

# LARGE PRINT

# 2019

## Americans with Disabilities Act (ADA) Title II Annual Report



October 8, 2019

It is an honor to present to you the City of Fresno Fiscal Year 2019 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.

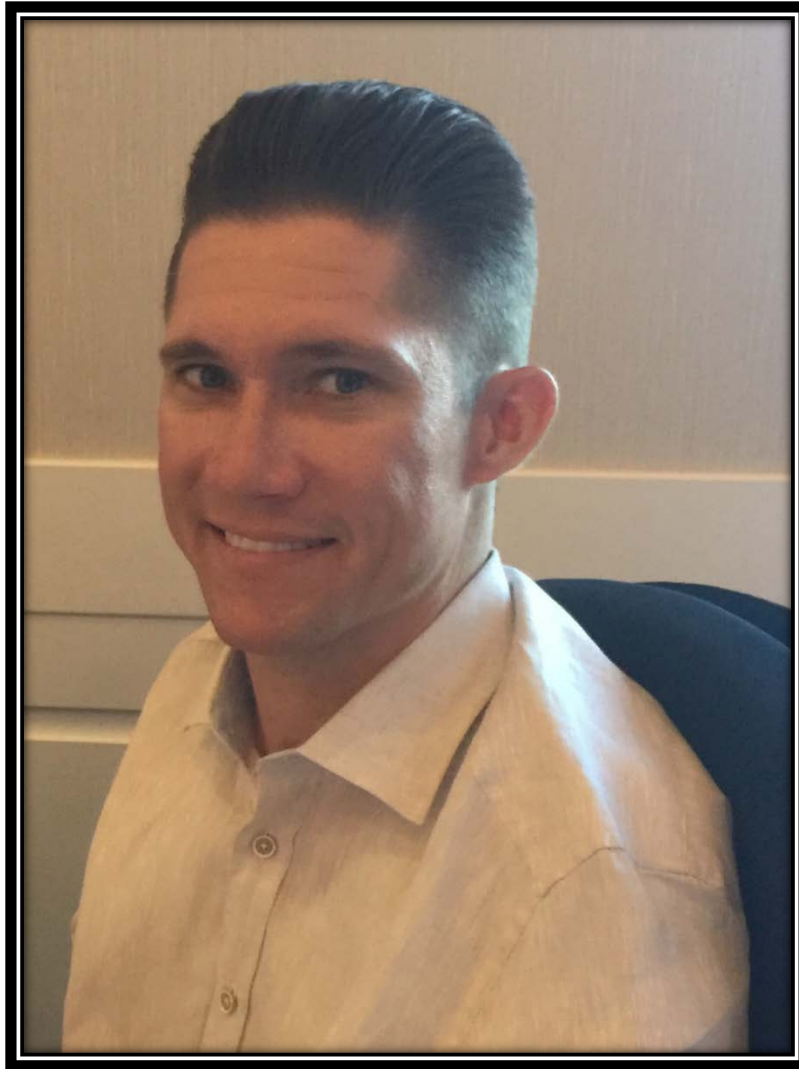
Thank you to the department ADA Liaisons and Accessibility Champions who regularly find simple ways to improve program access. My gratitude must also go to the Department Directors, who, time and again have demonstrated their leadership in accessibility initiatives. Last, but not least, I would like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

Respectfully submitted,



Shannon M. Mulhall, NIC, ADAC, CASp

Certified Americans with Disabilities Act Coordinator



**In Memory of Disability Advisory Commissioner  
Norman “JR” Norwood, Jr.  
October 1980 – April 2019**

# City of Fresno Americans with Disabilities Act (ADA) Title II Annual Report - Fiscal Year 2019

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## **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.



**Picture 1: Wings for Autism, an annual event at Fresno Yosemite International Airport, provides air travel training for people on the autism spectrum.**

## 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 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
- **Website**<sup>1</sup>, available as rich text and accessible PDF
- **Signed, captioned, and audio version**
  - On Website ADA Notice Page
  - Online at the **City of Fresno YouTube** page<sup>2</sup>
  - 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.

