print, cassette tapes, accessible electronic format (e.g., HTML). The City ensures that all appropriate employees are trained and practiced in using Relay Service to make and receive calls.

The Office of the ADA Coordinator is equipped with a TTY and has taken steps to ensure that persons who use TTYs have equivalent access. The City ensures that the ADA Coordinator is trained and practiced in using TTY and Relay Service to make and receive calls.

Assistive Listening Systems (ALS)
Several City facilities have ALS to assist people with hearing loss better participate in trainings, meetings, and events.

1. City Council Chambers - The City Hall Council Chambers have an FM assistive listening system. An FM system is an ALS that use radio broadcast technology. The public address system in the Council Chambers must be on for the system to work, and each user must have a receiver. The FM receivers are available in the City Clerk’s office.
2. Loop Systems - City Hall Room 4017 and Meeting Room A have an induction loop that can be set up in advance. Individuals who use hearing aid who have a “T” or telephone coils can switch them on and receive signals directly to their hearing aide. Those without “T” coil equipped hearing aids can use a receiver. The system and accompanying microphones take time to set up and can be done with assistance of the Communications Department. The transmitter, microphones, and headset receivers are located in the office of the Communications Department.

Picture 9: One of the portable FM Systems, which is available for staff to check out.
ADA Coordinator. In 2016 the Saroyan Theater upgraded from an infrared system to an FM loop system. Receivers are available from ushers at events; no advance setup is necessary.

3. Portable FM System. The office of the ADA Coordinator has a portable FM System that is available to be checked out by staff. The system includes an individual loop system so that people who use hearing aid who have a “T” or telephone coils can switch them on and receive signals directly to their hearing aid. Those without “T” coil equipped hearing aids can use a receiver. The City Clerk’s Office has a portable FM System which is not equipped with the individual loop system however it is compatible with individual loops that may be obtained from the office of the ADA Coordinator.
Law Enforcement
People with disabilities may have unique needs when they come in contact with law enforcement officials. Under the ADA, people with disabilities are entitled to the same services law enforcement provides to anyone else. This section provides an overview of many of the efforts that the Fresno Police Department has undergone to ensure that their contact is equitable and effective when interacting with people with disabilities.

Communication
The City Police Department has adopted Policy Statement 370 Communications with Persons with Disabilities. The City distribute to all police officers via a Roll Call Training Bulletin the Guide for Law Enforcement Officers When in Contact with People Who are Deaf or Hard of Hearing on an annual basis; this was distributed to all Police Department personnel on July 20, 2017. In 2016 the City began issuing laminated communication cards to patrol officers. The cards continue to be issued to new hires and lateral transfers.

The City utilizes the Deaf and Hard of Hearing Service Center for local qualified oral and sign language interpreters, which are available 24 hours every day to the Police Department.

The Fresno Police Headquarters Communications Center houses a working TTY available for use which enable people who are deaf, hard of hearing, or who have speech impairments to make outgoing telephone calls. Where telephone calls are time-limited, the City policies permit a longer period of time due to the slower nature of TTY communications as compared to voice communications. When requested, the City allows people who are Deaf, hard of hearing, or who have speech impairments to use mobile phones for texting as a reasonable modification.

The City has ensured that each 9-1-1 call station is equipped with Power 911, which has a robust TTY computer equivalent and has taken steps to ensure that persons who use TTYs have equivalent access to 9-1-1 services. The City ensures that all new employees in the 9-1-1 dispatch center are trained and practiced in using TTY and Relay Service to make and receive calls. Refresher training is sent to all dispatchers via PowerDSM biannually. Records of completion of training are maintained by the Police Department Communications Center. The Communication Center implements tests every two months of their operators’ response to TTY calls.
Picture 12: Fresno Police Department personnel are issued communication cards to assist with interactions with individuals who are Deaf, Hard of Hearing, Speech Limited, or have Limited English Proficiency.
Policies & Procedures
The Police Department has adopted multiple policies and procedures that impact accessibility for people with disabilities including:

- Policy 370: Effective communication with people with disabilities.
- Policy 306: Permits modifications of procedures for individuals with speech or hearing disabilities to be handcuffed in front to allow the person to sign or write notes, safety permitting.
- Policy 418: At least every three years, all members shall receive training related to recognition of persons with mental illness and procedures for accessing available community mental health resources. In addition, sworn officers shall be trained on specific guidelines to follow in dealing with persons they suspect have a mental health disability during contacts on the street as well as during interviews and interrogation.
- Policy 900: Arrestee, detainee, or other person that is lawfully in the custody of the Department will be allowed to keep prescribed orthopedic or prosthetic appliances, including hearing aids and glasses, unless there is an immediate risk of bodily harm to any person or the security of the facility.
- Procedure 901: Transporting individuals who use mobility devices.
- Procedure 370: Individuals who are arrested and are assisted by service animals to be permitted to make arrangements for the care of such animals prior to transport.

Picture 13: Members of the Crisis Intervention Team with community members at a Town Hall meeting at Vocations Plus Connections, Inc. The Town Hall meetings bring officers and individuals with I/DD together for positive interactions.
Intellectual/Developmental Disabilities

The Police Department has committed to providing Crisis Intervention Training for patrol officers. Crisis Intervention Training was designed to give law enforcement officers the tools to more effectively respond to crises in the field by providing increased knowledge about mental health crisis, mental illness, the stigma associated with mental illness, and de-escalation strategies to avoid violent confrontations. This training also includes substantial information about working with individuals with Intellectual or Developmental Disabilities (I/DD). The training is presented in part by representatives from National Alliance on Mental Illness, Fresno and Central Valley Regional Center.

The Crisis Intervention team (CIT) was launched this year. CIT officers respond to crises in the field by providing increased knowledge about mental health, mental illness, the stigma associated with mental illness, and de-escalation strategies to avoid violent confrontations.

The department is working with community partner Vocation Plus Connections for events that bring officers and individuals with I/DD together for positive interactions. Officers attended the Patriot Day social carnival event in September 2017. The first Town Hall Meeting was conducted in January 2018 and was an opportunity for the I/DD community to learn about the newly formed Crisis Intervention Team (CIT) and to have meaningful dialog about needs.

The Police Department is committed to efforts that support successful interactions between law enforcement and individuals with I/DD. In conjunction with the Central Valley Regional Center, the California Diagnostic Center, and Exceptional Parents Unlimited the department developed tips for law enforcement officers who engage with people with I/DD. This was distributed to all Police Department personnel on July 20, 2017.

“Law Enforcement & You” training provides individuals with I/DD with information about how to have successful interactions with Law Enforcement, including interactive discussions and roll play activities. This training was developed as a partnership with the Police Department, The State Council on Developmental Disabilities, and the office of the ADA Coordinator.

- May 3, 2018 Central Valley Regional Center, 75 attendees.

Picture 14: During the "Law Enforcement & You" training, officers and community members roll play how to have a safe interaction.
Emergency Management

One important roles of local government is to help people prepare for and respond to emergencies. Ensuring that The City’s emergency preparedness and response programs are accessible to people with disabilities is a critical part of this responsibility.

Emergency Operations Planning

The City’s Emergency Operations Plan (EOP) must comply with the ADA. The City has used Chapter 7 of the Department of Justice’s ADA Best Practices Tool Kit for State and Local Government\(^5\) (ADA Tool Kit) to address ADA obligations of emergency management, including planning, preparedness, evacuation, shelters, medical and social services, lodging and housing programs, recovery, and rebuilding.

The City’s EOP is currently in the process of being updated to ensure it includes the following:

- Procedures to receive and use input from people with a variety of disabilities on its emergency management plan (preparation, notification, response, and clean-up);
- Community evacuation plans to enable people who have mobility disabilities, are blind or have low vision, are deaf or hard of hearing, have cognitive disabilities, mental illness, or other disabilities to safely self-evacuate or be evacuated by others.
- The use of text messaging, e-mails, open-captioning on local TV stations and other innovative uses of technology may be incorporated into such procedures, as well as lower-tech options such as dispatching qualified sign language interpreters to assist with emergency TV broadcasts.
- Procedures ensuring that people who use service animals are not separated from their service animals when sheltering during an emergency, even if pets are normally prohibited in shelters. The procedures will not segregate people who use service animals from others but may take into account the potential presence of people who, for safety or health reasons, should not be in contact with certain types of animals.
- When contracting with another entity, such as the American Red Cross or another local government, to provide its emergency preparedness plans and emergency response services, the City will ensure that the other entity complies with the provisions on its behalf.