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<sup>1</sup> [www.fresno.gov/ada](http://www.fresno.gov/ada)

<sup>2</sup> <https://www.youtube.com/watch?v=sTFyjdMNjbY>

## 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;



**Picture 2: In October, PARCS hosted a “Trunk or Treat” event at Inspiration Park.**



- 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
- 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](https://www.fresno.gov/personnel/career-opportunities/)<sup>3</sup> page:

*Accommodations for Persons with Disabilities*

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<sup>3</sup> <https://www.fresno.gov/personnel/career-opportunities/>

*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.*
- *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 3: Soccer Camp was one of the many inclusive events held at Inspiration Park.**

## **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 Jean Thomas-Runnels 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 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



**Picture 4: PARCS hosted multiple inclusive formal dances throughout the year.**

- 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**<sup>4</sup>, available as rich text and accessible PDF.

## **Formal Grievances**

Two formal grievances were filed with the office of the ADA Coordinator this year.

## **Informal Inquiries**

35 informal inquiries were brought to the attention of the Office of the ADA Coordinator. 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.

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<sup>4</sup> [www.fresno.gov/ada](http://www.fresno.gov/ada)

These were investigated following a similar process as formal grievances.

## **Modification Requests**

11 requests for reasonable modifications that 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 Office of the ADA Coordinator. 55 calls resulted in referrals to outside agencies or other departments for assistance. 16 calls were related to business accessibility and were referred to resources for the Accessible Fresno Small Business Initiative (See section below).



## 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



**Picture 5: Fresno Football Club partnered with PARCS for an inclusive soccer camp.**

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 2019.

## **Downtown Parking Inventory & Self Evaluation**

In fall 2018 DARM Parking Division initiated an inventory survey of downtown on-street parking and parking structure facilities. Data collected includes the number and location of marked/ metered and accessible stalls on street as well as the number and

location of all stalls and accessible stalls in City owned parking structures.

The primary City of Fresno Parking facility in downtown, Garage 8, is already prioritized in the existing Facilities Transition Plan. Once the downtown parking inventory is completed this information will be used to develop a maintenance & improvement plan and an ADA Parking Transition Plan.

## **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 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.



**Picture 6: PARCS Exceptional Needs Football and Cheer Camp is a popular event.**

## 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.

## **APS Retrofits (Phase 2)**

Each year there are several 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 three

intersections. All intersections were evaluated using the APS Evaluation Criteria and prioritized based on ranking and cost to retrofit.

### **Fresno-Shields**

This located adjacent to Resources for Independence, Central Valley, the independent living center serving individuals with disabilities. This is a highly traveled intersection by staff and consumers of the center.

### **Shaw – First**

This location is a high pedestrian use area, connects to multiple bus routes and Fashion Fair shopping Center.

### **Shaw – Palm**

This location is a high pedestrian use area, major pedestrian connection point for the annual Christmas Tree Lane event, Fig Garden Shopping Center, and multiple bus routes. Coordinated in conjunction with Fresno County.

### **Shields/West Corner Reconstruction**

The northwest and northeast corners of Shields/West, previously dubbed “the corners that



can't be built" had received regular complaints and was a prime example of issues with obstructions from the signal poles, a street light pole, a hydrant at the corner, utility boxes, private signage and parking lot at the back of walk, and drive approaches in close proximity. For this project Public Works was able to identify the Right of Way line with more space than previously believed, relocate the hydrant, reconstruct the corner with a curb ramp, and run the conduit for Accessible Pedestrian Signals (to be installed in FY20).





**Picture 7: Shields and West Intersection posed many challenges for accessibility.**

## **Pedestrian Button Relocation**

At the northwest corner of West an Emerson, a request was received to relocate the pedestrian push button to allow for greater ease of access for pedestrians who use mobility devices.

## **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.



**Picture 8: FM Systems are available for enhanced communication access.**

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 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 set up 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.



**Picture 9: Officers attended a Halloween celebration at Beth Ramacher Developmental Center. The department makes efforts to build positive relationships within the community.**

## 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 (FPD) has undergone to ensure that their contact is equitable and effective when interacting with people with disabilities.