This year the City Manager’s Office initiated the update of the Citywide Continuity of Operations Plans. The ADA Coordinator participated as a Task Force Liaison to assist with inclusion of people with access and functional needs in the process.

Copies of the EOP and COOP are available through the Emergency Preparedness Officer in the Fresno Fire Department.

\(^5\) [http://www.ada.gov/emergencyprep.htm](http://www.ada.gov/emergencyprep.htm)
Community Preparedness Outreach & Events
The ADA office has collaborated extensively with the Office of Emergency Services (OES) to enhance the inclusion of people with disabilities in all aspect of emergency planning. This has resulted in several projects and partnerships, including:

- Joint Access and Functional Needs (AFN) Work Group, a collaborative effort between the City and County of Fresno Public Health Emergency Preparedness Program. The purpose of the work group is to bring to the table emergency management personnel, representative from organizations serving individuals with disabilities, and community stakeholders to strengthen community preparedness and enhance resiliency and recovery efforts. Agendas and Minutes are available in the office of the ADA Coordinator.

- The ADA Coordinator is a regular participant at Citizen Corps & Community Emergency Response Team (CERT) events and is a member of the Citizen Corps Council. This has resulted in greater collaboration between people with disabilities and individuals and organizations engaging in emergency preparedness activity.

- Earthquake County Alliance Seniors and People with Disabilities (S/PWD). The ADA Coordinator serves as the Chair of this statewide committee. The S/PWD committee advises on ways to better include people with access and functional needs in earthquake preparedness efforts and training activities, particularly the Great California ShakeOut.

Multiagency Mass Casualty Exercise
On August 11, 2017 participants from Vocations Plus Connections, Inc. were invited to volunteer as mock victims for a multi-agency mass casualty exercises at the Save Mart Center, attended by Fresno Fire, County Fire, Cal Fire, and Clovis Fire. This partnership provided fire personnel a hands-on experience working with individuals with I/DD and varying needs.

![Image of participants and firefighters](image_url)

*Picture 16: Participants from Vocation Plus Connections Inc. supported Fresno Fire by playing the role of victims in an inclusive exercise.*
**Governor’s Office of Emergency Services**
On August 17, 2017 The Joint AFN Work Group and the Fresno Fire Department welcomed special guest Speakers Eric Lamoureux, Regional Administrator for the Governor’s Office of Emergency Services (CalOES) and Vance Taylor, Director of Office of Access and Functional Needs. They provided a case presentation on the Oroville Spillway Incident and Sheltering of People with Access and Functional Needs.

**Great CA Shake Out**
On September 29, 2017 and on October 6, 2017, the ADA Coordinator provided ShakeOut Drill earthquake preparedness training for the Deaf and Hard of Hearing community at the Deaf and Hard of Hearing Service Center. Approximately 20 -30 people were in attendance at each session.

*Picture 17: Fresno Fire Department was proud to host CalOES and the Office of Access and Functional needs for presentation on inclusive sheltering.*

*Picture 18 Fresno Fire attended the Vocation Plus Connections Patriot’s Day Event, socializing with community members who have developmental disabilities*
Web Based Services & Programs

The accessibility of information that is distributed on the City of Fresno website has been an ongoing priority and joint effort between the ADA Coordinator and the Webmaster. The City posts online a Web Access Policy and create a process for making its web pages accessible, makes all new and modified web pages and content accessible, and at least annually enlists people with disabilities to test its pages for ease of use.

The City has adopted Administrative Order (AO) 8-16 Accessibility of Information of the City Website. The purpose of this AO is to promote the accessibility of information on the City’s website for persons with disabilities by require that documents containing text posted on the City website in PDF will, to the extent possible, be accessible PDFs or in another alternate accessible format. The Webmaster monitors content during the approval process and notifies staff if deficiencies in accessibility are found.

The City drafted AO 8-20 “Accessible Information and Communication Technology.” The purpose of this AO is to ensure that Information and Communication Technology (ICT) and digital services for use with the public are accessible and compliant with federal and state regulations. This policy would apply to all City departments and divisions which provide ICT and digital services to the public via the website or other digital means. This policy outlines strategies for acquiring accessible technology as well as how to proceed when accessible technology that meets the business need is unavailable. This policy has been recommended to the City Manager for adoption and is undergoing review by the Labor Relations Board as of June 30, 2017.

The City distributes to its employees who design, develop, maintain, or otherwise have responsibility for its websites or third party websites used by the City, the technical assistance document, Accessibility of State and Local Government Websites to People with Disabilities.

The ADA Coordinator, who provides the function of Web Accessibility Coordinator, conducted regular training on how to create accessible documents for online posting (see “Training” sections). The ADA Coordinator, Webmaster, and Information Services Department personnel regularly participate in online webinars on website accessibility provided by the ADA National

6 http://www.fresno.gov
7 http://www.fresno.gov/ada
8 http://www.ada.gov/websites2.htm
Network and other industry experts. One-on-one training and support is available to staff needing assistance with developing accessible content for web posting.

Since 2016 the City has utilized Siteimprove for automated web accessibility compliance testing. Siteimprove checks for WCAG 2.0, levels A, AA, and AAA errors and provides a list of actionable items, explanations of issues, and solutions. Siteimprove Accessibility scans all of the website’s PDFs for detectable issues and provides regular reports on conformance. As of August 14, 2018, Siteimprove recorded the City of Fresno website compliance rating at 97.6%, in comparison to the government industry average of 65% compliance. The City utilizes the Siteimprove Academy for training both non-technical and technical staff on the requirements for web accessibility.

The City began development on multiple mobile applications for public engagement. They enlisted the Disability Advisory Commission in May 2018 to test and provide feedback.

In February 2018 a task force of the Disability Advisory Commission tested and provided feedback on the Q Bus Rapid Transit Ticket Vending Machines.

**Fresno Web Accessibility Meet Up**

In August 2017 the City partnered with Bitwise Industries to host a Web Accessibility meet up. The purpose of the meet up was to bring technologists, advocates, and people with disabilities around the table to discuss website accessibility.

![Picture 20: People with disabilities, technologists and advocates, including the City of Fresno Webmaster and ADA Coordinator, meet around a table to discuss technological inclusion.](image)
Staff Trainings

All Employee Anti-Harassment & Anti-Discrimination and Americans with Disabilities Act (ADA)
All City employees are trained on the requirements of the ADA and appropriate ways of serving people with disabilities. The 1 hour ADA portion of the training provides City employees with a basic understanding of the Title II requirements of the Americans with Disabilities Act (ADA) and appropriate ways of serving people with disabilities. Training is mandatory every three years. Training records are maintained by the Personnel Office.

ADA For Supervisors: Accommodating the Public
The four-hour mandatory Supervisor training course includes a 45-60 minute session focused on the ADA Requirements and Public Accommodations. Training includes a general ADA overview, the administrative requirements for Title II modifications/accommodations, the applicable exceptions, and a group activity where participants discuss and respond to hypothetical scenarios. Training records are maintained by the Personnel Office.

New Employee Orientation
Each New Employee Orientation includes a 30-minute presentation by the ADA Coordinator. The presentation provides an overview of the City’s general obligations under the ADA, how to respond to requests for reasonable modifications/accommodations, and etiquette tips for serving individuals with disabilities. The New Employee Orientation packets contain brochures with the ADA Notice, ADA Grievance Procedure, information about the DAC, and Disability Etiquette (produced by the Judicial Council of California Access and Fairness Advisory Committee). Training records are maintained by the Personnel Office.

Creating Accessible Documents
Two 2-hour optional courses presented by the ADA Coordinator, was offered monthly from January 2018 to June 2018. These trainings provide a foundation for creating accessible documents. Through hands-on activities participants learn how to build in accessibility at the time a document is created and how to enhance the accessibility of existing PDF documents. Two courses available: Accessible Word Documents and Preparing PDFs for Online Posting. Training records are maintained by the Personnel Office.