## Communication

FPD has adopted *Policy 370 Communications with Persons with Disabilities*. The City distribute to all police officers via a training document the Guide for



**Picture 10: Chief Dyer attended Sports Day at Addicott School for children with moderate to severe disabilities.**



Law Enforcement Officers When in Contact with People Who are Deaf or Hard of Hearing on an annual basis; this was distributed to all FPD personnel on July 24, 2018. 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 FPD.

The FPD 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, individuals who are Deaf, hard of hearing, or who have speech impairments, and have

been detained are allowed 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 PowerDMS biannually. Records of completion of training are maintained by FPD Communications Center. The Communication Center implements tests every two months of their operators' response to TTY calls.

## **Policies & Procedures**

FPD 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.



**Picture 12:**  
**Sports Day at**  
**Addicott**  
**Elementary.**



**Picture 11: Beth**  
**Ramacher**  
**Developmental**  
**Center**  
**community**  
**activities.**



- 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.

## **Mental Health & Intellectual/Developmental Disabilities**

FPD 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



**Picture 13:**  
**Halloween party**  
**at Beth Ramacher**  
**Developmental**  
**Center.**

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. To date, FPD has trained a total of 352 personnel from the department and 105 officers from allied agencies in the 40 hour CIT course. The ultimate goal is to have every uniformed officer in Fresno PD trained in the full 40 hour course, and they are moving toward that target with four to six courses to be scheduled during 2020.



**Picture 14: Holiday celebration at Beth Ramacher Developmental Center.**

In 2018 FPD launched the Crisis Intervention Team (CIT) in partnership with the Fresno County Department of Behavioral Health (DBH). The intention is to address the growing need for more resources in the community with regard to mental illness.

The team consists of one Sergeant and four Officers as well as a team of four clinicians from DBH and a supervisor. The goal is to train officers on de-escalation best practices, provide

the best possible care to the community members living with mental illness, and try to address chronic, long term calls for service being generated by a small group of individuals with unique needs.

The CIT has had a number of successes connecting community members to services, housing, and lowering the repeated response of law enforcement, emergency medical services and emergency room visits. They are now beginning phase two of the program. This will include additional resources in the field for patrol, in the form of 12-15 licensed clinicians as well as a case management role for the original team members. The aim is to be able to provide even greater long term care and solutions for impacted community members. 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

FPD 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 FPD personnel on July 24, 2018.

FPD has partnered regularly with community agency Vocations Plus Connections Inc. (VPCI) for events that bring officers and individuals with I/DD together for positive interactions in a safe, stress-free environment. Officers attended the Patriot Day social carnival event in September 2018.

**“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 FPD, The State Council on Developmental Disabilities, and the office of the ADA Coordinator.

- July 3, 2018, Resources for Independence, Central Valley, 6 participants

- October 23, 2019, Beth Ramacher Developmental Center, 2 sessions, 75 participants
- May 7, 2019, ARC Fresno Production Center, 75 participants



**Picture 15: VPCI participants meet with Fresno Fire.**

## **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<sup>5</sup> (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 was updated to 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

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<sup>5</sup> <http://www.ada.gov/emergencyprep.htm>

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.

Last year the City Manager's Office initiated the update of the Citywide Continuity of Operations Plans, which is still underway. 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.

## **Community Preparedness Outreach & Events**

The Office of the ADA Coordinator 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.

### **Disaster Response Interpreter Training Course**

March 23, 2019. This course is specifically designed to train and credential certified American Sign Language Interpreters for interpreting during an emergency or disaster response, including but not limited to evacuation shelters and media press conferences. This was a partnership between the City of Fresno, California Governor's Office of Emergency Services Office of Access and Functional Needs, Deaf and Hard of Hearing Service

Center, and NorCal Services for Deaf and Hard of Hearing.



**Picture 16: During a round table discussion VPCI participants and Fire Fighters had an opportunity to get to know each other better, including testing out fire equipment.**

## Web Based Services & Programs

The accessibility of information that is distributed on the [City of Fresno website](http://www.fresno.gov)<sup>6</sup> has been an ongoing priority and joint effort between the ADA Coordinator, The Web Accessibility Coordinator, and the Webmaster. The City posts online a [Web Access Policy](http://www.fresno.gov/ada)<sup>7</sup> 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*. And AO 8-20 *Accessible Information and Communication Technology*. The purpose of these policies are 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.

The City distributes to its employees who design, develop, maintain, or otherwise have responsibility

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<sup>6</sup> <http://www.fresno.gov>

<sup>7</sup> <http://www.fresno.gov/ada>

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](#)<sup>8</sup>.

The ADA Coordinator, Web Accessibility Coordinator, Webmaster, and Information Services Department personnel regularly participate in online webinars on website accessibility provided by the ADA National 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 the preparation of this report Siteimprove recorded the City of Fresno website compliance rating at 97.4%, in comparison to the

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<sup>8</sup> <http://www.ada.gov/websites2.htm>

government industry average of 71.5% compliance. The City utilizes the Siteimprove Academy for training both non-technical and technical staff on the requirements for web accessibility.

The Disability Advisory Commission tested and provided feedback on the following technologies:

- New digital touch screen kiosks at City Hall
- Fresgo Online Reporting System
- Multiple mobile applications

## **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. Effective this year, training is mandatory every two 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, and Disability Etiquette (produced by the Judicial Council of California Access and Fairness Advisory Committee). 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](https://www.youtube.com/playlist?list=PLjdWYCi9CWHbIC5668uTXiMoTHNEdyUaw)<sup>9</sup>. The

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<sup>9</sup> <https://www.youtube.com/playlist?list=PLjdWYCi9CWHbIC5668uTXiMoTHNEdyUaw>

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 training is broken into five short modules. Training is mandatory every three years. Training records are maintained by the Fire Department.

### **A Services Animals and Disability Etiquette**

February 19, 2019 – ADA Coordinator co-presented with Ed Crane of My Assistance Dog, Inc. to provide training for the SMG staff who coordinate programs and services at The Fresno Convention & Entertainment Center. Training topics covered service animal requirements and how to have a respectful interaction with patrons who have disabilities.

## **ADA Refresher for Construction Management**

March 6, 2019— 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.

## **The Path to Accessibility: What does it Look Like?**

April 16, 2019 - Resources for Independence, Central Valley provided this training for Public Works staff. This was an opportunity to hear how people with disabilities experience and navigate in the right of way. Discussion included concepts of how to move toward thinking about usability and not just compliance as we design, engineer, and maintain our sidewalks, streets, and pedestrian signals. Topics included: Street furniture and the impact of reduced widths, temporary traffic control, pedestrian signal timing and pedestrian push buttons, access during construction, and other common issues that people with disabilities encounter.



**Picture 17: Public Works partnered with Resources for Independence Central Valley for a training about the experiences of people with disabilities.**



## **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:

- **Mary Beth Randall, Chair**, 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
- **Francis Reyes Acosta, Vice Chair**, Resources for Independence, Central Valley president, active advocate for disability rights with an extensive background working in Public Relations, Business Relations, and broadcasting
- **Susan Coulter**, Educational Services Director at Deaf and Hard of Hearing Service Center
- **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
- **Dawn Lang, ex officio member**, Legal Secretary II, Member of the Little People of America, *Appointed December 2018*



- **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

In April 2019, Commissioner Norman Norwood, Jr. passed away unexpectedly. Mayor Lee Brand released the following statement: "My first thought when I heard about the passing of Norman "JR" Norwood, Jr. was that Fresno has lost a great man and a powerful advocate for the disabled community. JR was my first appointment to the Disability Advisory Committee and was an important voice for access and inclusivity for people with disabilities. In his few years of service on the DAC, JR was involved in many initiatives to improve accessibility throughout the City of Fresno, Fresno County, and the State of California. He was persistent and passionate about the things he cared about and the people he loved, and he will be greatly missed. My condolences go out to his family and friends."