Disability Training for First Responders - Fire Department
All Fire Department personnel, including support staff, are assigned to complete an online module-based Disability Training for First Responders. The one-hour training from the Ohio Disability and Health Program (ODHP) was produced at The Ohio State University Nisonger Center and is designed to give first responders the knowledge and skills required to safely and effectively assist people with disabilities. The training provides information and best practices to ensure the safety of people with disabilities and first responders. The training provides an overview of different disability types and accommodations that may be necessary, as well as an overview of the Americans with Disabilities Act of 1990 as it relates to first responders. This

9 https://www.youtube.com/playlist?list=PLjdWYCi9CWHblC5668uTXiMoTHNEdyUaw
training is broken into five short modules. Training is mandatory every three years. Training records are maintained by the Fire Department.

**ADA Refresher for Construction Management**
March 6, 2018 – Construction Management Inspectors and personnel received a 30 minute ADA in the Right of Way Refresher training. Training records are maintained by the Construction Management Division.

**ADA For FAX Supervisors: Accommodating the Public**
FAX Supervisor 1-hour training course focused on the ADA Requirements. Training includes a general ADA overview, the administrative requirements for Title II modifications, the applicable exceptions to accommodations, and Department of Transportation requirements related to people with disabilities. Training records are maintained by the FAX training office.
Disability Advisory Commission (DAC)

The Disability Advisory Commission (DAC) was established in 2008 and superseded two previous advisory bodies: the FAX ADA Advisory Committee and the ADA Advisory Council, which were created in 1992 and 1993, respectively. The DAC is involved with ongoing effort to ensure the accessibility of the City’s programs, services and activities, advising and assisting the Mayor, City Council, City Boards, Commissions, Committees and City staff on matters affecting persons with disabilities.

The DAC is a seven-member body made up of community leaders appointed by the Mayor and approved by the City Council; five of the seven members must be persons with disabilities. The current Commission represents many years of professional work and personal experience with a range of disabilities. It includes:

- **Francis Reyes Acosta, Chair**, Resources for Independence, Central Valley president, active advocate for disability rights with an extensive background working in Public Relations, Business Relations, and broadcasting.
- **Carlos Duarte, ex officio member**, ADA Transportation Specialist with Fresno Area Express.
- **Ken Elvington**, Staff Service Manager for the California Department of Rehabilitation, an agency which provides services to the individuals with disabilities.
- **Heather Flores**, Executive Director of Central Valley Regional Center, with has an extensive background working with individuals with developmental disabilities.
- **Norman Norwood, Jr.**, Graduate student at Alliant International University’s Master’s program for clinical counselors.
- **Dr. Jenelle Pitt**, Assistant professor at California State University, Fresno’s nationally-recognized Rehabilitation Counseling Program.
- **Mary Beth Randall**, Board Member of the Guide Dog Users of California and member of the California Council of the Blind and the American Council of the Blind.
- **Susan Coulter**, Educational Services Director at Deaf and Hard of Hearing Service Center.

The DAC meetings were typically held on the second Tuesday of each month from 10:00 am – 11:30 pm at City Hall, 2600 Fresno Street, 2nd Floor, Meeting Room A (2165). There were no regularly scheduled meetings in July or November.

The DAC discussed or provided advising on the following items:
• Annual Achievement Awards
• ADA Annual Report
• Facilities Transition Plan Annual Addendum FY18
• Accessible Fresno Small Business Initiative
• Manchester Transit Center Remodel Design
• Airports General Accessibility
• Airports Service Animal Relief Area Design
• FAX Ticket Vending Machines
• Public Works Traffic Operations Center
• Parks, After School, Recreation, and Community Services (PARCS)
• Public Works Landscaping Division – Social Vocation Services Contract
• Public Works Grant Applications

Public presentations were provided by the following individuals or organizations:

• High Speed Rail Authority
• California Senior Legislature
• Habitat for Humanity

Agendas, minutes, and supporting documents for DAC Activities are on file in the office of the ADA Coordinator as well as available online at https://fresno.legistar.com and www.fresno.gov/dac.

DAC Subcommittees

The Outreach Subcommittee continued work on the development of a Media Resource Guide, compiling information about how and when to engage effectively with the media outlets. The purpose is to assist local disability organizations to know how to get the word out about their events and efforts.

The Transportation Subcommittee met four times. The activities of the transportation subcommittee included:

• Regular updates on fixed route and Handy Ride paratransit services
• Review of Manchester Transit Center Remodel Design
• Review of Ticket Vending Machines
DAC Achievement Awards
October 2017 marked the ninth year that the DAC has honored community members with the DAC Achievement Awards, coinciding with the Proclamation of October as Disability Awareness Month.

The commission recognized an Individual, an Organization, and a City Employee for excellence in representing, collaborating with, or serving individuals with disabilities. The recipient of the DAC’s 2017 Individual Achievement Award is John Bower. The recipient of the DAC’s Organization Achievement Award is Sunnyside Bicycles. The recipient of the City employee award is Brian Barr. The recipient of the City Department award is Airports Department under the leadership of Vikkie Calderon and Melissa Garza-Perry.
Outreach & Committee Involvement

Outreach within the disabled community is central to understanding and responding to the needs of people with disabilities within the City. To that end, the ADA Coordinator attended disability related events and participated in committees that enhance opportunities for people with disabilities in the community. Some of the committees and groups with which the ADA Coordinator has participated include but are not limited to:

- California Network of ADA Coordinators
- Central California Registry of Interpreters for the Deaf; Emergency Management Committee
- Citizen Corps/Community Emergency Response Team (CERT)
- Earthquake Country Alliance Seniors & People with Disabilities Committee (Chair)
- Exceptional Parents Unlimited (EPU) Adult Transition Community Partnership Meeting quarterly committee and EPU Community of Practice
- Fresno Business Serving Partners
- Fresno City College Disabled Students Services Advisory Council
- Fresno County Voter Accessibility Advisory Committee
- Fresno Web Accessibility (founder/co-organizer)
- Health Net State Wide Public Policy Committee
- Veterans Employment Committee/Fresno Community Forces

Community Outreach Events & Informative Presentations Provided:

- Fresno CERT (8/2/17)
- RICV, Assistive Technology Division, Document training (7/21/17)
- CSU Fresno class, Education of Exceptional Children (9/5/17)
- Geekwise Industries (12/16/17)
- JP Marketing (2/6/18)
- Resources for Independence Central Valley Community Leadership Academy (2/15/18)
- American Public Works Association – Central Valley (6/14/18)

Picture 25: Inspiration Park was featured in a documentary about strides in Accessibility. Local ADA Attorney Rachelle Taylor Golden was interviewed about the importance of inclusivity.
Conferences

Safe + Ready Virtual Summit
September 12, 2017 – September 14, 2017. The ADA Coordinator provided a webinar on *Communicating with Persons with Disabilities During Disaster*. The 3rd annual Safety and Emergency Readiness Virtual Summit provided three days of interactive webinars. The Summit featured over 20 national experts instructing on a wide range of topics pertaining to safety and emergency preparedness.

![Image of Shannon Mulhall]

**SHANNON MULHALL**
City of Fresno, CA / ADA Coordinator

SAREX Search and Rescue Conference
September 9, 2017, The ADA Coordinator presented two breakout sessions of *Emergency Communication in our Diverse Community Effective Ways to Communicate with People with Disabilities and Limited English Speakers*. SAREX provides a wide spectrum of Search and Rescue (SAR) courses to enhance SAR professional's knowledge and skills. It is designed to encompass all aspects of SAR to help prepare for effective and efficient responses to California’s wilderness and urban environment SAR problems as well as disasters.

![Image of SAREX participants]

SAREX participants practice non-English communication using gestures, drawing, and picture card communication tools.

CASI Accessibility Codes and Standards Summit
October 19, 2017 – October 20, 2017. Burlingame, CA, hosted by the Certified Access Specialist Institute (CASI). The ADA Coordinator attended this two-day event designed for Certified Access Specialists and building officials, architects and inspectors, to learn Accessibility Codes and Standards.