**Picture 18: Mayor Brand joined family and friends of Norman Norwood Jr. gathered to celebrate his contributions to the City of Fresno with a proclamation.**

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
- FresGo Reporting System

- Southern Blackstone Avenue Smart Mobility Plan
- Public Works Grant Applications
- Other Power Driven Mobility Device Policy Development
- Parking Division Updates and Enforcement
- Service Animal Regulations
- Information Services Mobile Applications and Kiosks
- Homeless Task Force
- Trail Network Expansion Feasibility Plan
- Public Utilities Solid Waste Program
- Brown Act & Roberts Rules of Order Refresher Training

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](http://www.fresno.gov/dac).



**Picture 19: Solid Waste Division announced their new Braille and Raised Text waste bin lids at the DAC meeting.**

## 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 five times. The activities and topics discussed by the transportation subcommittee included:

- Regular updates on fixed route and Handy Ride paratransit services
- FAX Capital Project Median Bus Stops
- Ticket Vending Machines
- Handy Ride Trip Duration Requirements
- Bus Stop Self-Evaluation and Transition Plan Progress

## DAC Achievement Awards



October 2018 marked the tenth year that the DAC has honored community members with the DAC Achievement Awards, coinciding with the Proclamation of October as

**Picture 20: Award Recipients were honored in October.**

## 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 2018 Individual Achievement Award was Yonas Paulos. The recipient of the DAC's Organization Achievement Award was Geekwise Academy. The recipient of the City of Fresno employee award was Desirick "Desi" Garcia.

The proclamation was received by Vocation Plus Connections, Inc. (VPCI). Since 2016 has partnered with FPD and Fresno Fire to improve the relationships between people with Intellectual and Developmental Disabilities (I/DD) and first responders.

## **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
- 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
- Fresno Business Serving Partners
- Fresno City College Disabled Students Services Advisory Council
- Fresno County Voter Accessibility Advisory Committee & Voter Advisory Committee

- Health Net State Wide Public Policy Committee
- Veterans Employment Committee/Fresno Community Forces

## **Community Events Attended & Presentations Provided:**

- August 3, 2018, International Right of Way Association, *ADA and Right of Way Infrastructure*
- August 13, 2018, Fresno CERT
- August 17, 2018, Resources for Independence, Central Valley Annual Dinner
- August 28, 2019, CSU Fresno, Education of Exceptional Children Course, *ADA Overview and Disability Etiquette*
- September 19, 2018, Red Cross of Central CA, *Communication with Diverse Communities*
- October 18, 2019, Resources for Independence Central Valley Community Leadership Academy, *Advisory Board Service & Relationship Building*
- January 24, 2019, CSU Fresno, Education of Exceptional Children Course, *ADA Overview and Disability Etiquette*
- February 14, 2019, Fresno CERT
- March 12, 2019, Resources for Independence Central Valley Community Leadership Academy, *Advisory Board Service & Relationship Building*



- March 14, 2019, Central Valley Regional Center Champions Gala
- March 21, 2019, Arc Fresno Madera Counties, *ADA Basics*
- March 28, 2019, Comprehensive Addiction Programs, Inc., *Advisory Board Service & Relationship Building*
- May 11, 2019, Deaf & Hard of Hearing Service Center 35<sup>th</sup> Anniversary Gala

## Conferences

### Abilities Expo

October 2018. 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 21: Abilities Expo workshops teach community members how to prepare for their unique needs and practice to "Lock, Cover, and Hold On."**

## National ADA Symposium

June 2019. The ADA Coordinator attended the National ADA Network's ADA Symposium. The ADA Coordinator presented three breakout sessions:

*How People with Disabilities Use Assistive*



*Technology and Common Barriers, Office of One, and Building Community Between Law Enforcement and People with Intellectual and Developmental Disabilities.* The

**Picture 22: Mayor Lee Brand presented California Council of the Blind President Judy Wilkinson with a proclamation honoring CCB on their 85 anniversary.**

National ADA Symposium is designed to provide the latest information on ADA regulations and guidelines, implementation strategies, and best practices through dynamic, interactive sessions.

## California Council of the Blind

June 2019. The ADA Coordinator attended and provided a keynote presentation for the Statewide Convention of the California Council of the Blind, held in Fresno. The mission of the California Council

of the blind is to increase the independence and equality for all Californians who are blind or low vision. Mayor Lee Brand presented a proclamation honoring CCB on their 85<sup>th</sup> anniversary.