CSUN Assistive Technology Conference
March 21, 2018- March 23, 2018, The ADA Coordinator attended the California State University, Northridge (CSUN) Assistive Technology Conference in San Diego, CA. The ADA Coordinator provided a breakout session presentation: *ICT & Web Access Planning for Local Governments (TII)*. For over 33 years, the Center on Disabilities, through the CSUN Assistive Technology Conference, has provided an inclusive setting for researchers, practitioners, exhibitors, end users, speakers and other participants to share knowledge and best practices in the field of assistive technology. Known as a forum that showcases cutting edge technology and practical solutions that can be utilized to remove the barriers that prevent the full participation of persons with disabilities in educational, workplace and social settings, the conference is the largest of its kind in the world.
National ADA Symposium
June 17, 2018 – June 21, 2018. The ADA Coordinator attended the National ADA Network’s ADA Symposium. The ADA Coordinator presented two breakout sessions: How People with Disabilities Use Assistive Technology and Common Barriers and Office of One: Self Evaluation Update Case Study. The National ADA Symposium is designed to provide the latest information on ADA regulations and guidelines, implementation strategies, and best practices through dynamic, interactive sessions.

Abilities Expo
October 27, 2017 – October 29, 2017. The ADA Coordinator attended the Abilities Expo, a semi-annual conference on disability, in San Mateo, CA. The ADA Coordinator presented a workshop Emergency and Earthquake Preparedness for People with Disabilities with the Earthquake Country Alliance (ECA). ECA is a public-private partnership of people, organizations, and regional alliances that work together to improve preparedness, mitigation and resiliency, funded by the Federal Emergency Management Agency (FEMA). ECA coordinates the international Great ShakeOut event and provides information and resources to help everyone get prepared to survive and recover quickly.

Picture 27: The ADA Coordinator presented about earthquake preparedness to a crowd at the Abilities Expo.
Disability Access & Education
Under California Government Code Section 4467, Disability Access & Education, the City must collect additional funds with each business tax certificate application or renewal; a portion of which is collected by the Division of the State Architect and the rest retained by City.

These funds can only be used for:

- Increasing Certified Access Specialist (CASp) services/training and certification
- Programs to facilitate compliance with construction-related accessibility requirements
- Related administrative services

The following sections outline the ways in which these funds are utilized by the City.

CASp Certification and Training – CASp Training Cohort
In June 2018 the City formed the CASp Training Cohort for staff who are interested in pursuing CASp certification. Employees from Public Works and DARM meet once a month to learn more about accessibility regulations and discuss accessibility challenges. Cohort participants are offered the opportunity to attend trainings and conferences to increase their knowledge of accessibility regulations. Funds are utilized for training, application, testing, and certification fees for employees who are pursuing CASp certification status as well as certification maintenance, renewal costs, and training to fulfill CEU requirements for employees with CASp certification status is also

Accessible Fresno Small Business Initiative
In October 2017 the City launched the Accessible Fresno Small Business Initiative (Accessible Fresno). Accessible Fresno is a proactive program to encourage businesses within the City to take steps toward construction-related accessibility compliance.

Accessible Fresno provides accessibility compliance workshops & information and free CASp inspection for eligible small businesses.

Workshops & Information
Accessible Fresno provides educational workshops and discussions forums for the business community. Outreach Business Partners include SCORE Central Valley, Downtown Fresno Partnership, Fresno Chamber of Commerce, Fresno Metro Black Chamber of Commerce, Fresno Regional Workforce Development Board, and Fresno Area Hispanic Foundation.

The goal of the education outreach is to assist and empower these organizations to provide regular trainings and mentoring on construction-related accessibility compliance to the small business community. Through this partnership the City is able to distribute additional information about Accessible Fresno, CASp benefits, and construction-related accessibility requirements.
Trainings Provided:

- April 24, 2018, SCORE Central Valley, *Business Roundtable: Is Your Hotel or Gas Station ADA Compliant*, co-facilitated by the ADA Coordinator and DAC member Norman Norwood, Jr.
- May 2, 2018, Fresno Metro Black Chamber of Commerce, Training for FMBCC staff, ADA requirements for Businesses
- May 23, 2018, Fresno Regional Workforce Development Board, Fresno Business Serving Partners Quarterly Meeting
- June 15, 2018, Consulate of Mexico in Fresno, Accessible Fresno Overview

June 28, 2018 The City hosted a series of listening forums in conjunction with the CA Commission on Disability Access. This consisted of a series of meetings with stakeholders representing the restaurant industry and members of the public with disabilities.

In October 2016 the City included an insert about CASp Benefits with 20,000 business tax license renewal reminders.