## **Wings for Autism**

April 28, 2018 Fresno  
Yosemite International Airport  
hosted the second Wings for  
Autism® program sponsored  
by The Arc of the United  
States, in partnership with The  
Arc Fresno/Madera Counties,  
SkyWest Airlines,



**Picture 23: Knowing what to expect on an airplane helps to alleviate the stress of travel.**

Transportation Security Administration (TSA), Delta Global Services (DGS), HP Inc., Hudson Group and HMS Host. The Wings for Autism® program provided individuals with autism or other intellectual and developmental disabilities and their families the opportunity to prepare for air travel in a real-life environment.

Air travel can prove particularly challenging with all of the activity at a busy airport including the crowds, unfamiliar sounds and noises. The Wings for Autism® program not only helps to alleviate the stress individuals and their families may experience when traveling, but also enlightens airport and airline professionals about how best to serve individuals

with autism or other intellectual and developmental disabilities.



**Picture 24: Wings for Autism brings enhanced training and partnerships between the airlines and community members.**



## **Inclusive PARCS Programs**

Since the inception of Inspiration Park, the City of Fresno Parks, After School, Recreation, and Community Services (PARCS) department has prioritized inclusive sports programming with trained recreation therapeutic specialists and partnering with a variety of community entities to bring enhanced inclusive programming and adaptive sports to Fresno.

## **No limits Exceptional Needs Skate Jam**

The City of Fresno, Fresno Skate Salvage, and Magic Fresno collaborated to share their love for the world of skateboarding with the Inaugural No Limits Exceptional Needs Skate Jams.



**Picture 25: Inclusive Skate Camps help to promote healthy living and play for all.**

## Central Unified Adapted Physical Education

PARCS partnered with Central Unified School District for adaptive sports programming at Inspiration Park.



**Picture 26:** Adaptive physical education programs are an important element of healthy childhood.

## Football and Cheer Camp

Back by popular demand, PARCS Department again hosted an Exceptional Needs Cheer and Football Camp at Inspiration Park.





**Picture 27: Football and Cheer camps bring out smiles for all.**

## **Adaptive Soccer Camp**

PARCS partnered with Fresno Football Club to host an all-inclusive camp open to children of all abilities ages five and up. Participants worked through

stations with the soccer league and were invited to attend a Fresno Football Club game.



**Picture 28: The Fresno Football Club and Zorro mascot join with eager participants at Inspiration Park.**



## Trunk or Treat Carnival and Spring Carnival

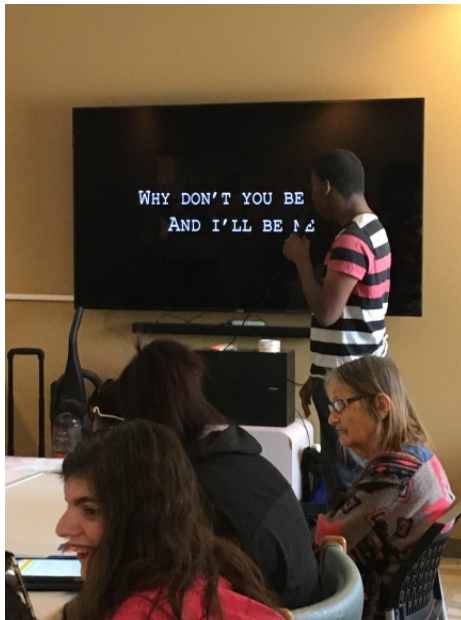
On October 30, 2018, PARCS hosted the inaugural Trunk or Treat event at Inspiration Park. This event was attended by over 250 participants in therapeutic programs, and featured carnival games, a puppet show, and candy giveaways. The carnival was so popular that another was planned for April 5, 2019, which also included a picnic lunch.



**Picture 29: Carnivals and Trunk or Treat programs at Inspiration Park.**

## Therapeutic Karaoke

Every Thursday at noon Inspiration Park hosts Therapeutic Karaoke, where day program participants get a chance to show off their talents.