The City created an array of outreach materials that are available to businesses and organizational partners, including an informational brochure about the Accessible Fresno Small Business Initiative, Frequently Asked Questions for Business Owners, and Financial Assistance for Access Construction. These brochures were distributed by the ADA Coordinator and available at the City Hall Information Kiosk, Building & Safety Division, and the Business Tax office. Brochures have been provided to outside entities including but not limited to the Small Business Administration, SCORE Central Valley, Fresno Chamber of Commerce, Fresno Metro Black Chamber of Commerce, Fresno Regional Workforce Investment Board, Fresno Area Hispanic Foundation and Downtown Partnership.
CASp Inspections for Small Businesses
The CASp Inspection portion of the Accessible Fresno Small Business Initiative will give eligible small businesses a CASp inspection at no cost. How it works:

<table>
<thead>
<tr>
<th>Business applies at</th>
<th><a href="http://www.fresno.gov/AccessibleFresno">www.fresno.gov/AccessibleFresno</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Review &amp; selection of eligible participants</td>
<td></td>
</tr>
<tr>
<td>Business connected with qualified CASp firm</td>
<td></td>
</tr>
<tr>
<td>CASp firm works directly with business to provide:</td>
<td></td>
</tr>
<tr>
<td>Agreement</td>
<td>CASp Inspection</td>
</tr>
</tbody>
</table>

Eligible businesses meet the following criteria:

- Small for-profit business ($1 million or less annual gross revenue) located in the City of Fresno
- Current valid business tax certificate
- Place of Public Accommodation, as defined in ADA Title III. Targeted places of public accommodations include:
  - Sales or rental establishment
  - Establishment serving food or drink
  - Service establishment
- Has not yet been served a summons and complaint of a construction related accessibility claim for the property site
- Public Use area is 4,000 square feet or less
- Individual business site
- No outstanding code violations or assessments on record

Targeted business areas include businesses in the downtown area, adjacent to the Fulton Street project, and along the Bus Rapid Transit (Q) Corridors.
Appendices
   A. Notice Under the Americans with Disabilities Act
   B. ADA Grievance Procedure
NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (“ADA”), the City of Fresno will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

**Employment:** The City of Fresno does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

**Effective Communication:** The City of Fresno will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City’s programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

**Modifications to Policies and Procedures:** The City of Fresno will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in the City's offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of the City of Fresno, should contact the office of Shannon M. Mulhall, ADA Coordinator during normal business hours at 559-621-8716 or Shannon.Mulhall@fresno.gov, preferably five working days but no later than 48 hours before the scheduled event.
The ADA does not require the City of Fresno to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

More information about the ADA can be found at the US Department of Justice website, www.ada.gov, or by calling their helpline at 800-514-0301 (voice), 800-514-0383 (TTY). Applicants or employees of the City of Fresno who would like to request a reasonable accommodation or have other disability-related concerns may contact Steve Emerzian, Senior HR/Risk Analyst, at 559-621-6903 or Steve.Emerzian@fresno.gov. Concerns or complaints that a program, service, or activity of the City of Fresno is not accessible to persons with disabilities should be directed to Shannon M. Mulhall, Americans with Disabilities Act Coordinator at 559-621-8716 or Shannon.Mulhall@fresno.gov.

The City of Fresno will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.
Grievance Procedure under the Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Fresno. The City of Fresno’s Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than sixty (60) calendar days after the alleged violation to:

Shannon M. Mulhall, NIC, ACTCP
Americans with Disabilities Act Coordinator
Department of Public Works
2600 Fresno Street 4th Floor
Fresno, California 93721
Phone: 559-621-8716
Fax: 559-488-1045
Shannon.Mulhall@fresno.gov

Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days of the meeting, the ADA Coordinator or his/her designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Fresno and offer options for substantive resolution of the complaint.

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

Wilma Quan-Schecter
City Manager
Fresno City Hall
2600 Fresno Street Second Floor
Fresno, CA 93721
Phone: 559-621-7770
Fax: 559-621-7776
citymanager@fresno.gov

Within fifteen (15) calendar days after receipt of the appeal, the City Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the City Manager or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the ADA Coordinator or his/her designee, appeals to the City Manager or his/her designee, and responses from these two offices will be retained by the City of Fresno for at least three (3) years.