**Picture 30: Everyone feels like a star at Inspiration Park Karaoke!**



## Formals

PARCS recognizes the importance of dances and camaraderie for all youth in the community, and hosted several inclusive formals, including the Winder Wonderland Formal at Ted C. Wills, A Night to Remember, and Angels in the Outfield at Chuckchansi Park. Partners for some of

these formals include MAGIC, Best Buddies, and Fresno Grizzlies.





**Picture 31: Formal dances give a fun opportunity to get dressed up and boogie the night away!**



## **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 follow sections outline the ways in which these funds are utilized by the City.

### **CASP Certification and Training – CASP Training Cohort**

In June 2019 the City formed the CASP Training Cohort for staff who are interested in pursuing CASP certification. Employees from Public Works and DARM meet regularly 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. In FY19 one staff member obtained CAsp certification.

### **Accessible Fresno Small Business Initiative**

In October 2017 the City launched the Accessible Fresno Small Business Initiative (Accessible Fresno). Accessible Fresno consists of proactive programs to encourage businesses within the City to take steps toward construction related accessibility compliance.

### **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, Fresno Area Hispanic Foundation, California Restaurant Association Fresno Chapter, BizFed Central Valley Business Federation, and Fresno County EDC.

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***

- July 11, 2018, CA Restaurant Association, Fresno Chapter, *Accessibility is Good Business Enhance & Protect Your Business*
- August 16, 2018, Fresno Chamber of Commerce, *Accessibility is Good Business Enhance & Protect Your Business*
- October 16, 2018, SCORE Central Valley, *Accessibility Panel Discussion*
- October 19, 2018, American Institutes of Architects, San Joaquin, Fresno County *Building*

### *Official Q&A Panel (ADA Coordinator Moderator)*

- November 14, 2018, BizFed Central Valley Business Federation, *Proactive ADA Compliance for Businesses*
- December 5, 2018, Business After Business, Downtown Fresno Partnership, *Accessibility is Good Business Enhance & Protect Your Business*
- February 22, 2019, Fresno County Economic Development Corporation, , *Proactive ADA Compliance for Businesses*

### ***Booth Outreach Events***

- July 26, 2018, Fresno Food Expo
- June 27, 2019, Fresno Chamber Women in Business Conference

The City has committed to partnering with the California Commission on Disability Access (CCDA) for training and outreach in the business and disabled community. On June 28, 2018 the City hosted listening forums in conjunction with CCDA. This consisted of a series of meetings with stakeholders representing the restaurant industry and members of the public with disabilities. Ultimately, attendees at the listening forum

partnered to provide input to CCDA as they developed an accessibility Toolkit for the Restaurant Industry. On November 14, 2018 The City sponsored and participated in the CCDA Restaurant Industry Listening Forum.



**Picture 32: Fresno hosted CCDA for an expert panel on accessibility for the restaurant industry.**

The City has an array of outreach materials that are available to businesses and organizational partners. 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 all business partners for distribution.

Informational brochures available:

- Accessible Fresno Small Business Initiative
- Frequently Asked Questions for Business Owners
- Financial Assistance for Access Construction
- Service Animals Under the ADA Titles II & III
- Disability Etiquette: Interacting with Persons with Disabilities

### **Access Inspection Program**

The Access Inspection program provides eligible small businesses with CASp inspection services in accordance with CRASCA, inspection report, disability access inspection certificate, and inspection support services.

The City contracted multiple qualified CASp Consultant firms for access inspection services. Under no circumstances does the City receive or review the CASp inspection report of a business. These reports and findings are kept confidential



between the service provider and the business owner or their designated representative.

The City anticipated the ability to serve approximately 40-70 business per year and consultant contracts were initiated in August 2018. From the application opening period through the end of the fiscal year a total of 33 businesses applied for the program. Despite lower than anticipated applications from the business community, the City will continue this program in FY20, seeking new ways of promoting and encouraging participation from the business community.

## **Appendices**

- A. Notice Under the Americans with Disabilities Act
- B. ADA Grievance Procedure